

CHAPTER IV

FINDINGS AND DISCUSSION

This chapters presents the findings and discussion from this research. The findings section explains about the classification of complaints, and handling complaint by announcers. This research deals with the analysis of content analysis of complaint section in radio.

4.1 Findings

The explanation of content analysis in the radio dialogues is delivered in two parts. The first section is about complaint section. The second one is about handling complaints. This research presents the findings of the study by answering the research question number one that is what the complaint are usually done by the callers. Based on the analysis, the data include 32 data of complaints. Those data are classified into seven types of complaints based on the dialogues between the announcers and the callers. For details of the data, it can be seen at appendix.

4.1.1 Classification of Complaints

The result of the data analysis about classification of complaints in the following table chart.

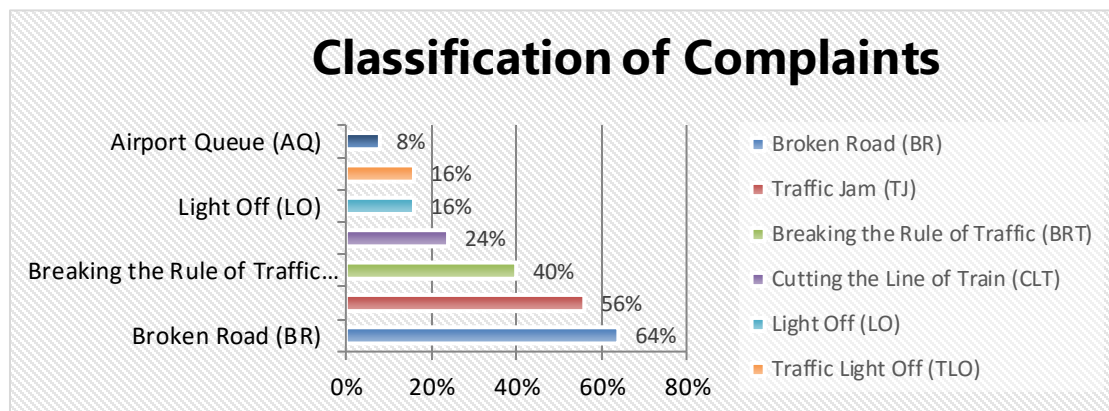


Figure 4.1 Classification of Complaints

From figure 4.1 above, shows that the percentage classification of complaints found by the writer. It can be seen that the highest classification of complaints is broken road as many as (64%). While, the lowest classification of complaints is airport queue (8%). The percentage of complaint about traffic jam is (56%) is the second order. In next order is frequencies percentage of breaking the rule of traffic with (40%). Cutting the line of train with (24%). And in the same frequency is complaint about light off and traffic light off in (16%). Thus, the writer gives an example of the classification of complaints in the following bellow.

4.1.1.1 Complaint of Broken Road (BR)

Complaint of broken road as the highest percentage of classified the complaint (64%). In this types, the researcher finds eight data of broken road. The writer only chooses two examples from eight data.

Wijayanto et al. 2013). From this statement shows that the condition of traffic jam is very crowded because the constriction of road in Billiton Street. In line (10), the caller finishes his complaint with gives some information to listeners that they have to through another way to avoid the traffic jam in Billiton Street. The caller gives the suggestion to through Nias Street it can be speeds in 45 km/h spends.

4.1.1.3 Breaking the Rule of Traffic (BRT)

Breaking the rule of traffic is the third data of complaints with (40%) percentage. The writer finds five data containing complaints of this classification. Every data has some different problems or complaints. In this analysis, the writer shows three example of BRT's complaint. The complaint of breaking the rule of traffics are about cutting the traffic light, against the traffic flow and does not wear a helm. This phenomena comes in every time and in everywhere.

Excerpt 4: (caller 12)

This excerpt analysis about BRT's complaint in cutting the traffic light. This complaint includes breaking the rule of traffic. This problem happens because the riders do not know the basis of legal law about cutting the traffic light. It can be dangerous for another riders or drivers.

