

REFERENCES

- Allan, K. 1986. *Linguistic Meaning*. 2 vols. London: Routledge & Kegan Paul.
- Allan, K. 1991. "Cooperative Principle." In W. Bright (ed.). *Oxford International Encyclopedia of Linguistics*, vol 1. New York: Oxford University Press.
- Ancher, J., Lloyd B. 2002. *Sex and Gender*. 2nd edition. New York: Cambridge University Press.
- Aziz, E. A. 2003. Theorizing Linguistic Politeness in Indonesian Society. In Multamia R.M.T. Launder. *Linguistik Indonesia*. No. 2, August, 167-186.
- Blackburn, S. 2004. *Women and the State in Modern Indonesia*. New York: Cambridge University Press.
- Blum, S., Kulka.. 1982. *Learning to Say What You Mean in a Second Language: A Study of the Speech Act Performance of Learners of Hebrew as a Second Language*. In *Applied Linguistics* volume III no.1. New York: Oxford University Press.
- 1983. *Interpreting and Performing Speech Acts in a Second Language – A Cross-Cultural Study of Hebrew and English*. In *Sociolinguistics and Language Acquisition*. London: Newbury House Publishers, Inc.
- Brown, P., Levinson. 1987. *Politeness: Some Universals in Language Usage*. Cambridge: Cambridge University Press.
- Bonvillain, N. 2003. *Language, Culture, and Communication: The meaning of Messages. Fourth Edition*. New York: Pearson Education.
- Cruz, P. M.. 2007. *Complaints As Rapport Builders: A Relevance-Theoretic Proposal*. Available at <https://www.aesla.uji.es/actasalmeria/pdfs/padilla.pdf>. Accessed June 2010.
- Cruse, D. A. 2000. *Meaning in Language: An Introduction to Semantics and Pragmatics*. New York: Oxford University Press.
- Dill, B. T., Zambrana, R. E. 2009. *Emerging Intersections. Race, Class, and Gender in Theory, Policy, and Practice*. London: Rutgers University Press.
- Eckert, P. 2005. *Variation, convention, and social meaning*. Stanford University. Available at: lingo.stanford.edu/sag/L204/EckertLSA2005.pdf. Accessed November 2010.
- Farnia, M., Buchheit L., Banu S. 2010. "I'm here to discuss my final grade!" A study of the speech act of complaint by Malaysian ESL learners. *Sino-US English Teaching*. Volume 7, No.3. 47-53 Available at www.cqvip.com/qk/88585X/201003/33362782.html Accessed November 2010

- , 2010. "I need to talk to you" A contrastive pragmatic study of speech act of complaint in American English and Malaysian. The International Journal of Language Society and Culture. Available at www.educ.utas.edu.au/users/tle/JOURNAL/issues/2010/30-2.pdf
Accessed November 2010
- Forshee, J. 2006. *Culture and Customs of Indonesia*. Greenwood Press: Greenwood Publishing Group, Inc.
- Griffiths, P. 2006. *An Introduction to English Semantics and Pragmatics*. UK: Edinburgh University Press Ltd.
- Hermann, N M. 2009. *Pragmatic aspects of making and responding to complaints in an intercultural university context*. General Linguistic 877. Stellenbosch University. Accessed July 2010.
- Hernandez, L. P. 1999. *Grounding Politeness*. Journal of English Studies , University of La Rioja, Spain 209-236. Available at www.unirioja.es/Publicaciones/ej/jes/jes01/art12.pdf.
Accessed September 2010.
- Hinkel, E. 1997 *Appropriateness of Advice: DCT and Multiple Choice Data*. In Applied Linguistics volume 18/1 March. New York: Oxford University Press.
- Holmes, J., Meyerhoff, M. (eds.). 2003. *The Handbook of Language and Gender*. UK: Blackwell Publishing Ltd.
- Itakura, H. 2001. *Conversational Dominance and Gender: A Study of Japanese Speakers in first and second language contexts*. Amsterdam: John Benjamins Publishing Company.
- Itzin C., Newman J. 1995. *Gender, Culture and Organizational Change. Putting theory into practice*. London: Routledge Taylor & Francis Group.
- Kachru Y. 1998. *Culture and Speech Acts: Evidence From Indian and Singaporean English. Studies in the Linguistic Sciences*. Available at <https://www.ideals.illinois.edu/bitstream/.../SLS1998v28.1-06Kachru.pdf>
Accessed June 2010.
- Kowalski, R.M. 2002. *Whining, Gripping, and Complaining: Positivity in the Negativity*. Journal of Clinical Psychology Vol 58 (9).Western Carolina University: Wiley Periodicals, Inc. Available at www.interscience.wiley.com
Accessed Oktober 2010.
- Kozlova I. 2004. *Can you complain? Cross-cultural comparison of Indirect complaints in Russian and American English*. Available at: http://www.ameprc.mq.edu.au/docs/prospect_journal/volume_19_no_1/19_1_5_Kozlova.pdf
Accessed June 2010.
- Mey, J.L. (ed.). 2009. *Concise Encyclopedia Pragmatics*. UK: Elsevier Ltd.

