

CHAPTER I

INTRODUCTION

This chapter discusses the basis of this research. It consists of Background of the Research, Statement of Research Problem, Objectives of the Research, Significance of Research, Scope and Limitation of Research, Definition of Key Term.

A. Background of the Research

Pragmatics studies of meaning effect by context of situation. It means that pragmatics states language context relates with the context of situation. Same utterance may have different meaning in the different context. Yule (1996:3), states that “ Pragmatics is concerned with the study of meaning as communicated by speaker (or writer) interpreted by a listener (or reader)”. An example, in a classroom which is the teacher explains about a topic and one of student just talks with his friend and the teacher says, “It is too crowded here!”, She says that because he wants the student to be focused. It means that the speaker (the teacher) and the listener (the student) relate with the context of situation because both the speaker and the listener understand what the speaker’s means. The utterance cannot be explained semantically because the speaker doesn’t really talk about the account of the people in the classroom. The same utterance may have different meaning if the speaker use in different situation. For example, the speaker and the listener are in the public place and the speaker wants to tell the listener a secret. The utterance “It is too crowded here!” may means that he wants that they move from there.

In our daily life we use language for many purposes to communicate the proposition or the utterance to others. We tell to others what we know or think we know such as how to express feeling, ask advice, make request, deliver complaining, ask apologize, make promise, make offering, say hello, etc. language seems have many different functions as there are occasions for using language, but for all the apparent diversity the basic uses of language are rather limited.

Language as a communication tool relates to conversation. Conversation happens when two or more people express their selves by exploring words, phrases, or sentences in a certain intention and in certain condition. Conversation consists of speech or utterance. It often represents the intention of the speaker. People utter sentences not only to share information, ideas, or needs but also to perform actions. According to Yule (1996: 47) actions performed through utterances are called speech acts. Speech acts can be said as a speech which is intended to make people do something.

Besides, according to Searle, a conversation related much to the study of speech acts. When people do the conversation, they do not only produce utterances, but also perform actions. Searle also stated that linguistics communication is necessarily involving speech acts namely performance of certain kinds of functions; requesting; ordering; thanking; complaining; apologizing; and so on (1976: 17).

In every conversation, people do not always get what they want. Sometimes they do not get what exactly they expect to. They sometimes get disappointed or dissatisfied with something which happens or done by someone they talk to. This could happen in every conversation, for instance when somebody failed to do with

other person has requested to him or when he has done or say something that against other person's interest. That is why people sometimes express their negative feelings in a conversation. This expression of negative feeling is called a speech act of complaining. The act of complaining happens when the speaker expresses the negative feeling towards the other (hearer). In expressing complaint, someone shows his/ her disapproval or disappointment to the hearer. The utterances of complaint also vary from the most indirect to the most direct according to speaker's intention. As the result, the hearer may also give a response or answer to apologize, deny, or promise to fix what he has done.

The act of complaining becomes an interesting topic in this study. It is because the act of complaining may happen in every conversation even without being considered. Film as a manifestation of human life can reflect the use of this act of complaining. A film can be said as the reflection of society. This is why the researcher intends to explore the usage of complaining acts in a film entitled "Big Hero 6". This film is chosen as the source of data because there is a lot of complaining acts employed in it. The utterances of complaining acts vary according to their topics, degree, and responses. The characters apply a different utterance in the interaction to express their negative feeling towards the others.

There are some related research's have been done previously. Among other are: the first study about complaint was done by Ardiana Nuraeni in 2005 which entitled "Strategies of Complaining among Characters in the Movie 10 Things I Hate about You". The aims of the study are to find out the kinds of complaining

strategy used by the characters, the speaker's in using such strategy, and to identify the responses of the hearers towards the complaints.

The second study about complaint was done by Widyasari in 2009 which entitled "Complaint Expression used by the Characters in the Film Entitled "Runaway Bride". The aims of the study are to describe the strategies of complaint found in the film, the functions of the complaining act uttered by the speakers, and the responses of the complainees in the film.