(4) C12: Ngeeh, saya tadi dari bundaran Waru kearah ini, arah Kedung Turi merambat cenderung berhenti tadi yang dari arah

(There is no policeman here)

In line (8) “*it is very crowded here*” he stressing symbol exist to indicate the caller expresses feeling of disappointment cause the traffic jam. The condition is very crowded and the police do not work to organize the traffic. The caller complaints with calm down, but he cannot hide the feeling of disappointment from the announcer.

Excerpt 5: (caller 25)

In this excerpt, the second example of BRT’s complaints about the problem of against the traffic flow. From the data analysis of BRT’s complaints, the writer can conclude that there are three kinds of against the traffic flow. The writer only focuses one of them, and chooses of some excerpt.

(16) C25: Yaa maunya kan Sidoarjo, tolong di perhatikan, kan jalan ke Juanda, jalan Internasional loh mbak

(Yeah, actually it passes Sidoarjo (.) please gives more attention, Juanda is International way (0,2))

(17) A1: He.eh

(He.eh)

(18) C25: Kalo setiap pagi itu orang motor melawan arus, itu bahaya sekali mbak, polisi ndak pernah ada disitu mbak, Cuma saya pernah sekali saja di lampu merah yang ke yang ke apa itu yaa Bypass

(Actually, this is not anyone's mistake (.) the motor riders don't want to turn for a while. If the motor riders never want to turn back, it can be safety)

(23) A1: Baik Pak Karmen, makasih
(OK. Thank you Mr. Karmen)

The caller finishes his complaint in line (21) that gives an opinion. He asks about “*Actually, this is not anyone's mistake (.) the motor riders don't want to turn for a while.*”. The meaning of this, the caller is not deal with the condition (against the traffic flow), his disappointment with all the offender. It can be seen that the caller little bit disappointment with the problem. The caller gives an opinion to turn back to the road “*it can be safety*”.

Excerpt 6: (caller 29)

Excerpt 6 shows the last examples of BRT's complaint about breaking the rule of wearing a helm. Helm is the important things that must be wear by the reader to save our head. The big mistakes on the way is when the riders do not wear helm.

(4) C29: Mengenai operasi semeru mbak Silvi
(*It is about Semeru Opration Miss Silvi*)

(5) A1: Kenapa pak?
(*Why Sir?*)

(6) C29: Jadi di daerah sini buanyak yang ndak pakai helm mbak silvi
(*So, (0.2) in this area, there are many riders who don't wear helmet Miss Silvi*)

(7) A1: Daerah mana pak?
(*Where Sir?*)

From excerpt above, the caller is begun by explaining the purpose. The caller explains about the purpose to start the conversation by describing, shows in **“Semeru Operation”** line (4). The Semeru operation is one of part in the traffic rule to make people to be disciplines in the road. Next turn, the caller asks the complaint about the rider do not wear a helm in the area.

(12) C29: Kalopun warga sekitar juga harus ditilang mbak, soalnya kan melanggar itu
(Even tough (.) people around the area are also need to be punished, Miss, (.) because they are break the rule)

(13)A1: Iya pak membahayakan itu
(Yeah sir, it is dangerous)

In line (12), the caller begins with protest that *“people around the area are also need to be punished”*. The caller protest to offenders, when they do the failure they must be responsible. Such as this case, the caller gives a conclusion to solve the problem. Which is the people or the rider do not wear a helm or must get a punishment. It can be seen to make the offenders worry about their safety and disciplines rule. The announcer asks the complaint by making true it shows in this word *“it is dangerous”*.

4.1.1.4 Complaint of Traffic Light off (TLO)

TLO appears in the percentage (16%). The researcher shows one of the example of data traffic light off bellow.