- Michael, A. S., Chone, L. S., Muthusamy, C., Veeravagu, J. 2010. *Gendered-Linked Differences in Speech Styles: Analysing Linguistic and Gender in the Malayan Context*. Cross-cultural Communication vol. 6 no. 1. Available at cscanada.net/index.php/ccs/article/view/1224/1298. Accessed September 2010.
- Mills, S. 2003. *Gender and Politeness*. United Kingdom: Cambridge University Press.
- Moon, K. 2001. *Speech Act Study: Differences Between Native and Nonnative Speaker Complaint Strategies*. Available at <http://libback.uqu.edu.sa/hipres/MAGZ/3200015-9.pdf>. Accessed July 2010.
- Muchnik, M. 2000. *Gender Stereotypes in the Language of Hebrew Literature*. Available at cws.emu.edu.tr/en/conferences/2nd_int/pdf/MALKA%20MUCHNIK.pdf. Accessed September 2010.
- Olshtain E., Weinbach L. 1993. *Interlanguage Features of the Speech Act of Complaining*. In *Interlanguage Pragmatic*. New York: Oxford University Press, Inc.
- Polkinghorne, J.C. *One World: The Interaction of Science and Theology*. London: Templeton Foundation Press.
- Prykarpatska I. 2008. *Why are you late? Cross-Cultural Pragmatic of Complaints in American English and Ukrainian*. *Revista Alicantina de Estudios Ingleses* 21. 87-102. Available at http://rua.ua.es/dspace/bitstream/10045/10396/1/RAEI_21_05.pdf. Accessed June 2010.
- Quellette, M. A. 2001. *"That's Too Bad": Hedges and Indirect Complaints in "Troubles-talk" Narrative*. University of Pennsylvania. Available at: www.wpel.net/v17/v17Ouellette.pdf. Accessed November 2010.
- Ramadhan, A. 2006. *Measuring Communication Appropriateness In The Speech Act Of Complaining By Indonesian Learning English as Foreign Language*. Unpublished research paper. English Department of UPI.
- Riger, S.. 2000. *Transforming psychology: gender in theory and practice*. New York: Oxford University Press, Inc.
- Robinson, K. 2009. *Gender, Islam and Democracy in Indonesia*. New York: Routledge.
- Rose, R, Kenneth. 1992. *Speech Act and Questionnaires: The Effect of Hearer Response*. *Journal of Pragmatics* volume 17, 49-62.
- Rowley, J. 2002. *Using Case Studies in Research*. *Management Research News* volume 25 number 1. Available at : www.arf-asia.org/research.../case study.../using case study in research.pdf. Accessed November 2010.

