TEACHERS' COMPLIMENTS TO THE STUDENTS OF INTERNATIONAL BUSINESS MANAGEMENT
PETRA CHRISTIAN UNIVERSITY - SURABAYA

A THESIS

By:

FLOREANCE SAHERTIAN
NIM : 8212703001

UNIVERSITAS KATOLIK WIDYA MANDALA SURABAYA
PROGRAM PASCASARJANA
PROGRAM STUDI MAGISTER PENDIDIKAN BAHASA INGGRIS
SEPTEMBER 2005
Teachers’ Compliments to the Students of International Business Management
Petra Christian University – Surabaya

A THESIS

Presented to Master in Teaching English as Foreign Language Program
Surabaya Widya Mandala Catholic University
In partial fulfillment of the requirements for the degree of Master of Arts in Teaching
English as a Foreign Language

By
Floreance Sahertian
NIM: 8212703001

UNIVERSITAS KATOLIK WIDYA MANDALA SURABAYA
PROGRAM PASCA SARJANA
PROGRAM STUDI MAGISTER PENDIDIKAN BAHASA INGGRIS
SEPTEMBER 2005
Teachers’ Compliments to the Students of International Business Management
Petra Christian University – Surabaya

Prepared and submitted by Floreance Sahertian (8212703001) has been approved to be examined by the board of examiners for acquiring the Master’s Degree in Teaching English as a Foreign Language by the following advisor

Prof. Dr. E. Sadtono
Thesis Advisor
APPROVAL SHEET
(2)

Teachers’ Compliments to the Students of International Business Management
Petra Christian University – Surabaya

Written and submitted by Floreance Sahertian (8212703001) for acquiring the Master’s Degree in Teaching English as a Foreign Language, was examined by the following Board of Examiners on oral examination, July 28, 2005

Dr. Wuri Soedjatmiko
Chairperson

Dr. Ignatius Harjanto
Member

Prof. Dr. E. Sadtono
Member

Dr. Wuri Soedjatmiko
Director of The Graduate School
ABSTRACT

This study investigates the compliments given by the lecturers to the students of International Business Management (IBM) at Petra Christian University, Surabaya, as the objects of the research. The result of the interview conducted by the researcher toward 20 lecturers leads to three primary analyses, which indicates that 45% of the lecturers of IBM seldom give compliments to their students, 40% of the lecturers often compliment their students and merely 15% of the lecturers who sometimes give compliments to their students. There are various reasons underlying the lecturers' compliments to their students, namely the purposes of giving compliment, age, gender, nationality and the cultural background of the lecturers. The second analysis, moreover, discusses the topics of the compliments, which are mainly concerned with judgment on the students' ability or accomplishment. The last analysis reveals the purpose of complimenting the students, which may probably aim to judge the students' ability in order to do the best in their study. Hence, this research explains that the lecturers believe the teachers' compliments are not effective ways to appreciate the students' work and motivate students to engage in meaningful learning activities and to perform their task confidently and to gain better learning achievement. This study also brings us to the reality that compliments are somewhat not essential for the lecturers of IBM to appreciate the students' assignments, build the students motivation and self-confidence in the process of learning.
ACKNOWLEDGEMENT
Acknowledgement

"This is not the end of my journey but the beginning of my adventure..... Hence, I should not forget to mention and thank those who accompany and take a crucial part in my winding road.....(Flo’, 2005)

