

THE IDENTIFICATION OF COMPLAIN RESPONDING TURN IN *SHOPAHOLIC TO THE RESCUE*

Setia Adi Nugraha^{1*)}, M.R. Nababan²⁾, Djatmika³⁾

*Universitas Sebelas Maret

Indonesia

nugraha.setia.adi@gmail.com

Abstract

The purpose of this research to identify types of turn which respond to complaining speech act in *Shopaholic to the Rescue* novel and use pragmatics approach. It is because in pragmatics field, moreover in conversation turn becomes one of important foundations in reaching the purpose of communication, especially in verbal communication. Besides when people want to have a conversation and being involved in it, it must be organized, managed, and it can be seen by the turn. This research is categorized as a descriptive-qualitative research with embedded case study and using pragmatics approach. The data of this research are taken from conversations between characters in the *Shopaholic to the Rescue* novel which contain turns that respond to complaining speech act, and this study only takes verbal responds. As the result of this research, there are 45 types of complain responding turn from 120 data. Stating becomes the most dominant turn in responding the complaining speech act with 14 data, followed by complaining (11 data), asking (9 data), and explaining (9 data).

Keywords: pragmatics, speech act, complain responding turn

Introduction

Language takes important part to succeed the process of communication between the speaker and the hearer. Communication itself between the speaker and hearer is influenced by the meaning. The power of meaning influences the result of communication. Pragmatics as a study in meaning, takes important key in this result. Moreover, according to Thomas (1995, p. 22), meaning is a dynamic process and it involves many things, such as negotiation meaning between the speaker and the hearer also context of utterances. According to Yule (1996, p. 3), pragmatics is a study related to the speech which is uttered by the speaker and interpreted by the hearer. In daily communication, people do a speech act, as Yule (1996, p. 47), speech act is an action which is performed through utterances. Austin (1962) divides speech act into three types, locutionary act, illocutionary act, and perlocutionary act. Searle (in Yule, 1996) classified the illocutionary act into five categories: declaratives, representatives, expressives, directives, and commissives. In

expressives category, there is complaining speech act. As mentioned by Wierzbicka (1987, p. 242), through complaining speech act, the speaker wants to express his/her feelings about something bad on him, and deliver a message that s/he wants the other also feel what he/she feels about it. Complaining speech act also included as a moral judgment which express about the speaker's approval or disapproval of specific behavior (Trosborg, 1995, p. 311). Then, in conversation, there is a turn, and as mentioned by Sacks (in Mey, 2001, p. 155), turn is the basic unit in conversation and it is a shift of direction of speaking 'flow' in a normal conversation. This study tries to reveal and identify the types of turn which respond to complaining speech act in *Shopaholic to the Rescue*, a best seller novel written by Sophie Kinsella. There are some studies became the literature review of this research, such as a research about complaining speech act entitled, "*Perbandingan Terjemahan Tindak Tutur Mengeluh dalam film Bad Boys II yang Ditayangkan di Stasiun Televisi dan VCD*

(*Kajian Strategi Penerjemahan, Kesepadanan Makna dan Keberterimaan*),” written by Ardiana Nuraeni in 2008. Nuraeni (2008) tried to compare between the translations of complaining speech act of *Bad Boys II* movie in VCD version and in television version. Another related study about complaining speech act is written by Inas Adila in 2012, “*Tindak Tutur Mengeluh dalam Rubrik Aspirasi, Kriiing Solopos, dan Rakyat Bicara*.” The other related study about complaining speech act is “*Analysis of Complaint Speech Act in The Help Movie by Tate Taylor*.” This study is written by Amalia Khalifah in 2013. From those three related studies, it is found that there are some gaps found. Nuraeni (2008) entitled, “*Perbandingan Terjemahan Tindak Tutur Mengeluh dalam film Bad Boys II yang Ditayangkan di Stasiun Televisi dan VCD (Kajian Strategi Penerjemahan, Kesepadanan Makna dan Keberterimaan)*” focused in comparing the translations of complaining speech act in *Bad Boys II* movie in VCD version and television version, and also studied about meaning correspondence and acceptability of the translations. It means that this study is different, because this research tries to find the turn of complaining speech act, and does not study about the translation part of the speech act. Adila (2012) by her research, “*Tindak Tutur Mengeluh dalam Rubrik Aspirasi, Kriiing Solopos, dan Rakyat Bicara*,” focused in the strategy of complaining speech act in three different newspapers. The gap is Adila (2012) focused in the strategy of complaint and also the perspective of the complaint strategy. It is different than this research which is not focusing in the complaint strategy but in the turn of complaining speech act. Third study is “*Analysis of Complaint Speech Act in The Help Movie by Tate Taylor*,” by Khalifah (2013). This study focuses in describing the strategy of complaint in a movie. This research uses a novel as the source of data not a movie, and then focuses in the turn of complaining speech act. From those three