(He.eh He.eh)

From the dialogues above, tells about the cause of traffic light off. The caller asks when the police exists and arranges the traffic, it helps the current of traffic. If the police do not exist, it can makes the condition of road crowded and caused the traffic jam. In line (14) and (16), the caller tells the effect of traffic light off, it is make the traffic jam and make difficult road users.

4.1.1.5 Complaint of Light off (LO)

In this analysis, the light off is about the trouble of light (PLN). The electric doesn't work or has a problem effect the light in home off. In this case, the researcher shows the example of light off. From table chart representing of (16%) calculation from two data of complaint.

Excerpt 8: (caller 21)

- (17) C21: *dapatnya janji-janji luput terus mas Adit, kalo pak Edi complain jalan saya ini complain PLN mas Adit (Only get the unless promises Sir,(0,4) Mr. Edi can complaint about the road, I will complaint about PLN Sir)*
- (18) A1: *kenapa itu? (Why is that?)*
- (19) C21: *sering di tempat saya, belakangan ini loh satu tahun terakhir ini, seriiiiing mati Mas adit (It is often in my place, almost one year ago (.) The electric ofte:::::n off)*
- (20) A1: *ohhh (Ohh)*

(21) C21: kalo ndak siang yaa pagi, pagi malem sore
*(If not in the afternoon yeah in the morning, morning,
 night, evening)*

The caller asks the complaint with share his feeling of disappointment about the promises from the government in line (17). The complaint is about PLN off. Occurs stressed symbol “often” meaning that the caller expresses a feeling of dissatisfaction effect of the PLN service in line (19-21). The caller says about the problem of light off in one year period. And PLN never respond the complaint from the customer. The caller says that the light off happens in the morning till night in line (21).

(37) C21: tolong lah PLN lagi, ini sudah negara sudah maju loh mas
 Adit merdeka berapa puluh tahun ini kok masih bolak-
 balik padam loh, mbok ya dibenakno gituloh
*(Please PLN (.) our country is developed country (0.2) has
 become independent in a year ago, but the light is often off,
 please repair it)*

(38) A1: baik Pak
(OK Sir!)

The caller do not know the reasons why the electric often does not work well. The PLN only asks about the surplus without giving the full explanation about the problems. The caller says the cause of light off is when rainy day, the electric in home is always off. The light off happens in two or three hour duration. Here, the caller expresses the feeling of disappointment and dissatisfaction about the service from PLN. The last, line (37) the caller

airport queue. This analysis is about complaint in server ticketing airport. The problems happens in the process of entering the passengers and ticketing check in Citilink gate.

Excerpt 10: (caller 8)

(10) C8: masalah servernya Citilink down, dan antriannya buanyak buk

(Server of Citilink is down, and the queue is long, Miss)

(11) A1: oalah, dari jam berapa pak?

(Ohh, what about the time Sir?)

From explanation above, the caller begins with introductions of the problem in line (6). The caller explains about the route of his destination. But in the middle of entering, the error server ticketing happens. The effect is the queue passenger in airport more accumulate in Citilink gate. In line (10) the caller says that the server is error “*server of Citilink is down, and the queue is long*”.

(21) A1: jam 10.00 ya? Jadi jam 10.00 anda check in harusnya itu udah bener yaa, tapi ternyata sampe sekarang masih belum [terlayani, belum check in

(Check in, it should be right but, till now it has [not been serviced yet)

(22) C8: [masih belum terlayani, masih belum terlayani, di depan saya msih ada 6 penumpang antri (*[It has not been serviced yet, in front of me there are still 6 passengers who queue)*

The caller as complainer says “*not been serviced yet*”, the repetition and happening the overlay in line (21-22). And the caller gives an information

about six passenger in front of the caller. In this dialogues, it can be seen that the caller is disappointment with the services from the airline.

