

CHAPTER IV

FINDING AND DISCUSSION

This chapter presents the research finding and discussion. In this chapter, the presentation of findings is in line with the formulated research question. Here the research findings to be analyzed and answered the two research problems about kinds and responds the hearer of complaint strategies that used in Big Hero 6 movie.

A. Findings

This sub-heading presents the finding derived from research problem in which the first question concerns with the kinds of complaint strategies performed by the main characters in Big Hero 6 movie based on Anna Trosborg's theory of complaint strategy. The next research question concerned with responds the hearer of complaining strategy formally realized by the characters in the Big Hero 6 movie.

1. The Complaint Strategy Used by the Speakers Performed by the main Characters in Big Hero 6 movie

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.

According to Anna Trosborg (1995:316-319) set up certain complaint strategies: no explicit reproach, expression of annoyance or disapproval, accusation, and blame. Altogether, eight sub-categories are established,

strategy 1 is the most indirect, and strategy 8 is the most direct. There are eight types of complaint strategies; they are hints, annoyance, ill consequences, indirect accusation, direct accusation, modified blame, explicit condemnation of the accused's action, and explicit condemnation of the accused as a person. This sub-heading presents complaint strategies of the complaint found in the conversational fragments of Big Hero 6 movie.

a. No Explicit Reproach (Strategy 1: Hints)

The complainer does not directly state that something is bad, the complainees do not know whether an offence is referred to or not. This strategy is a weak complaint strategy but it might be used successfully to prepare for more forceful strategies. And this strategy calls **Hints Strategy**. The researcher found some utterances that use hints as the strategy to express speaker's complaint. However, the researcher presents the data only one case among the variants that occurs. Those are the data that consist of hints.

Strategy 1: Hints

Excerpt 1

Hero : "Now, let's take care of this."

Baymax : "***I have some concerns. This armor may undermine my non-threatening, huggable design. (1)***"

Hero : "That's kind of the idea, buddy."

The conversation takes place in garage. There Hero wants to upgrades Baymax's systems to find a super villain. He try to makes a costum for Baymax from carbon fiber to protect him. But Baymax like doesn't love that costum, because that's make his design be non-threatening and huggable. So Baymax use complaining utterance that he doesn't like it.

The participant is Baymax as speaker (the speaker has same power than listener. They are solidary). And Hero as hearer.

The utterance (1) contains complaint acts since the speaker use the costum carbon fiber from the hearer. The speaker is a robotic nurse that has human feeling program, and he can express his dislike from his utterance. And he express his utterance using **Hints Strategy**. He express it with looking his body and said that complaint like a human.

Excerpt 2

Hero : "You look sick."

Baymax : "I can not be sick. I am a robot."

Hero : "It's just an expression."

(AUTOMATED VOICE : Data transfer complete.)

*Baymax : “I fail to see how karate makes me a better
healthcare companion. (2)”*

*Hero :”You want to keep me healthy, don’t you?
Punch this.”*

The conversation takes place in garage. There Hero wants to upgrades Baymax’s systems to find and fight with a super villain. He try to makes a system for Baymax, and he put a memory karate program to Baymax’s systems. But Baymax like doesn’t love that program in his system as a robotic nurse. So Baymax use complaining utterance that he doesn’t like it.

The participant is Baymax as speaker (the speaker has same power than listener. They are solidary). And Hero as hearer.

The utterance (2) contains complaint acts since the speaker use the karate program’s system from the hearer. The speaker is a robotic nurse that has human feelings program, and he can express the dislike from his utterance. And he express his utterance using **Hints Strategy**. He express it with looking his body and said that complaint.

b. Expression of Annoyance or Disapproval

A complainer can express his/ her annoyance, dislike, disapproval, etc. concerning a certain state of affairs he/ she considers bad for him/ her. The complainer implies that he/ she holds the complainees responsible but avoids mentioning him/ her as the guilty person.

Strategy 2: Annoyance

Excerpt 3

Tadashi and Hero : “Hi, Aunt Cass.”

Aunt Cass : “Are You guys okay? Tell me you’re okay.”

Hero : “We’re fine.”

Tadashi : “We’re okay.”

Aunt Cass : (SIGHS) “Oh, good.

Then what were you two knuckleheads thinking? For 10 years, I have done the best I could to raise you. Have I been perfect? No.

Do I know anything about children? No.

Should I have picked up a book on parenting? Probably!

Where was I going with this? I had a point. (3)”

Tadashi : “Sorry”

Hero : “We love you, Aunt Cass.”

Aunt Cass : “Well, I love you, too!”

I had to close up early because you two felons. On beat poetry night. Stress eating. Because of you. (4)

This is really good!”