previous studies, it can be concluded that turn was not discussed in those three studies, and then they only focused in the complaining speech act or the strategy of the complaint, not the response of the complaint.

Methodology

This research is categorized in descriptive-qualitative research with embedded case study. It is descriptive-qualitative, because descriptive is not only just collecting the data, but also interpreting the data itself (Surrakhmand in Abdurrahman and Soejono, 1999, p. 22). Then, according to Sutopo (2002, p. 35), qualitative research emphasizes more in words, sentences, or pictures as the data than numbers or frequencies. Although according to Santosa (2014), in descriptive research especially a language research sometimes is unable to show its holistic representation because of the limitation of the language itself, and it makes the descriptive-qualitative should use pictures, tables, diagrams, etc. The source of data of this research comes from a novel, *Shopaholic to the rescue*, written by Sophie Kinsella. The data of this research is turn that responds to complaining speech act, which is taken from conversations between the characters in the novel. The data that will be taken in this research is verbal respond only. The data collection procedures of this research are reading the novel, *Shopaholic to the rescue*, marking the complaining speech act with its turn which responds to the speech act, and then classifying the turn(s) based on its type. Content analysis technique is used to analyze the data. According to Yin (in Sutopo, 2006, p. 81), content analysis technique is used in order to find the various kinds of things which are needed by the researcher in the study.

Findings and Discussion

After read the novel, there are 120 data found. Those are identified into 45 types of turns which are responding to complaining speech act. Stating becomes the most dominant type in responding the complaining speech act in the novel with 14 data,

followed by complaining (11 data), and Explaining (9 data). This study divides the data into 3 (three) categories, i.e.: Singlet, Duplet, and Triplet.

1. Singlet

Singlet becomes the most used category found in the research. In singlet category, there are 33 types of turn responding the complaining speech act(s).

Table 1. Types of Turn in Singlet Category

No.	Responding Turn	Σ	Data No.	%
1	Stating	14	024, 050, 054, 056, 061, 082, 097, 098, 099, 102, 115, 131, 147, 148,	11,7
2	Complaining	11	002, 022, 030, 033, 067, 089, 091, 133, 138, 145, 149	9,2
3	Explaining	9	018, 025, 029, 036, 039, 058, 081, 093, 129,	7,5
4	Asking	9	063, 078, 085, 086, 090, 096, 106, 146, 155	7,5
5	Arguing	7	016, 052, 057, 068, 079, 116, 122	5,8
6	Convincing	5	003, 048, 051, 121, 153	4,2
7	Informing	5	026, 113, 114, 118, 119	4,2
8	Inviting	4	011, 028, 134, 156	3,3
9	Confirming	4	014, 037, 045, 069	3,3
10	Suggesting	4	023, 084, 101, 117	3,3
11	Doubting	4	032, 049, 055, 128	3,3
12	Commenting	3	012, 013, 047	2,5
13	Justifying	3	027, 043, 092	2,5
14	Regretting	3	094, 137, 142	2,5
15	Directing	2	034, 132	1,7
16	Agreeing	2	072, 140	1,7
17	Calming	2	076, 135	1,7
18	Refusing	1	4	0,8
19	Apologizing	1	8	0,8

