

UNDERGRADUATE THESIS

**IMPOLITENESS STRATEGIES BY INDONESIAN MALE AND FEMALE
CUSTOMERS' COMPLAINT TWEETS AT @IndiHome**



By

AGH Nia AZTI RAHMANI

NIM 121711233115

**ENGLISH DEPARTMENT
FACULTY OF HUMANITIES
UNIVERSITAS AIRLANGGA
SURABAYA**

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**Submitted in Partial Fulfillment of the Requirements for the Bachelor
Degree of English Department Faculty of Humanities
Universitas Airlangga**

By

AGHNIA AZTI RAHMANI

NIM 121711233115

**ENGLISH DEPARTMENT
FACULTY OF HUMANITIES
UNIVERSITAS AIRLANGGA
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DECLARATION

I declare that this undergraduate thesis submitted in partial fulfillment of the degree of Sarjana Humanities (S. Hum) of the English Department Faculty of Humanities Universitas Airlangga is entirely my own work and has been solely the result of my own original research. Hereby, I confirm that:

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Surabaya, 25 June 2021



Aghnia Azti Rahmani

NIM 121711233115

DEDICATION

This undergraduate thesis is dedicated to Ibuk Titien and Bapak Azhari who

always support me for all this time.

Thank you for your sincere hard work.

And for anyone who studies pragmatics.

APPROVAL SHEET

Title : Impoliteness Strategies by Indonesian Male and Female
Customers' Complaint Tweets at @IndiHome
Name : Aghnia Azti Rahmani
Student's Number : 121711233115
Department : English Department

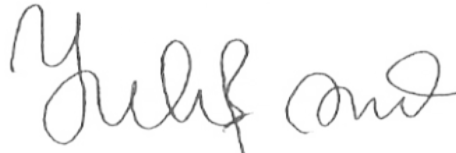
Approved to be submitted on 29th June 2021 by:
Advisor



Dra. Anna Dewanti, Dipl. Tesl, M.Pd.
NIP. 196012011985112001

And has been examined and accepted by the Board of Examiners:
Surabaya, 13th July 2021

Chair/Examiner 1



Yulia Indarti, M.A.
NIP. 197807272003122001

Examiner 2



Dra. Anna Dewanti, Dipl. Tesl, M.Pd.
NIP. 196012011985112001

Examiner 3



Retno Wulandari Setyaningsih, S.S., M.ITS.
NIP. 197103272007012001

Acknowledged by
Head of English Department



Dr. Layli Hamida, M. Hum.
NIP. 197512162003122001

ACKNOWLEDGEMENTS

Writing this thesis has been one of the most significant academic challenges. I could complete my thesis because of the merciful and blessing from Allah SWT. Alhamdulillah, I could overcome all the difficulties encountering during the thesis writing process. Thank you Allah SWT for making it easier for me to live and finish my study within four years' time. May in the future time I would still be in Thy guidance.

I would like to express my gratitude to Dra. Anna Dewanti, Dipl. Tesl., M.Pd. as the advisor for my thesis work. Thank you for all the time, patience, guidance, knowledge, and support given to me to help finish this undergraduate thesis. I would not be able to finish this thesis without her help in the middle of a pandemic. Then, I would also like to express my gratitude to my academic advisor Usma Nur Dian Rosyidah, M.A. for helping me plan my study to finish it on time. I am also forever grateful for all the lecturers of the English Department Universitas Airlangga who have kindly shared their expertise and experiences.

Furthermore, I would like to express my sincerest gratitude to the love of my life, Bapak and Ibuk, for the endless love, prayers, moral and financial support throughout my study. Thank you for always believing and reminding me to stay positive all the time. Thank you Fiyyan for being a great brother to hang out with and spend quarantine with. Thank you Dinda for being the best little sister and best listener, thank you for your understanding of my unstable mood almost all the time during the thesis writing process. I love you forever and always.

Many thanks go to my college sweethearts, sugarbabies, who have always been there for me through ups and downs in my college life. Thank you for being my friend, thank you for all the incredible moments given, the joy and the sadness for me to experience. For my linguistics buddies, Rizaldy, Reza, and Kiflan thank you so much for accompanying and helping me during my study. Last but not least, I would like to thank my favorite person, Mirzaqur. Thank you for being the one I could run to when I am at my lowest and I celebrate with at my highest. May Allah SWT always protect and guide you wherever you are. This undergraduate thesis could not be finished without their presence.

Surabaya, 25 June 2021

The Writer

There are no regrets in life, just lessons.

-Jennifer Aniston-