AN ANALYSIS OF SPEECH ACT OF COMPLAINING
FOUND IN THE MOVIE T HE PURSUIT OF HAPPINESS

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Abstract
As seen in the society, complaining often occurs if the people feel dissatisfied or disappointed with the reality that is not suitable as they want. The complaints that exist in reality can be seen in the movie. Therefore, this study aims to find out the speech act of complaining uttered in the movie. The data of this thesis were taken from the dialogues in the movie entitle The Pursuit of Happyness. According to Searle, J. R. (1969) there are five macro-classes of speech, they are representative, directive, expressive, commissive, declarative. Complaining is one of kinds of expressive speech act that express psychological state. In this thesis the writer only focus to analyze the types of expressive speech act in terms of complaining, and the communication strategies used by the speakers in complaining. The writer used the theory stated by Searle, J. R (1975) in analyzing the types of speech act and the theory stated by Brown and Levinson (1987) in analyzing the communication strategies, and some contexts proposed by Crabtree (1991). From the data analysis, the writer found four types of speech act of complaining in terms of direct and literal, direct and non-literal, indirect and literal, and indirect and non-literal expressions.

Keywords: speech act, complaining, communication strategy.

Introduction
People have various ways to show their feelings or emotions. Interm of sadness, anger, fear, surprise, joy and love (Quoted from Parrot, 2001). People often express their feelings by words because words can express all of fellings that people have to show to each other. People can show their fellings by words via utterances, for example people express their fellings of unsatisfying via utterances in form of complaining.

In relation, complaint is one of the form of expressive speech act that express a psychological state (Searle, J, R: 1969). A complaint is an expressive speech act that can be expressed directly or indirectly.

According to Austin, J, L. (1962) speech act is uttering of sentence is a part of the doing an action which is not normally as just saying something. When someone is speaking, he distinguished the acts that perfomed into three: locutionary act, illocutionary act, and perlocutionary act. Illocutionary act is the act of actually
uttering that makes sense in a language with correct grammar and pronunciation. It equivalence to uttering a certain sentence with a certain sentence meaning. Illocutionary is intended action by the speaker, utterances which have a certain force. And perlocutionary act is an effect that an utterance has on the thought, feeling or attitudes of a listener. For further understanding about speech act, the writer adds some examples as follow:

(1). The weather is cold

From the example (1), the actual uttering of the sentence “the weather is cold” along with its particular meaning is a locutionary act. The request to close the window is called illocutionary act. The result of someone closes the window is perlocutionary act.

Moreover, the speech act theory is developed by Searle, J, R (1975) that speech act could be grouped into four types. They are: (1) literal and direct, (2) non-literal and direct, (3) literal and indirect (4) non-literal and indirect.

In this case speech act of complaining are conducted from the movie entitled The Pursuit of Happiness that is written by Steve Conrad and directed by Gabriele Muccino which is inspired by a true story. This movie tells about Chris Gardner family’s life in San Fransisco 1981. Their life was irony because in the beginning of the story Chris’s life is very hard. He does not have a regular job, he only sells the bond scanners to hospitals and doctors to feed his family. But, in the end of story, Chris succeed to be a staff in a Dean Witter firm. After that, Chris went on to found the investment firm Gardner Rich in 1987. Finally, this movie is happy ending story but in the process from homeless and joblessness man to be success man there are complaints uttered by the main characters Will Smith as Chris Gardner and also his own son Jaden Smith as Christopher. The writer also found complaints uttered by another characters in this movie. Because of there are many data that are found in this movie in term of complaining, the writer will try to analyze speech of complaining in this reseach.

Talking about speech act of complaining, when someone complains, he can use various ways or strategies to express his felling of unsatisfying inform of complaining. To know what the startegies used by the speakers in complaining the writer will use the theory of the communication strategy based on Brown and Levinson.

In relation, Brown and Levinson (1987) stated that there are three strategies of communication. They are: (1) bald on record, (2) possitve politeness (roughly, the expression of solidarity), (3) negative politeness (roughly, the expression of restraint) and off record (roughly, the
avoidance of unique-vocal imposition (without saying words). But this research only analyzed positive politeness as the strategy of communication. Here is the positive politeness chart.

Because, there are many things that related with speech act of complaining such as the types of speech act and the communication strategies, contexts and social factors, so that the aims of this research are to describe the types of speech act of complaining uttered by the speakers and also to find out the communication strategies used by the speakers in complaining in the movie The Pursuit of Happynes.

Methodology

The methodology of this thesis is qualitative research. The source of data of this research are collected from the scripts of The Pursuit of Happyness movie. The scripts are taken from the website www.subscene.com. The data of this research are dialogues which reflect speech act of complaining.

The writer applies the referential methodology of Sudaryanto (1993) to analyze the data. Referential methodology is the method of analyzing the data where the key factor of data are defined by the context of outside the language itself, such as: speaker, time, setting and social situation.

Meanwhile, the writer follows some steps in order to make the analysis better such as collecting all the sample of data. Identifying the sample to be data and elaborating the data of the problems based on research questions. The writer will answer the first research question by using the theory of Searle, J. R (1975) about the type of speech act, and for the second research question will be answered by using the theory of Brown and Levinson (1987) about the communication strategy. The writer classifies the data based on the theory used in this research.