The conversation takes place start from in front of the police station, in car until home/ bread shop. There Aunt Cass was so mad with her nephews, and seen of her face. She was talk to much there and use high tone and stress her sentences. She was annoyance about that her nephews did. She utterances complaint to much until Hero and Tadashi can’t talk anything.

The participant is Aunt Cass as speaker (the speaker has more power than listener. They are solidary). Tadashi and Hero as listener.

The utterance (3) and (4) contains complaint acts since the speaker asks and hears fine. In utterance (3) speaker tells how she takes care of her nephews (Tadashi and Hero) since 10 years ago. She talks that with an annoyed tone and face. And in utterance (4) speaker tells because her nephews she closed up her shop early. She expresses her dislike using **Expression of Annoyance Strategy**. She expresses the utterance with high tone and dislike/ mad face.

Excerpt 4

Go-Go : "Killer view."

Wasabi : "Yeah. If I...If I wasn't terrified of heights, I'd probably love this. But I'm terrified of heights, so I don't love it. (5)"

Hero : "There. Baymax, take us in."

The conversation takes place at sky. There are Baymax, Hero, Go-Go, Wasabi, Honey Lemon, and Fred. Baymax takes fly all of them to go to a island that there are a super villain. There Go-Go said that the view is beautiful, but Wasabi doesn't love it because he afraid of heights. So he complains to her.

The participant is Wasabi as speaker (the speaker has same power than listener. They are solidary). And Go-Go, Hero, Baymax, Honey Lemon, and Fred as hearer.

The utterance (5) contains complaint acts since the speaker fly with Baymax and hears the hearers said. He scares with heights, so he express it with utterance that he dislike it. And he express his utterance using **Expression of Annoyance**. He express it with firm up his holds to the Baymax's hand.

Excerpt 5

Baymax : "My healthcare protocol has been violated. I regret any distress. I may have caused."

*Hero : "**How could you do that? I had him! (6)**"*

Wasabi : "What you just did, we never signed up for."

Go-Go : "We said we'd catch the guy. That's it."

The conversation takes place in the quarantine building. There are Baymax, Hero, Go-Go, Wasabi, Honey Lemon, and Fred. They were fight with a kabuki mask villain until Hero catches him and know who he are. And with angry he will distroy him with Baymax programs. But his friend block Baymax in order to doesn't kill him. And the final their make it. So, the villain can run off with

his microbots. But Hero doesn't like it and annoyed with his friend. and he complains to them about it.

The participant is Hero as speaker (the speaker has same power than listener. They are solidary). And Baymax, Wasabi, and Go-Go as hearers.

The utterance (6) contains complaint acts since the speaker know that the hearers was blocked what he want to. He looks annoyed with it and with his friend, and he express his utterance using **Expression of Annoyance**. He express it with go away from that place with Baymax.

Strategy 3: Ill Consequences

Excerpt 6

Tadashi : "Every year, the school has a student showcase.

You come up with something that blows

Callaghan away, you're in. But, it's gotta be

great."

Hero : "Trust me. It will be."

(INSPIRATIONAL MUSIC PLAYING)

(WHIRRING)

(MUSIC STOP)

Hero : “Nothing! No ideas! Useless, empty brain! (7)”

Tadashi : “Wow. Washed up at 14. So sad.”

Hero : “I got nothing! I’m done. I’m never getting in.(8)”

Tadashi : “Hey, I’m not giving up on you.”

The conversation takes place in bedroom. There Hero wants to go into Tadashi’s college. So Tadashi give a way how to join in his college easy. Then Hero tries to makes something. But he can’t finds anything or idea to make something in his brain, so he use complaint utterances. But his brother help him to find out something different with new angle, he shake his brother. Then he got an idea.

The participant is Hero as speaker (the speaker has same power than listener. They are solidary). And Tadashi as hearer.

The utterance (7) and (8) contains complaint acts since the the speaker knew a information from hearer how to join at that college with easy. The speaker enthusiasm and have big spirit to shearch and make something for to present at that even. But a times later he got nothing and use complaint utterance. And so he express it using **Ill Consequences Strategy**. He express it with crushes his head to the table.

Excerpt 7

Tadashi : “*Not bad, Honey Lemon.*”

Hero : “*Henoy Lemon? Go-Go? Wasabi?*”

Wasabi : “*I spill wasabi on my shirt one time, people. One time!*”(9)

Tadashi : “*Fred is the one who comes up with the nicknames.*”

The conversation takes place in the lab. tech. in Tadashi’s college. There are Hero, Tadashi, Honey Lemon, Wasabi, and others. Hero asked about their nickname, because that’s not normal people name. And Wasabi hears that so he uses complaint utterance that he just spill wasabi on his shirt one time and after that his friend call him “Wasabi”. From that utterance Tadashi explains that this nicknames comes by Fred.