4.1.2 Handling the Complaints

This part works to build a rich, detailed account of *how* complaints are handled by the announcer. It was mentioned in the background of the study, it is worth to analyse the handling complaints by the announcer. Handling complaint is the reaction feedback or response from the first speaker (the announcers) about the unexpected response which is uttered by the second speaker (the callers). The writer has classified handle the complaint based on the data analysis into two forms; passive and active response. The terms of these forms are created by the writer herself based on the existing data.

The writer founds four types of active responses and six types of passive responses. It has calculated by amount 10 data of classified complaint. To describe it more deeply, it can be seen from the following chart table below.

Table 4.1.2 Handling of Complaint

Classifying of Complaints	Active Response	Passive Response
Broken Road (BR)	A	
Broken Road (BR)		P
Traffic Jam (TJ)	A	

Breaking the Rule of Traffic (BRT)		P
Breaking the Rule of Traffic (BRT)		P
Breaking the Rule of Traffic (BRT)	A	
Traffic Light Off (TLO)		P
Light Off (LO)		P
Cutting the Line of Train (CLT)		P
Airport Queue (AQ)	A	
Total	4	6

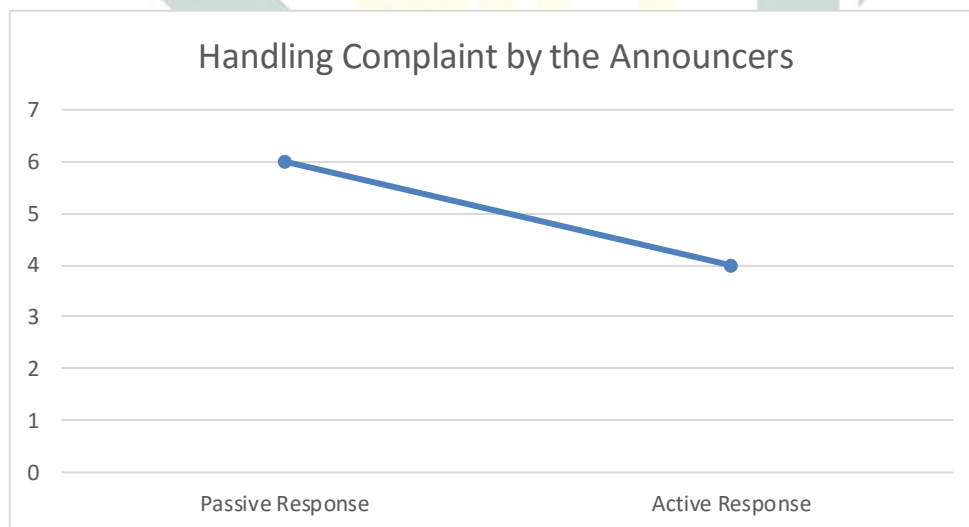


Figure 4.1.2

Based on the diagram above, the writer found the frequency of handling the complaints of the announcers (19,2) % is the highest percentage in passive response, while (12,8 %) is the lowest percentage in active response. Active response was indicated from the announcer response with long feedback or answering the question by telling a question of the caller.

Table 4.1.2 shows that the active response is broken road in the middle of railway, traffic jam, breaking the rule of traffic (does not wear a helm) and airport queue. Therefore, passive response was indicated with “*hmmm, yeah, Yes, he.eh, OK*”. Here the writer found six types of passive response in the data: broken road of deeper hole, break the rule of traffic (cutting the traffic light), breaking the rule of traffic (against the traffic flow), traffic light off, cutting the line of train and light off. The following data above, the writer will analyzes handling of complaints by the announcer with classifies below.

4.1.2.1 Active Response

Handling complaint of active response indicates with the way the announcer active to handle the complaints from the caller by replaying the complaints with active questioning. Active response is followed by broken road in the middle of railway, traffic jam, breaking the rule of traffic (does not wear a helm), and airport queue. In the excerpt 11 the announcer handles the complaint about broken road in the middle of railway.