- Schauer, G. A. 2009. *Interlanguage Pragmatic development: The Study Abroad Context*. London: Continuum International Publishing Group.
- Searle, J. R. 1979. *Expression and Meaning Studies in the Theory of Speech Acts*. London: Cambridge University Press.
- Sobh, R., Perry, C. 2004. *Research Design and Data Analysis in Realism Research*. Available at: www.marjee.org/pdfs/sobh.pdf
Accessed November 2010.
- Tanck, S. 2002. *Speech Act Sets of Refusal and Complaint: A Comparison of Native and Non-Native English Speakers' Production*. Available at www.american.edu/tesol/wptanck.pdf
Accessed Agustus 2010.
- Tannen, D. 1994. *Gender and Discourse*. New York: Oxford University Press.
- Tellis, W. 1997. Introduction to Case Study. In *The Qualitative Report* volume 3, number 2, July. Available at: www.nova.edu/ssss/OR/OR3-2/tellis1.html
Accessed September 2010.
- Thomas, L. [et al] (ed.). 2004. *Language, society and power: An introduction. Second edition*. Canada: Routledge.
- Trench, M. 2000. *Complaining in Catalan, complaining in English: A Comparative Study of Native and EFL Speakers*. Univerisitat Pompeu Fabra, Barcelona.
Available at: dialnet.unirioja.es/servlet/fichero_articulo?codigo=1958176&orden
Accessed June 2010.
- Trosborg, A. 1995. *Interlanguage Pragmatics: Request, Complaints, and Appologies*. New York: Walter de Gruyter & Co.
- (ed.) 2010. *Pragmatics Across Languages and Cultures*. New York: De Gruyter Mouton.
- Umar, A.M.A. 2006. The Speech Act of Complaint as Realized by Advanced Sudanese Learners of English. *Umm Al-Qura University Journal of Educational & Social Sciences & Humanities* Vol. 18-N0.2- Jumada II 1427AH.
Available at: libback.uqu.edu.sa/hipres/MAGZ/3200015-9.pdf
Accessed Agustus 2010.
- Wardhaugh. 1992. *An Introduction to Sociolinguistics*. Oxford: Basil Blackwell Ltd.
- Watts, R.J. 2003. *Politeness: Key Topics in Sociolinguistics*. New York: Cambridge University Press.
- Weinbach L., Olshtain E. 1993. *Interlanguage Features of the Speech Act of Complaining*. In *Interlanguage Pragmatics*. New York: Oxford University Press.

- Wierzbicka, A. 2003. *Cross-Cultural Pragmatics. The Semantics of Human Interaction*. Second edition. Berlin: Mouton de Gruyter.
- Wolfe, J, and Powell, E. 2006. *Gender and expressions of dissatisfaction: a study of complaining in mixed-gendered student work groups*. Women and Language 29.2 Gale Arts, Humanities and Education Standard Package.
Available at: goliath.ecnext.com/.../Gender-and-expressions-of-dissatisfaction.html
Accessed September 2010.
- Yian, W. 2008. *A Study of the Speech Act of Complaining: Cross-cultural Perspectives and Interlanguage Perspectives*. Intercultural Forum Volume 1, Issue 2. Hangzhou Dianzi University.
Available at:
[structural-communication.com/Intercultural.../IF%201%20\(2\)%202008/if1\(2\)2008-wang-yian.html](http://structural-communication.com/Intercultural.../IF%201%20(2)%202008/if1(2)2008-wang-yian.html)
Accessed September 2010.
- Yousefi, M. 2002. *Acquisition and Development of the Speech Acts of Apology, Complaint, and Compliment through Different methods of Teaching; The Case of Iranian L2 Learners*. Unpublished research paper. Faculty of Literature, Foreign Languages, and History Al-Zahra University.
Accessed July 2010.
- Yuka, 2009. *Positive Politeness Strategies in Oral Communication: Focusing on Terms of Address*. In The Economic Journal Takasaki City University of Economics volume 52 no.1.
Available at: www1.tcue.ac.jp/home1/k-gakkai/ronsyuu/ronsyukeisai/52.../akutu.pdf
Accessed November 2010.
- Yule, G. 1996. *Pragmatics*. NY: Oxford University Press.
- Zimmerman D.H., West, C. 1975 *Sex: Sex Roles, Interruptions and Silences in Conversation*.
Available at www.stanford.edu/~eckert/PDF/zimmermanwest1975.pdf
Accessed Agustus 2010.