The participant is Wasabi as speaker (the speaker has same power than listener. They are solidary). And Tadashi and Hero as hearers.

The utterance (9) contains complain acts since the speaker know about what the hearer said. The speaker complaints about his nickname that he got from his friend. So he express it using **III Consequence Strategy**. He express it with out of that room.

c. Accusations

The complainer can ask the hearer questions about the situation or assert that he/ she was in some way connected with the offense and thereby tries to establish the hearer as a potential agent of the complainable (**indirect accusation**). Alternatively, the complainer can directly accuse the complaineé of having committed the offense (**direct accusation**).

Strategy 4: Indirect Accusation

The complainer expresses modified disapproval of an action for which the accused is responsible.

Excerpt 8

Tadashi : “When are you gonna start doing something with that big brain of yours?”

Hero : “What? Go to college like you? So people can tell me stuff I already know? (10)”

Tadashi : “Unbelievable. Oh, what would Mom and Dad say?”

Hero : “I don’t know. They’re gone.”

The conversation takes place in bedroom. There Hero complaint about what Tadashi's said that he should be use his big brain to start doing something, not just follow the bot fights. Hero contend that people in college just tell him what already he knew. So he use complaint utterance.

The partisipant is Hero as speaker (the speaker has same power than listener. They are solidary). Tadashi as hearer.

The utterance (10) contains complaint acts since the speaker know what his brother said. He was directly use utterance that he is mad. He express his dislike using **Indirect Accusation Strategy**. He express it with mad expression, then trhow his brother's hand, and use his index finger when he complaint it.

Strategy 5: Direct Accusation

Excerpt 9

Tadashi : You're going bot fighting, aren't you? (11)

Hero : There's a fight across town. If I book, I can still make it.

(GRUNTS)

Tadashi : When are you gonna start doing something with that big brain of yours?

The conversation takes place in bedroom. There are Tadashi and Hero. Hero makes Tadashi feel mad about Hero's thinking about his future. He choose to take both fights in his daily, but Tadashi doesn't like that. And in that feel Tadashi use mad utterance to his brother. He express his utterance with his face and his tone are supported.

The participant is Tadashi as speaker (the speaker has same power than listener. They are solidary). And Hero as hearer.

The utterance (11) contains complaint since the speaker feel mad with the hearer's did. The hearer is like stonehead, he follows what he want to do by his-self. And that makes the speaker so mad, so he use complaint utterance directly. And he express his utterance using **Direct Accusation**. It supported by his face and his tone when he said that.

d. Blaming

An act of blame presupposes that the accused is guilty of the offense. The complainer passes a value judgment on the complaine. This is the most direct complaint strategy.

Strategy 6: Modified Blame

Excerpt 10

Yama : “*There they are. Hey!*”

Tadashi : “*Hold on.*”

Hero : “*Whuo-hoo! Yes!*”

Yama : “*Get back here*

Tadashi : “***Bot fighting is illegal. You’re going to get yourself arrested. (12)***”

Hero : “*Bot fighting is not illegal. Betting on bot fighting. That’s...that’s illegal. But so lucrative. I’m on a roll, big brother! And there is no stopping me!*”

The conversation takes place in a back side of apartment or narrow street on his motorcycle and his brother Hero. They are bring motorcycle in high speed because they were chased by Yama and his gang. Yama feels angry because he defeated by little boy like Hero and Hero can distroyed his robbot fighter. So, Yama order his gang to do some lesson to Hero. Suddenly, Tadashi (Hero’s brother) arrive with his motorcycle and brings out Hero from that place and Yama’s gang. He utters a complaint beacause he still feels angry/ mad at Hero’s did.

The participants is Tadashi as speaker (speaker has same power with the listener. They are solidary) and Hero as listener.

The utterance (12) contains complaint acts since the speaker ask the hearer at the first meet. In utterance (12) Tadashi utters a complaint because he still feels mad at what Hero's did. He expresses his dislike using **Modified Blaming Strategy**. He directly say that what Hero's did is bad thing. He still express his mad face to his brother while at the back side of him.

Excerpt 11

Hero : “*Leser-induced plasma?*”

Wasabi : “*Oh, yeah. With a little magnetic confinement for, uh, ultra-precision.*”

Hero : “*Wow. How do you find anything in this mess?*”

Wasabi : “*Oh! I have a system. There's a place for everything, and everything in its place.*”

Go-Go : “*Need this!*”

Wasabi : “***You can't do that! This is anarchy! Society has rules! (13)***”

The conversation takes place in laboratory. There Wasabi explains about his experiment, at the middle his presentation suddenly Go-Go came and takes something in his experiment, so he use complaint utterance about what Go-Go's did with his experiment. He feels mad and blame his friend.

