

## CHAPTER IV

### CONCLUSION

In conclusion, the complaint expressions expressed by Loki contain the eight types of strategies, according to Trosborg (1995, p. 311), namely: Hints, Annoyance, Ill Consequences, Indirect Accusation, Direct Accusation, Modified Blame, Explicit Condemnation of the Accused's Action, and Explicit Condemnation of the Accused as a Person. The complaint strategies frequently expressed are Annoyance strategy (12 utterances), Direct Accusation strategy (7 utterances), and Explicit Condemnation of the Accused's Action strategy (6 utterances) from a total of 40 complaint expression utterances.

With the complaint expressed by Loki, the responses given by the characters in *Loki* Television Series show three types based on the theory from Richards & Schmidt (2013, p. 77), namely Denial Responses, Excuse Responses, and Challenge Responses.

Of the complaint interactions, the writer found that Loki expresses his dissatisfaction and employs his frequently used complaint strategies towards all of the characters. This demonstration shows his disregard for others' perceptions, exemplifying his boldness in openly expressing dissatisfaction and confronting characters irrespective of their position or power.

Meanwhile, characters Mobius and Sylvie, who possess an intimate connection with Loki, apply Denial and Challenge responses in their interactions due to the trust between them. Their familiarity enables disagreements without harming their bonds.

The TVA staff uses the Excuse response to protect the organization's integrity, whilst opponents utilize it as a defense against accountability. This highlights how trust and intimacy shape communication dynamics among allies, while the use of the Excuse response reveals the complexities of power and self-preservation in the face of complaint.