



**COMPLAINT STRATEGIES USED BY LOKI IN *LOKI*  
TELEVISION SERIES**

**A THESIS**

**In Partial Fulfillment of the Requirements for S-1 Degree  
Majoring Linguistics Studies in the English Department  
Faculty of Humanities Diponegoro University**

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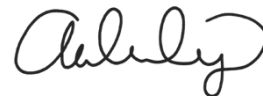
**FACULTY OF HUMANITIES  
DIPONEGORO UNIVERSITY  
SEMARANG**

**2023**

## **PRONOUNCEMENT**

The writer states truthfully that this project is compiled without copying and taking from other researches in her university, in S-1, S-2, and S-3 degree, and in diploma. In addition, the writer certain that she does not take any materials from other publications except from the references mentioned.

Semarang, June 15<sup>th</sup>, 2023



Adinda Ayu Azzahra

## **MOTTO AND DEDICATION**

*“And put your trust in Allah, for Allah is sufficient as a Trustee of Affairs.”*

**- The Qur’an, Al-Ahzab (33): 3.**

*“But remember, boy, that a kind act can sometimes be as powerful as a sword.”*

**- Rick Riordan, The Battle of the Labyrinth.**

The writer dedicates this final project  
to people who stand by her in every condition.

**APPROVAL**

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Semarang, June 15<sup>th</sup>, 2023



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## ABSTRACT

*Loki* is a fantasy television series that tells the adventures of Loki as he seeks to overthrow the Time Variance Authority, the organization responsible for supervising the flow of the universe's sacred timeline. The study "Complaint Strategies Used By Loki in *Loki* Television Series" aims to identify the complaint strategies uttered by Loki, complaint responses by characters in *Loki* Television Series, and the factors influencing the selection of strategies in the delivery of complaints along with characters' complaint responses. The data is derived from *Loki* Television Series script along with its contexts and situations. The writer adopts a qualitative-descriptive approach and employs documentation and note-taking as the data collection methods. Furthermore, the writer analyzes the data using Trosborg's (1995) theory of Complaint Strategies and Richard & Schmidt's (2013) theory of Complaint Responses. The writer discovered that in complaint interactions, Loki expresses his dissatisfaction and uses dominant strategies such as Annoyance, Direct Accusation, and Explicit Condemnation of the Accused's Action strategies toward all of the characters. It demonstrates his courage in openly criticizing characters and addressing them, regardless of their rank or authority. Additionally, the characters with intimate relationships with Loki use Denial and Challenge Response in responding to his complaints due to trust. Meanwhile, other characters use the Excuse Response as a shield against accountability and to maintain the organization's integrity.

**Keywords:** Complaint Strategies, Complaint Responses, *Loki* Television Series