20	Advising	1	40	0,8
21	Offering	1	41	0,8
22	Motivating	1	53	0,8
23	Mocking	1	59	0,8
24	Saying	1	66	0,8
25	Compelling	1	70	0,8
26	Concluding	1	73	0,8
27	Protesting	1	100	0,8
28	Swearing	1	104	0,8
29	Threatening	1	109	0,8
30	Criticizing	1	124	0,8
31	Ignoring	1	130	0,8
32	Admitting	1	150	0,8
33	Promising	1	154	0,8

According to the table above, stating becomes the most used turn in responding the complaining speech act, it covers 11.6% of the turns which are found in the study. In this study, the underlined words, phrases, or sentences are the complaining speech act, and the bolded words, phrases, or sentences are the turn.

Table 2. The Structure of Table

Numbe r of Data	<u>Complaining Speech Act</u>	Type of turn
	The responding turn (words, phrases, or sentences)	

Table 3. Example of Stating

024	<i>'No,' Dad cuts me off.</i>	Stating
/TT	<i>'Becky, I'm trying to</i>	
M/6	<i>achieve an important task</i>	
4	<i>and I have to focus on that.</i>	
	<u><i>I can't deal with your</i></u>	
	<u><i>mother having hysterics at</i></u>	
	<u><i>me for an hour.'</i></u>	
	<i>'She wouldn't-'</i> <i>I</i>	
	<i>begin, then stop, mid-</i>	
	<i>sentence.</i>	

The context of situation in that example above is, Becky as the main character in the story asks his dad to talk

about everything especially about his condition to Mum, but he refuses and complains about Mum. Bex responds the complain by stating.

Table 4. Example of Complaining

022/T	<i>'Well, please don't follow</i>	Complaining
TM/6	<i>me!' Dad sounds really</i>	
4	<i>quite angry. 'This is</i> <i>ridiculous! Can a man not</i> <i>deal with a small private</i> <i>matter without being</i> <i>trailed?'</i>	
	<i>'But you didn't even</i> <i>tell Mum what you</i> <i>were doing! You just</i> <i>disappeared!'</i>	

The context for the example on the Table 2 is, Dad feels unhappy and distracted by what Mum did, because there is no need to track him into LA. Dad complains about it and Mum responds it by using complaining.

Table 5. Example of Explaining

025/	<i>'How can we chill out? Now</i>	Explaining
TTM	<i>I'm starting to feel angry. 'You</i>	
/64	<i>won't tell us anything, and we</i> <i>know Bryce is trying to</i> <i>brainwash Tarkie...I mean, is</i> <i>he OK?</i>	
	<i>Dad gives a short laugh.</i> <i>'Bryce isn't brainwashing</i> <i>anyone. He's a very helpful</i> <i>young man. He's been</i> <i>invaluable to me. Knows</i> <i>the area, you see. And he's</i> <i>quite taken Tarquin under</i> <i>his wing. They spend hours</i> <i>chatting each other about</i> <i>this and that.'</i>	

Context in the example above is, Bex is not only curious about what her Dad did, but also she's afraid of Bryce and in the same time she feels angry about it. Dad responds her complaint by explaining about what has happened.

2. Duplet

In this category, there are 11 combinations of types of turn in responding complaining speech act. The combination itself consists of two types of turn. Explaining & Offering becomes the most used combination turn in responding the complaint.

Table 6. Types of Turn in Duplet Category

No.	Responding Turn	∑	Data No.	%
1	Explaining & Offering	2	064, 065	1,7
2	Suggesting & Offering	1	31	0,8
3	Inviting & Promising	1	42	0,8
4	Stating & Inviting	1	46	0,8
5	Directing & Suggesting	1	83	0,8
6	Requesting & Informing	1	88	0,8
7	Asking & Informing	1	105	0,8
8	Agreeing & Threatening	1	126	0,8
9	Apologizing & Explaining	1	136	0,8
10	Irritating & Asking	1	143	0,8
11	Compelling & Asking for permission	1	151	0,8

Table 7. Example of Explaining & Offering

064/TT	<i>'I am not at all well,' says</i>	Explaining
M/122	<i>Elinor again, her head</i> <i>dropping like a swan's.</i>	& Offering
	<i>'You've got a hangover,'</i> <i>I say sympathetically.</i> <i>'Come and sit down, I'll</i> <i>order some tea.'</i>	

Context of the example above is Elinor complains about her body, she got hangover after drinking with Mum and Janice.