Excerpt 11: (caller 11, BR)

- (10) C6: Betul KM 45 perlintasan rel kereta [apa
(*Right! Km45 in railway [what.....*
- (11) A1: [dimana itu pak?
([Where is that Sir?]
- (12) C6: Jalan JA. Suprpto lamongan
(*In Suprpto Street Lamongan*)
- (13) A1: Oooh jln JA. Suprpto lamongan, kenapa pak?
(*Ohhhh. In JA, Suprpto Street, why Sir?*)

From the dialogues above, it can be seen that the announcer is a very active to response the complaint from the caller. The announcer gives feedback with asking the question such as in (11) line and in (13) line. It was indicated that the announcer wants to know the problem or complaint from the caller.

- (29) A1: [He.eh, baik baik mudah-mudahan ini direspon yaa oleh Dishub atu oleh PT.KAI nya ya
([He.eh, OK OK (.)I hope this complaint will be responded by the Department of Transportation or by PT. KAI)
- (30) C6: PT. KAI, Mas kalo balai besar pasti ada tindak lanjutnya
(*If it is public hall, there is certainly responds (0,2).)*

From the example above, the announcer handle with gives an optimist response in line (29). The caller says that “*I hope this complaint will be responded by the Department of Transportation or by PT. KAI*”. Indicates that the announcer care with the complaint of the caller.

Excerpt 12: (caller 7, TJ)

- (7) A1: [Lancar ya pak yaa?
(*[Smooth Sir?]*)
- (8) C7: Iyaa, tapi kalo lewat biliton jangan harap [lancar
(*[If you go through Billiton Street, don't hope to be smooth]*)
- (9) A1: [Jadi lewat nias saja pak ya?
(*[So, Nias Street is better way Sir?]*)
- (10) C7: Iya bu, kalo mau ke kertajaya hindari biliton saja, kalo lewat niasa 40KM/jam bisa jalan itu
(*[If you want to go Kertajaya Street, avoid the Billiton Street, but you can go through Nias 40 Km/h]*)
- (11) A1: Kalo jalan di biliton ndak bisa ya pak yaa?
(*[If I go through Billiton Street, I cannot go Sir, right?]*)
- (12) C7: Iya kalo itu paling 5KM/jam berhenti
(*[It is probably 5km/h for stopping]*)

From dialogues above is about handling complaint in traffic jam. In the beginning, the announcer asks the problem occurs with the caller. In the next turn, the announcer replays to make sure the utterance from the caller. The announcer asks to make sure that if through the Billiton Street, it can be trapped in traffic and cannot through this way. Here, it includes in the active response. Because of that the announcer active to replays every part of complaint by herself and based on the fact.

Excerpt 13: (caller 29, BRT)

- (9) A1: Rata-rata yang ndak pakai helm warga sekitar situ aja pak?
(*[At the average are those who doesn't wear a helm people around this environment?]*)
- (10) C29: Waduh ndak tau, kelihatannya juga kalo warga sekitar kan jaraknya dekat

(Wah:::,, I don't know, people around the area are near with the road)

(13)A1: Iyaaaa pak membahayakan itu
(Yeah Sir, it is dangerous)

(14) C29: Nah iyaa ituuu
(Yeah it is)

The excerpt above it is about breaking the rule of traffic line about does not wear a helm. From beginning of the announcer says that the caller about the problem. The announcer is said by the number of people why does not wear a helm. The average is the society around it. They broke the rule because of the problem of the distance. In line (14) “*Yeah Sir, it I is dangerous*”. The announcers makes sure that breaks the rule activity, especially in the dangerous activity when people does not wear a helm.

Excerpt 14: (caller 8, AQ)

(27) A1: Belum lagi dibelakang anda ya, ada announce ndak pak dari pihak Citilink? (0,3) mungkin dengan kondisi seperti itu lalu maksudnya ada jamin karena terlambat check in itu bukan kesalahan darri penumpang?
(Is there any announcement from citilink Sir? (0,3) Check in is not passenger fault?)

