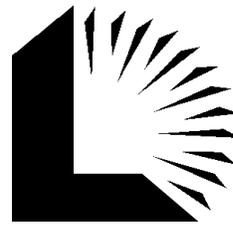


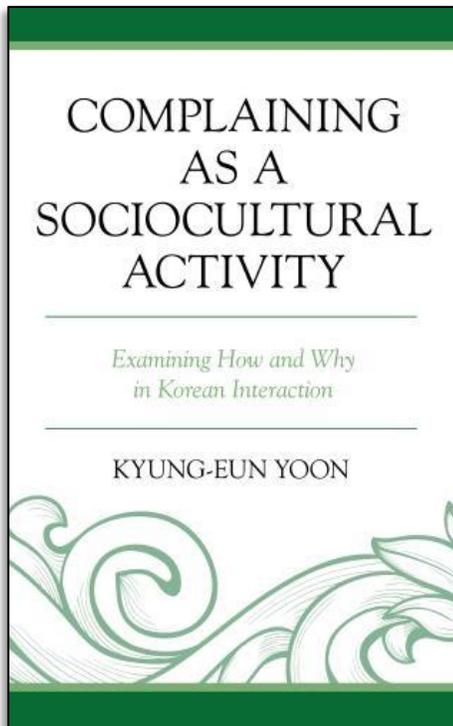
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## COMPLAINING AS A SOCIOCULTURAL ACTIVITY: EXAMINING HOW AND WHY IN KOREAN INTERACTION

By **Kyung-Eun Yoon**



"*Complaining as a Sociocultural Activity* details with precision and insight the intricate network of psychological, interactional, and linguistic features that underlie complaints in Korean. With data culled from a variety of naturally occurring oral and written discourse, including spontaneous conversation (face-to-face and telephonic), online reviews, blogs, and social media posts, Yoon synthesizes the robust and complex discursive patterns of complaining and puts forward a systematically thorough analysis of the interactional phenomenon. Most importantly, the book centers on Korean discourse and keenly elucidates such issues as social identity and membership in the multifaceted, spontaneous, and dialogic activity of complaining." — **Susan Strauss, The Pennsylvania State University**

"Commendably written by an expert, this is the first book-length study that investigates the communicative act of complaining in Korean, using Conversational Analysis (CA). As a very welcome contribution to Korean linguistics, pragmatics, and interactional linguistics studies, it unfolds the complex interplay between grammar and social interaction in Korean cultural contexts. It will certainly serve as a valuable resource for Korean applied linguists and researchers and also as great supplementary reading for advanced undergraduate and/or graduate courses in Korean linguistics." — **Andrew Sangpil Byon, University at Albany, SUNY**

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### ABOUT THIS BOOK

This book examines the role of complaining in conversation and online interaction in Korean society. Kyung-Eun Yoon examines patterns of formulating complainability, linguistic resources for complaints, organizational features of complaining discourse, and the ways in which the participants construct social identities and cultural norms through complaining. Yoon analyzes real language use in various contexts, including everyday face-to-face and phone conversations with family members and friends, social media posts, online customer reviews, news articles, and formal complaints posted on the websites of local governments in Korea. The analysis in this book ties together the relationship among language, interaction, and social organization as well as the relationships between participants and sociocultural norms, using Korea as a case study. Scholars of interactional linguistics, Korean language pedagogy, and intercultural studies will find this book particularly useful.

### ABOUT THE AUTHOR

**Kyung-Eun Yoon** is senior lecturer and coordinator in Korean in the Department of Modern Languages, Linguistics, and Intercultural Communication at the University of Maryland, Baltimore County.

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