The last is Helmi Rositawati in 2010 in her thesis "A Socio Pragmatics Analysis of Complaint Utterances Used in Romantic Comedy Movie Script". The aims of the study are to find out the forms, implicature and politeness strategy of complaint utterances by romantic comedy movie script.

And therefore in this research, entitled is "Complaining Strategy Performed By The Main Characters in "Big Hero 6 Movie". The researcher aims to find out the kinds of complaining strategies used by the characters in the film and to identify the responses of the hearers towards the complaints applied by the speaker. The differences between this research and both of previous studies are on the analysis of responses and the source of data which comes from different film. The further analysis and discussion will be presented in the fourth chapter of this study.

B. Statement of Research Problem

Based on the background above, the researcher find the research problem and formulate the following research questions.

1. What kinds of complaining strategy performed by the main characters in the “Big Hero 6” movie?
2. How do the hearer responses to the complaints applied by the speaker?

C. Objectives of the Research

Based on the research statement above, the objectives of analysis are,

1. To find out what kinds of complaining strategy are performed by the main character in “Big Hero 6 movie”.
2. To identify the responses of the hearers towards the complaints applied by the speaker.

D. Significance of Research

This research is significant to enrich the comprehension about complaining strategy through analyzing the movie’s script. By watching “Big Hero 6 movie” and analyze the script, we are able to understand the use of complaining strategy. After finishing this research, the researcher hope that this thesis can gives readers some significances, they are:

1. This analysis may lead the readers how to understand illocutionary force especially complaining in doing conversation.
2. This analysis is also useful for the reader in doing communication. It will be led the readers more careful to interpret somebody’s utterance.

3. Besides, the analysis can be advantageous to the English learners to enrich their ability in using English, especially in speaking to make conversation more proper based on the context in realizing good social relationship.
4. For English teachers give motivation in enriching the various English learning in speaking class related to the context of conversation in order to create a new standard of English learning in establish new language competent generation.

E. Scope and Limitation of Research

This discussion in this thesis is to analyze to sorts of illocutionary force viewed from complaining strategy. The writer analysis the movie from its script and takes the situation of the conversation as the context of utterances to get known the complaining strategy in realizing the that strategy in the conversation of the speakers.

In conducting this thesis, the writer is conscious that there are still many error and incorrectness in formulating and present this thesis, so the researcher will get more tightly effort to present valuable thesis for the reader. The critique and recommendation are suggested for the reader to establish more reliable and accurate in the next research.

F. Definition of Key Terms

In order to give clear definition and as guidance for the readers to understand the whole study, the definition of the key terms are given here. There are:

1. Illocutionary Acts

Illocutionary acts are the utterances performed in saying a certain proposition or making conversation or we can define what the speaker intends to communicate to the hearer (addressee). To support the acts, it includes expression of acts such as asking, promising, complaining, stating, refusing, denying, ordering, claiming, giving, requesting, praising, etc.

2. Complaining strategy

According to Trosborg (1995:331-312) a complaint is defined as an illocutionary act in which the speaker (the complainer) expresses his/ her disapproval, negative feelings, etc. towards the state of affairs described in the proposition (the complainable) and for which he/ she holds the hearer (the complaine) responsible, either directly or indirectly.

3. Big Hero 6 Movie

Big Hero 6 is a 2014 American 3D computer-animated superhero comedy film produced by Walt Disney Animation Studios and released by Walt Disney Pictures, the first superhero film in Disney's animated features canon and the 54th overall. The film is inspired by the Marvel Comics superhero team of the same name. Directed by Don Hall and Chris Williams, the film tells the story of young robotics prodigy named Hiro Hamada who forms a superhero team to combat a masked villain.

4. Responding Strategy

A response is verbal or non-verbal act of the hearer, which is performed because of the understanding by the hearer of the meaning and the force of the speaker's utterance. It counts as a perlocutionary effect of the speech act (Sbisa in Searle, 1969:102).