(28) C8: Tadi itu saya udah tanya buk, saya juga worry kan posisinya saya juga harus lanjut ke Malang kan ya
(I have asked Ma'am (.) I worry about it because I have to continue going to Malang)

(31)A1: Oke jadi, maksud dari petugas yang anda tanyain tadi mungkin anda ndak usah worry karena ada kok ya (pesawat) dan semua tujuannya ke Surabaya gitu mungkin maksudnya ya?
(Oh, maybe the Citilink's intention is, to not worry about this trouble because the trouble has been done, and you can continue it)

(32) C8: Mungkin mungkin

(Yeah maybe, maybe)

(33) A1: Tapi kan masalahnya kalo ada yang lanjutan kayak anda kalo ndak pas kan jadinya rugi juga kan dilanjutannya [kan?

(Bu::t, if the problem continues, can waste your time right?)

From the excerpt above, it shows about airport queue. The announcer is more interesting with the problem. It can be seen in every dialogues, the announcer always replied by asking the question clearly to the question. Here it can be considered as good interaction. Because the first speaker and the second speaker are interrelated with the question-answer part. The announcer asks about the serviced from Citilink official. Whether, the Citilink official has been done to give clarification about the problem in their system in line (27). In line (31) the announcer tries to make the atmosphere calm because, the caller says that they are worry about this trouble. The caller worries that he cannot back to their home. And the way of the announcer handling complaint from the caller in this excerpt is by calling the President Cooperation of Citilink. The announcer straightway calls it. The announcer will to classify the truth of the problem. Here it can be seen that the announcer care of the complaint from the caller.

4.1.2.2 Passive Response

Passive response is indicated with answer or reply the complaints from the caller by asking “*Yeah, hmm, Yes, OK, ha-ha-ha, he.eh*”. It is not negative meaning. The reply or feedback with “*Yeah, hmm, Yes, OK, ha-ha-ha, he.eh*”

(It is not bad, it need a little attention because it was terrible accident yesterday)

(16) A1: Iya, he.eh he.eh
(Yeah, I know that))

(21) A1: Makasih pak Ari, khawatirnya kan kalo ada kereta api yang lewat ya terus kejemak di tengah rel kereta api. Baik terima kasih pak Ari.

(Thank you Mr. Ari (.) I am worry if it is trapped in the middle of railway, even the train comes (.) well, thank you Mr.Ari (0,5))

From excerpt above, mostly the announcer gives passive response of the utterances. It can be seen that every turn of the announcer replies with “*He.eh*” and “*Yes*”. (Paltridge, 2006) responses with “*He.eh, Yes*” is one of the ways to show that the listeners give more attention to what being said. In the last dialogues in line (21), the announcer says thanks to the caller. Because complaint from the caller reminds other listener or road users that this place has the hole in the middle of railway. It is like an alarm of rider or driver to take care when through this way. And the announcer appreciates the complaint from the caller.

Excerpt 16: (caller 12, BRT)

This excerpt is breaking the rule of traffic about cutting the traffic light. From this excerpt bellow, we will know how the announcer handles the complaint with passive response.

(4) C12: ngeeh, saya tadi dari bundaran Waru kearah ini.....
(Yeah, I from the Waru roundbout to this way)

(5) A1: he.eh

(He.eh)

- (6) C12: dari arah Kedung Turi masuk ke Medaeng itu e-e-e-e-
motornya saling serobot ndak peduliin ini Traffic Light (TL)
*(In Kedung Turi Street to Medaeng e-e-e the motorbikes are
overtaking between each other, disregarding the traffic light)*
- (7) A1: hmhhh padahal TL-nya merah tetep nerobos aja?
*(Hmmm, although the traffic light stop (0,1), but they still cut
the traffic light?)*
- (8) C12: Hmhhh iya bener, itu bukan hanya motor aja, kadang-
kadang ya angkot juga bis juga, jadi kadang-kadang ... ini
crowded banget ini disini
*(Hmm, Yes! and that is not only motorbike, sometimes public
transports do it as well, so sometimes... it is very crowded
here)*
- (9) A1: Ohhh he.eh he.eh
(Oh::, he.eh he.eh)
- (10) C12: Ndak ada pengaturan polisi ndak ada satu petugas polisi pun
saya lihat disini
(There is no policeman here)
- (11) A1: ohhh oke oke baik
(Oh::,I see that)

