CHAPTER III

RESEARCH METHOD

This chapter describes research design, data and data source, data collection, credibility and dependability, and data analysis and interpretation.

A. Research Design

Research is a systematic process of collecting and logically analyzing information (data) for some purpose. Qualitative research has the natural setting as the direct source of data and the researcher is the key instrument. The analysis in this thesis used the library research which is applied the descriptive qualitative method. Bogdan and Taylor in Moleong (2007) states that, the steps of the research were collecting data, analyzing the data, and drawing a conclutsion. Meanwhile, qualitative research aims to describe a non-statistical or descriptive data. It refers to the research procedure, which brings about descriptive data both in written or spoken forms available to be examined.

Anita (2009:16) states that in linguistics, what is meant by research is the any activities to collect, analyze the data and present the result of data analysis, and it is done in systematic way and used the formal theory and method.

Nawawi (1993) states that discriptive method used to mean as procedure of problem solving which investigated by figures/ depict subject

situation/ research object (someone, institute, society, etc.) at the present based on observable fact or as it were mark sense.

In this study, the researcher would analyze the data found which is in the form of conversational fragments in the movie script of "Big Hero 6". The researcher used qualitative research because the data in the research in the form of words on the dialogue of the film. According to Bogdan and Biklen (1982:27) Qualitative research are descriptive data, the data collected is in the form of words or pictures rather than numbers.

B. Data and Data Source

The researcher get the data source as the research data in the form of conversational fragments. According to Arikunto (1993: 117), data are all the facts and numbers which can be made into materials to find information. Data themselves may be in the form of discourses, sentences, clauses, phrases or words which can be obtained from books, internet, film, etc. the data of this researchwere taken from the dialogues of the film which contain complaining expressions.

The source data refers to the object from which the data are obtained (Arikunto, 1993: 114). Thus, the source of data of this research is a film entitled "Big Hero 6". The film is inpired by the Marvel Comics superhero team of the same name. This film directed by Don Hall and Chris Williams.

Here are some reasons why the researcher takes the film entitled "Big Hero 6" as the source of data:

1. The film contains various complaint expressions in the dialogues which are expressed by the characters.

2. The film is an interesting film. This movie is a delightful, charming movie that all ages will enjoy. And the story with an emotional full and an exciting storyline. The animation is beautiful, especially the fused landscapes that San Fransokyo gathers from San Francisco and Tokyo.

C. Data Collection

Data collecting method is the researcher's way in collecting the data. In the collecting data, the researcher uses the documentary technique by obtaining the data from the movie script, notes or even the pictures of Big Hero 6 film. The most appropriate instrument in this research is the researcher herself. The research object of documentary method is human being. It deals with document and recording of the dialogues containing utterances of complaint expressed by the characters in this film.

There are some steps to collect data in this research:

1. Watching the film "Big Hero 6" for several time.

    This step was conducted by the researcher in order to watch the movie and understanding the context were appearing of the complaint acts.

2. Searching for the script of the film in the internet.

    This step was conducted by the researcher in order to search the script of the film in internet to fulfill the data of this research.

3. Comparing the script and the dialogue of the film.

   This step was conducted by the researcher in order to compare the script and the dialogue of the film, are it same/balance or not.

4. Taking notes on all of the utterances which contain complaint expression in the dialogue.

   This step was used as the continuity of step before. The researcher takes notes to selected the utterances containing complaint expression in the dialogue.

5. Taking all of the utteraces containing complaint expression as the data of the research.

   This step was used as the continuity of take notes on all utterance wich contain complaint expression dialogue. The researcher takes all of the utterances to identified the utterances whether included into the complaint strategy or not.

6. Classifying the data based on the type of complaint strategy.

   This step was done to divide the result of identifying step into groups in such a way that the utterances are have similar each other in some way. Then, the researcher classifying the utterances into the groups based on their characteristics.

D. **Credibility**

This part explains about the trustworthiness of the inquiry's in library research. Credibility is a construct that refers to how much the data collected accurately reflects the multiple realities of the phenomena, Lincoln & Guba in Brown (2002).

The credibility is the meansurement of whether or not the data found by the researcher represent a "credible" interpretation from the original data source. According to Donald Ary (2002:451-456) credibility of qualitative research depends on attending of the issue of validity. Credibility in qualitative research concerns to the truthfulness accuracy of the findings. The term most frequently used by qualitative researchers to refer to this characteristic is credibility. Credibility in qualitative research concerns the truthfulness of the inquiry's findings. Credibility involves how well the reseracher has established confidence in the findings based on the researcher design, participants, and context.

Krefting (1881:215) suggested that qualitative study is considered credible when it "presents such accurate description or interpretations of human experience that people who also share that experience would immediately recognize the description".

The researcher checked credibility by watching movies as well as reading the script at many times. And the researcher read the script many times to would sure that the identification of complaining utterances found in

the movie script was correct based on the theory of complaint strategies by Anna Trosborg theory. And based on the theory of response strategies by Richard and Schmidt theory.

E. Data Analysis and Interpretation

The procedure of data analysis can be drawn as follows:

1. Identifying the data which collected from the dialogue in script.

2. Applying the theories related to the problem and anything needed based on the purpose of the study. In this case, the researcher uses speech act theory to identify the complaint strategies of speech act used by the main characters in Big Hero 6 movie script.

3. Intepreting the utterances to find its function.

4. Finding the function in every utterance based on the theory. The researcher try to explain in every utterance based on its function.

5. Finding the responses of the hearers towards the complaint headed to the based on Richard and Schmidt's type of response.

6. Analyzing the hearer's reasons in employing certain types of responses expressed by the the hearers.

7. Making conclusion based on analyzed the data.