Table 8. Example of Agreeing & Threatening

126/TT M/247	<i>'Enough of zis chit-chat!'</i> <i>barks Suze, sounding like a Nazi Kommandant. 'We need the truth!' She frowns disapprovingly at me, and I see I've let myself get side-tracked.</i>	Agreeing & Threatening
	<i>'That's right!' I say hastily, and hold Twice up even higher. 'We're here for a reason, Raymon, so you'd better give us what we need.'</i>	

Suze and Bex try to get information about his Dad from his dad's old friend, Raymond. Suze's complaint about the useless chit chat is responded by Bex in order to get more information from him.

3. Triplet

In this category, there are three types of turn combined and respond to the complaining speech act.

Table 9. Triplet Category

No.	Responding Turn	Σ	Data No.	%
1	Surprised, Doubting, Asking	1	080	0,8

Triplet becomes the least category if it is compared to the other categories and there is only one data categorized as triplet category.

Table 10. Example of Triplet Category

080/TT M/158	<i>'He turned us away!' she exclaims. 'Can you believe it?'</i>	Surprised
	<i>At once a babble breaks out: 'Oh my God!' 'Turned you away?' 'Did you actually speak to him?' I demand above the noise. 'To Raymond himself'</i>	Doubting , Asking

Context about the example above is when Mum and Janice try to enter Raymond and meet him, they get rejected. They complain about what had just happened at them and the others give their responds.

Conclusions

According to this research, it can be concluded that: Stating becomes the most used type of complain responding turn: 14 data from 120 (11.7%), followed by complaining with 11 data (9.2%) in singlet category. There are 16 types as the least type of complain responding turn with 1 data for each type (0.8%) such as: criticizing, protesting, promising, etc in singlet category. Total data for singlet category: 107 data (89.2%). There are 11 types of complain responding turn and they are equal, because only consist of 1 data for each type in duplet category. Total data: 12 data (10%). There is only 1 data in triplet category (0.8%).

References

- Abdurrahman, H. & Soedjono,. (1999). *Metode Penelitian Deskriptif*. Jakarta: Rineka Cipta.
- Adila, I. (2012). *Tindak Tutur Mengeluh dalam Rubrik Aspirasi, Kriiing Solopos, dan Rakyat Bicara*. Surakarta: Universitas Sebelas Maret.
- Austin, J. L. (1962). *How To Do Things With Words*. Oxford: Clarendon Press.
- Kinsella, S. (2015). *Shopaholic to the Rescue*. London: Penguin Random House.
- Mey, J. L. (2001). *Pragmatics: An Introduction*. Oxford: Blackwell.
- Nuraeni, A. (2008). *Perbandingan Terjemahan Tindak Tutur Mengeluh dalam film Bad Boys II yang Ditayangkan di Stasiun Televisi dan VCD (Kajian Strategi Penerjemahan, Kesepadanan Makna dan Keberterimaan)*. Surakarta: Universitas Sebelas Maret.
- Santosa, R. (2014). *Metode Penelitian Kualitatif*. Surakarta: Universitas Sebelas Maret.
- Sutopo, H. B. (2002). *Metode Penelitian Kualitatif: Dasar Teori dan Terapannya dalam Penelitian (Qualitative Research Methodology: Basic Theories and Their Application to Research)*. Surakarta: Sebelas Maret University Press.

- Thomas, J. (1995). *Meaning in Interaction: An Introduction to Pragmatics*. London: Longman.
- Trosborg, A. (1995). *Interlanguage Pragmatics: Requests, Complaints and Apologies*. Berlin: Mouton de Gruyter.
- Wierzbicka, A. (1987). *English Speech Act Verbs: A Semantic Dictionary*. Sidney: Academic Press.
- Yule, G. (1996). *Pragmatics*. Cambridge: Cambridge University Press.