From excerpt above, the announcer replays with “*He.eh, Hmm, Oh, OK*”. In line (7) the announcer responses with making sure that the traffic light is stop and people cutting the traffic light “*although the traffic light stop, but they still cut the traffic light*”. This excerpt includes in passive response because, it can be seen that the responses or feedback from the announcer is “*He.eh, Hmm, Oh, OK*”. The last dialogues in line (11) the announcer replays with “*Oh::,I see that*”. It means that the announcer holding up to brings the conversation to an end.

Excerpt 17: (caller 25, BRT)

This excerpt is broken road about the complaint of against the traffic flow. This excerpt includes in the passive response.

(16) C25: Yaa maunya kan Sidoarjo, tolong di perhatikan, kan jalan ke Juanda, jalan Internasional loh mbak

(Well actually it passes Sidoarjo, please gives more attention, Juanda is International way)

(17) A1: He.eh

(He.eh)

(20) C25: Bahaya sekali mbak kalo dilihat dari tamu-tamu Internasional, kok gini orang Indonesia sukanya ngelawan arus

(Very dangerous Miss, if it seen by foreigner, why Indonesian like to against the traffic flow)

(21) A1: Yaaaa yaaaaa

(Yeah, yeah)

From the data above it, mostly the announcer replay with “*He.eh, Yeah*”. Whereas the caller gives more explanation about his complaint. The announcer replies with “*He.eh, Yeah*”. From the example above, the caller says about the critical statement to another riders.

Excerpt 18: (caller 1, TLO)

This excerpt is about the complaint of traffic light off. Whereas in the dialogues, the announcer asks back to replay it from the caller. Mostly, the announcer replies with “*Hmm, He.eh, Yeah*”. Therefore, this example include in the passive response.

(10) C1: iya betul [udah dua bulan lebih itu

(Yes it is right! (.) [it has been two mont)

queue. Based on the research question number two, there are two types of response that was found in the data; active response and passive response. Handling the complaint with passive responses there are broken road with deep the hole, breaking the rule of traffic (cutting the traffic light) and (against the traffic flow), traffic light off, cutting the line of train and light off. While, broken road in the middle of railway, traffic jam, break the rule of traffic (does not wear a helm) and airport queue there are founds in active responses.

After reviewing the research of previous studies, the writer concludes some matters. There are previous researcher that has analysed about this study. There is (Trosborg, 1995 cited in Wijayanto et al. 2013). Agus Wijayanto et al. 2013 explains complaints in the Indonesian Learners of English based on the Trosborg's theory about classify complaint strategies. That in this research used 11 types of complaint strategy based on (Trosborg, 1995). There are is no explicit reproach, expression of annoyance, accusations, blaming, asking for responsibility, warning, expressing disappointment, threatening, criticizing/rebuking/reproving/admonishing, requesting/ordering and letting off hook (forgiving and accepting the offence).

Then, the present study focuses on complaints section and handling complaint by the announcer in dialogues between the announcers and the callers complaints in radio. This research follows the previous studies as the reference to the writer to analyse the data. The writer does not find the classification of complaints and handling complaints by the announcers in

previous studies because, this research becomes a new research and the writer finds by herself.

There are some points that the researcher gets after analyzes this study. Based on the findings of the analysis, the highest classification of complaints is broken road. And the highest percentage from handling complaints is passive response. Broken road as the highest classification because, mostly the callers gives an information and complaints when they through the road or on the way. Actually, they complaint about broken road and truly that the condition of rood is not good.