

## CHAPTER V CONCLUSIONS AND SUGGESTIONS

This chapter consists of two sections, namely conclusions and suggestions. The conclusion section discusses the summary of the research findings related to the formulation of the problems and the objectives of the research. The suggestions section discusses what can be done related to this research.

### A. Conclusions

Based on the findings and the discussion, the results of the research can be summarized as follows.

1. The data of the research are classified based on the theory of speech act of complaint proposed by Anna Trosborg. The findings of the research reveal two types of speech act of complaint found in the movie entitled *Confessions of a Shopaholic*. Those types are direct and indirect complaints. The findings show that the indirect type is the type applied most by characters in the *Confessions of a Shopaholic*. It means that the most characters in *Confessions of a Shopaholic* try to avoid conflict. The characters do not express their complaint directly to the complainees, so the complainees will not feel that he or she is a guilty person.
2. In *Confessions of a Shopaholic*, the findings show that there are four complaint strategies. They are no explicit reproach, expressing of disapproval, accusation, and blame. In the application of the strategies, the findings show that there is no significant difference in those strategies. The findings show that characters

in *Confessions of a Shopaholic* prefer to use blame strategies, because the characters in the movie want to show their disapproval clearly by using this kind of strategy. Besides, the complainees in *Confessions of a Shopaholic* are not aware or sensitive with the complainer. She always does bad actions which make the complainers feel so disappointed.

3. From the four functions of speech acts of complaint findings, only three functions, out of four, are applied by the characters in the movie *Confessions of a Shopaholic*. They are request for repair, threat, and share negative evaluation. The highest occurrence of them is reached by the function of request for repair, because most of the characters often have to deal with the bad attitudes of the main character. The characters as complainers want the complainees to repair her attitudes, by expressing this function.

## **B. Suggestions**

In reference to the analysis of the research above, the following presents some suggestions to some parties.

### **1. Students of English Department**

The students of English department as the readers can apply pragmatic approach, especially related to speech act of complaint by analyzing it in different movies and different social settings. They can also use the research for further study, both in movies and societies.

## 2. English Lecturers

The lecturers can use this research in teaching pragmatics, especially in speech act of complaint. They can explain about the application of complaint strategies, the types, and the functions of complaint.

## 3. Other researchers

There are still many problems in this study. This research does not cover all of the aspects of speech acts of complaints. It only focuses on the speech of complaint strategies, complaint functions, and the types of complaint viewed from pragmatics analysis. Other researchers may conduct research on observing complaints analyzed from different perspectives.

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