

**COMPLAINT EXPRESSIONS USED BY THE MAIN
CHARACTERS IN *NO ESCAPE* MOVIE**

THESIS



**UIN SUNAN AMPEL
S U R A B A Y A**

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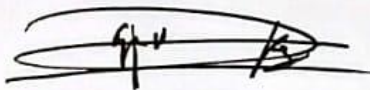
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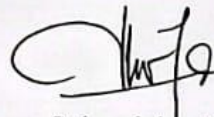
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ABSTRACT

Nurlaili, H. (2025). *Complaint Expressions used by The Main Characters in No Escape Movie*. English Literature Department, Faculty of Adab and Humanities, UIN Sunan Ampel Surabaya. Advisors: (I) Murni Fidiyanti, M.A., (II) Raudlotul Jannah, M.App.Ling.

This research aims to analyze complaint expressions used by the main characters in the film *No Escape* (2015) which shows the phenomenon of complaint expressions and hearer responses based on theory of Trosborg's (1995). There are two problems to be solved in this study, namely: (1) What types of complaint expressions are used by the characters in *No Escape Movie*, and (2) How are the complaint expressions applied by the speakers responded to by the hearers. This study applied a qualitative descriptive method to identify, classify, and interpret various types of complaints and hearer responses. The data were collected first by the downloading and watching the "No Escape" movie several times with the transcription as data sources and highlighted the utterances that contained the data based on the dialogue. The transcription was then analyzed by identifying with the types of complaint and hearer responses by applying suitable codes in the appropriate text.

The analysis reveals that the most dominant type of complaint used by the characters is Hints and Annoyance were the most frequently used, suggesting a tendency towards indirect expressions of dissatisfaction within the intimate, high-stress family dynamic but still respect with each other, including how they speak and complain the situation. However, the critical context also prompted the use of more direct strategies such as Direct Accusation and Explicit Condemnation of the Accused's Action. These results demonstrate how communicative strategies adapt under extreme pressure, highlighting a blend of politeness-driven indirectness in complaints and a strong reliance on self-justification in responses, reflecting the characters' efforts to navigate interpersonal dynamics amidst a fight for survival.

Keywords: Interlanguage Communication, Complaint Expressions, Responses, *No Escape*.

ABSTRAK

Nurlaili, H. 2025. *Ekspresi Keluhan yang digunakan oleh Karakter Utama dalam film No Escape*. Program Studi Sastra Inggris, Fakultas Adab dan Humaniora, UIN Sunan Ampel Surabaya. Pembimbing: (I) Murni Fidiyanti, M.A., (II) Raudlotul Jannah, M.App.Ling.

Penelitian ini bertujuan untuk menganalisis ekspresi keluhan yang digunakan oleh tokoh utama dalam film *No Escape* (2015) yang menunjukkan fenomena ekspresi keluhan dan respons pendengar berdasarkan teori Trosborg (1995). Ada dua masalah yang akan dipecahkan dalam penelitian ini, yaitu: (1) Apa saja jenis ekspresi keluhan yang digunakan oleh tokoh-tokoh dalam film *No Escape*, dan (2) Bagaimana ekspresi keluhan yang digunakan oleh penutur ditanggapi oleh pendengar. Penelitian ini menerapkan metode deskriptif kualitatif untuk mengidentifikasi, mengklasifikasikan, dan menafsirkan berbagai jenis keluhan dan respons pendengar. Data dikumpulkan terlebih dahulu dengan mengunduh dan menonton film “*No Escape*” beberapa kali dengan transkripsi sebagai sumber data dan menyoroti ucapan-ucapan yang mengandung data berdasarkan dialog. Transkripsi tersebut kemudian dianalisis dengan mengidentifikasi jenis keluhan dan respons pendengar dengan menerapkan kode yang sesuai dalam teks yang sesuai.

Penelitian ini menemukan bahwa jenis keluhan yang paling dominan digunakan oleh para tokoh adalah Petunjuk dan Gangguan adalah yang paling sering digunakan, yang menunjukkan kecenderungan terhadap ekspresi ketidakpuasan secara tidak langsung dalam dinamika keluarga yang intim dan penuh tekanan tetapi juga masih menghormati satu sama lain, termasuk bagaimana cara mereka berbicara dan mengeluh dengan situasi yang terjadi. Namun, konteks kritis juga mendorong penggunaan strategi yang lebih langsung seperti Tuduhan Langsung dan Kecaman Eksplisit atas Tindakan Terdakwa. Hasil ini menunjukkan bagaimana strategi komunikatif beradaptasi di bawah tekanan ekstrem, menyoroti perpaduan antara ketidakrusterangan yang didorong oleh kesopanan dalam pengaduan dan ketergantungan yang kuat pada pembenaran diri dalam tanggapan, yang mencerminkan upaya karakter untuk menavigasi dinamika interpersonal di tengah perjuangan untuk bertahan hidup.

Kata Kunci: Komunikasi antarbahasa, Ekspresi Keluhan, Tanggapan, *No Escape*.

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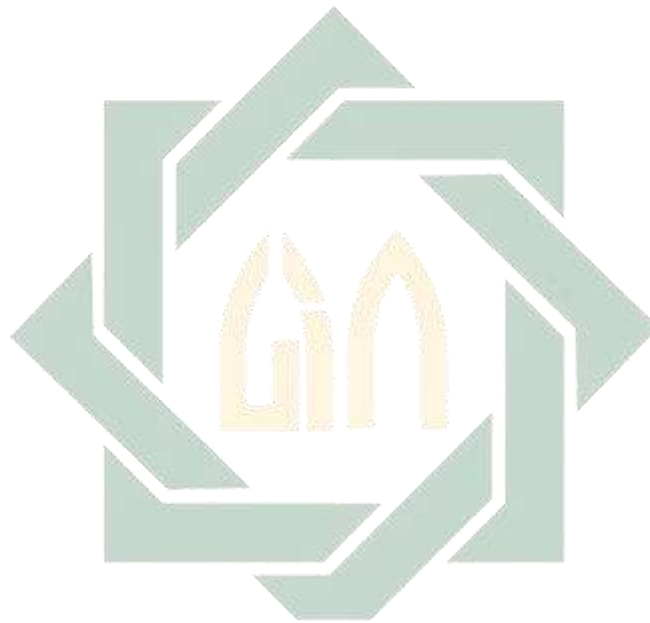
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