After all of data have been identified the writer presenting the result of the analysis with formal and informal methodology by sudaryanto (1993) which is known as the way to publish the finding. In formal methodology the writer presents the findings as tables. While in informal methodology the
Finding and Discussion

The writer has done the analysis by identifying all of data and finding the results of this research that is called as findings. The writer found those types of speech act in the data analysis, they are: direct and literal, direct and non-literal, indirect and literal, and indirect and non-literal. The most in common type found in the data is direct and literal.

The writer also found communication strategies used by the speakers that only focus on positive politeness interm of give or ask for reason.

Here are the data analysis of this research interm of dialogues between the speaker and hearer who are complaining. As follow:

(1) Context : Chris is looking to the wall that there is a painting ‘Happyness’ on that wall. He know that in happiness there is no ‘Y’ but ‘I’. He wants it is cleaned. Then, he asks the man that is cleaning the flor who is the mandarin mantanance service. But the man can not speak English. The man talks to him in mandarin.

Chris : Excuse me.

Oh excuse me.

....when is somebody gonna clean this off?

Maintenance Service Man : (Talking in Mandarin)

Chris : And the Y? The Y. We talked about this. It's an I in "Happiness." There's no ‘Y’ in "Happiness." It's an ‘I’.

From the example (1), the utterance ....when is somebody gonna clean this off ?. It is considered as speech act of complaining. The type of that speech act is literal and indirect speech act. it is called indirect because the speaker uses an interrogative structure to make a request to the hearer to clean that off. It is considered as literal because the speaker means exactly what the sentence he said.

The communication strategy used by the speaker is positive politeness. The sub-strategy of the utterance is Give or Ask for Reason. The speaker shows his dissatisfaction by complaining the hearer. The speaker ask for reason to the hearer because he is dissatisfy to the hearer that is not cleaning the wall. The speaker wants someone to clean that off soon.

(2) Context : Linda is talking to her husband ‘Chris’. She asking Chris about the taxes. She feels disappointed, because she knows that Chris has not pay the taxes.

Linda : Did you pay the taxes?
Chris : No, I'm gonna have to file an extension.

From the example (2) the utterance did you pay the taxes? is considered as speech act of complaining. It is called literal because the speaker in this case Linda means exactly what she says that she wants to make sure that Chris has paid the taxes. she feels disappointed because she knows that Chris has not pay the taxes. It is called direct because the speaker uses an interrogative structure to make question.

The communication strategy uttered by the speaker is possessive politeness with its the sub-strategy is is Give or Ask for Reason. The speaker shows his dissatisfaction by complaining the hearer. The speaker ask for reason to the hearer because he is dissatisfy to the hearer that has not pay the taxes.

(3) context : Linda is talking to her husband ‘Chris’. She asking Chris about the taxes. She feels disappointed, because she knows that Chris has not pay the taxes and they will owe the taxes for three months.

Linda : Do you remember that rent is due next week? Probably not. We're already two months behind.

Next week we'll owe three months.

From the example (3) the utterance We’re already two months behind. Next week we’ll owe three months. It is a kind of literal and direct of speech act of complaining. It is called literal because the speaker means exactly what she says that she is complaining to his husband because they are owe two monts behind and next week they will owe three monts of the taxes. This utterance is called as direct because the speaker uses imperative structure to make a statement.

(4) Context :Chris and Linda where in their house. They are talking about the taxes and a penalty that they should pay. Linda feels angry because Chris said that he wants to pay the taxes next month. If they are late to pay the taxes so that they should pay the penalty.

Chris : Yeah, well, I gotta file another one. That’s... It's $650. I'll have it in the next month.

Linda : That means interest, right? And a penalty?

The utterance in the example (4) That means interest, right? And a penalty?. It is considered as speech act of complaining and the type of speech act is non-literal and direct. It is called non-
literal because the speaker does not mean exactly what she says that she wants to say that the money is not enough to pay the taxes and the penalty with give a question about a penalty. It is direct because the speaker uses interrogative structure to make a question.

(5) Context: Chris and his wife Linda is discussing about the economic problems of their family. Chris convincing Linda that it will be fine but Linda does not believe it anymore because Chris have said it before but he can not prove what that he promise to linda.

Chris : Hey, wait a second. Look, Linda, relax. We're gonna come out of this. Everything is gonna be fine, all right?

Linda : **You said that before, when I got pregnant.**

"It'll be fine."

Chris : So you don't trust me now?

Linda : Whatever. I don't care.

The utterance in example (5) **You said that before, when I got pregnant.** "It’ll be fine." It is considered as non-literal and direct. It is non-literal because the speaker does not mean exactly what she says that she means is different with what she says. Her purpose is she does not believe anymore with Chris’s promise to her. It is called direct because the speaker uses a declarative structure to make a statement.

**Conclusion**

In this research, there are four types of complaining that found by the writer such as literal and direct, non-literal and direct, literal and indirect, and non-literal and indirect, and the writer found all of the types in this research.

The writer also found four contexts in this research, they are physical context, social context, epistemic context and linguistic context. The writer also found strategy of communication which have two categories positive and negative politeness. Meanwhile, the writer only focus on positive politeness interim of give or ask for reason.

In addition, based on the analysis of the data the writer concludes that complaining often occurs if the people feel dissatisfied or disappointed with the reality that is not suitable as they want. The purpose of speech act is to make the hearer understand about what the speaker said and the aims of speaker in uttering utterance. Especially in speech act of complaining, the speaker hopes that the hearer can give reaction about the speaker’s aim in complaining.
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