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**CONTRASTIVE ANALYSIS OF THE SPEECH ACT OF COMPLAINING
IN MACEDONIAN AND AMERICAN ENGLISH**

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Abstract

The research presented in this thesis is a cross-cultural study of the speech act of complaining in Macedonian and in American English. Our aim was to determine the differences and similarities of formulating complaints in the two languages with respect to complaint strategies, perspective and modification. We based our analysis on the work of Trosborg (1995), Olshtain and Weinbach (1993), Haverkate (1998) and Wahyumi (2010).

Data for the research were collected through an online Discourse Completion Task (DCT) consisting of eight hypothetical situations that elicit complaints. The used situations had different social and power distance between the interlocutors and different severity of offence. The participants were 29 students at the Public Secondary School “Kole Nehtenin” located in Shtip, Macedonian, and 29 students at the John Burroughs High School located in Burbank, California, USA.

The research has indicated that there are some differences between the two languages in the strategy use, the perspective and the use of internal modifiers, which may cause miscommunication. In general, the research has implied that the similarities outnumber the differences. In this study we have also identified the most common forms of complaining preferred by the speakers of both communities.

The findings of the research can help us understand the social values and relationships in the two languages, and they can also help us overcome the possible language barriers between the speakers of the Macedonian and the American community.

Key words: speech acts, complaints, strategies, perspective, modification, intercultural communication

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