- In the Name of the Father, the Son and the Holy Spirit....Jesus Christ and Mother Mary who always keeps Their Eyes on her with Their Unconditional Love, Compassion and Blessings.
- Her Parents Sefanus Sahertian and Maria Carolina H. Olischlager for their everlasting pray
- Her brother, Raymond Sahertian for assisting me in conducting my thesis
- Her Aunt, Thabita, the only “family” that she can talk to
- Prof. E. Sadtono for his guidance in completing her thesis
- Prof. Wuri Soedjatmiko for her courtesy in assisting her thesis
- Prof. Abdul Wahab for transferring his philosophical knowledge and kindness
- Her uncle, The Late of Prof. Pieter Sahertian for inspiring her with his total devotion in education
- All the staff of TEFL – Graduate Program, Widya Mandala Catholic University; Mbak Vivi, Mbak Novi and Mas Heri for their favor during her study
- Dra. Rosiana Adinegoro, MM – IBMT for allowing her to pursue her master degree while working and being her spiritual counselor
- Her ex-students at IBMT for sharing the unforgettable moment while we were in and out of the classroom particularly for Nicoline “Petty”, Sony Arief, Albert, Franky Tsang, Junni, Zuhair, Windy, Puswitha, Dea, Devi, Idayani Husodo, Henny and the students of Batch 2003
- IBMT Newsletter Crew for giving me the trust and opportunity to express my ideas
- Ricky Sudarsono, SE, MRE – IBM Petra Christian University for his understanding to let her complete her master degree
- Filicia Chandra, SE, M.Bus – IBM Petra Christian University for our good cooperation at work
- Dwi Christin, her best and beloved friend that she has ever had especially when she gets through the toughest problem in her life. She has ears to listen and heart to feel.....
- Dra. Aylanda Nugroho, MA – English Department, Petra Christian University for her encouragement and good collaboration at work
- Anton Prastoto - English Department, Petra Christian University for sharing the cherished moment about life, happiness and sadness with a cup of coffee, “pisang keju” and full of rock music
- Dhea and Fenny for making her world so colorful...Bunda loves you
- Mrs. Ratna Ery Sunarso, Mrs. Sulistyatingsih and Mrs. Danawati for their willingness to help her when she found no way out to solve her study problem. She never forgets their kindness
- Bapak – Ibu Soeprajitno Adhie in Ngagel Wasana for their kindness and pray
- Mbak Elly, Yanti, Retno, Dunkin Donuts Ngagel, Gramedia TP, Turbo Corn Puff, GG Red Cigar, Coca Cola, all the album of Ari Lasso, all the novels of Ayu Utami, Djenar Maesa Ayu, Pramoedya Ananta Toer, and her "short stories" for refreshing her boredom while making her thesis
- Tatag in Melbourne, Sasqia, Rendy Noah "Hendy" in Makasar for always keeping in touch with her through email

Ultimately, she does not want to put her pen down without "him" for being part of her. She believes that God creates "him" to complete her life... Two become one.

For The Lord Gives Wisdom and
From His Mouth Come Knowledge and Understanding (Proverbs 2: 6)
Table of Content

Abstract i
Acknowledgement ii
Chapter 1: Introduction 1
1.1 Background of the Study 1
1.2 Statement of the Problem 6
1.3 Research Objectives 7
1.4 Importance of the Study 7
1.5 Definition of Key Term 8
1.6 Scope and Limitation of the Study 8
Chapter 2: Review of Related Literature 9
2.1 Review of Underlying Theory 9
2.1.1 The Nature of Compliments 9
2.1.1.2 Compliment Topics 10
2.1.1.3 Compliment Formulas 12
2.1.1.4 Compliment Responses 14
2.1.1.5 The Correlation Between Compliments, Gender and Age 17
2.1.1.6 Compliments as a Part of Speech Acts 18
2.1.1.7 Compliment as a Part of Politeness Strategy 20
2.1.1.8 Biculturalism 31
2.2 Motivation Theory 33
2.2.1 Compliments as a Part of Reinforcement and Encouragement 37
2.2.2 Management Implications of the Intrinsic and Extrinsic Rewards 42
2.2.2.1 Personality Dynamics Which Moderate the Effect Of Rewards 46
2.2.2.2 The Recent Debate on the Effects of Extrinsic Rewards 55
2.2.2.3 A Teacher’s Interpretation of Motivational Strategies 60
2.3 Create Learning Situations with Positive Feeling Tones 70
Chapter 3: Methods of Research 72
3.1 Research Design 72
3.2 Setting and Subjects of the Study 72
3.3 The Instruments 73
3.4 Procedure of Data Collection 73
3.5 Procedure of Data Analysis 73
Chapter 4: Analysis of the Findings and Discussion 77
4.1 The Analysis of the Findings 77
4.2 The Analysis of the Frequency of Giving Compliments 78
The Topics of Compliments, Nationality Related to Compliments 82
Overseas Educational Background of the Indonesian Lecturers 88
Chapter 5: Conclusion and Suggestion 105
References 108
Appendix 1 113
Appendix 2 133