The partisipant is Wasabi as speaker (the speaker has same power than listener. They are solidary). And Hero, Tadashi, and Go-Go as listener.

The utterance (13) contains complaint acts since the hearer (Go-Go) broke the speaker's system of his experiment. So suddenly he use utterance that he mad and dislike about what Go-Go's did. And he express his dislike using **Modified Blaming Strategy**. He express it with go away and use high tone from there.

Excerpt 12

Hero : "Guys, I...Uh, I..."

Go-Go : "We're going to catch Callaghan, and, this time, we'll do it right."

Wasabi : "Eh, but maybe don't leave your team stranded on a spooky island next time. (14)"

Hero : "Oh, man."

Fred : “Nah, it’s cool. Heathcliff picked us up in the family chopper.”

The conversation takes place in the garage. There are Hero, Go-Go, Wasabi, Baymax, Fred, and Honey Lemon. Hero ever debated with his friends about a kabuki villain and he and his robot leaved them in that island. And that time the situation was fine, so Hero would be apologize to his friends, and his friends was forgive him. But at that time Wasabi said complaint about when Hero leaved them in that island. And that’s make Hero feels has a mistake with his friends.

The participant is Wasabi as speaker (the speaker has same power than listener. They are solidary). And Hero, Go-Go, Fred, Baymax, and Honey Lemon as hearers.

The utterance (14) contains complaint acts since the speaker was leaved in the island of the hearer (Hero). He looks mad with Hero and he express the utterance complaint using **Modified Blame**.

Excerpt 13

Honey Lemon : “Hiro, we found something you should see.”

(All of them see that vidio.) <Conversation in the vidio.>

<Mr. General : “You almost got us all killed!”>

*<Mr. Callaghan : “**Krei! You did this! You knew it wasn’t ready!**”> (15)*

Hiro : “Callaghan? He was there?”

The conversation takes place in a place in the island that now was quarantine area. And this is take from vidio recorder that was found by Hero’s friends from that quarantine island. In the vidio there are Krei, his assistant, Mr. General, Krei’s crews tech., and Mr. Callaghan. There Mr. Callaghan so angry looks Krei’s experiment was failed and his daughter be victim in that experiment. And that makes Mr. Callaghan feel mad and annoyance. So, he blame Krei and complaint about what was Krei did. According Mr. Callaghan that Krei was egoist to takes decision.

The participant is Mr. Callaghan as speaker (the speaker has same power than listener. They are solidary). And Mr. General, Krei, and Krei’s crew tech as hearers.

The utterance (15) contains complaint acts since the speaker knows what the hearers did. It makes him feel so mad, angry and annoyed. So, he blames Krei and complains about that. And he expresses the utterance complaint using **Modified Blame**. He expresses his complaint with blame to the hearers with his utterance.

Strategy 7: Explicit Condemnation of The Accused's Action

The complainer explicitly states that an action held by the accused is bad.

Excerpt 14

Tadashi : Are you okay?

Hero : Yeah

Tadashi : Are you hurt?

Hero : No

*Tadashi : **Then what were you thinking, kucklehead?** (16)*

Hero : Ow! Ow!

*Tadashi : **You graduated high school when you were 13.***

***And this is what you're doing?** (17)*

Yama : There they are!

Hey

The conversation takes place in a back side of apartment or narrow street on his motorcycle and his brother Hero. They are bring motorcycle in high speed because they were chased by Yama and his gang. Yama feels angry because he defeated by little boy like Hero and Hero can destroyed his robbot fighter. So, Yama order his gang to do some lesson to Hero. Suddenly, Tadashi (Hero's brother) arrive with his motorcycle and brings out Hero from that place and Yama's gang. He ask about Hero's condition, and he utters a complaint to him and hit him too. He feels mad to him for what his brother did is wrong.

The participants is Tadashi as speaker (speaker has same power with the listener. They are solidary) and Hero as listener.

The utterance (16) and (17) contains complaint acts since the speaker ask the hearer at the first meet. In utterance (16) and (17) Tadashi utters a complaint because he still feels mad at what Hero's did. He expresses his dislike using **Explicit Condemnation of The Accused's Action of Blaming Strategy**. He directly say that what Hero's did is bad thing. He expresses his disappointment with hit Hero's body that at the back side of him.

Excerpt 15

Tadashi and Hero : “Hi, Aunt Cass.”

Aunt Cass : “Are You guys okay? Tell me you’re okay.”

Hero : “We’re fine.”

Tadashi : “We’re okay.”

Aunt Cass : (SIGHS) “Oh, good.

Then what were you two knuckleheads thinking?(18) For 10

years, I have done the best I could to raise you. Have I been perfect? No.

Do I know anything about children? No.

Should I have picked up a book on parenting? Probably!

Where was I going with this? I had a point.”

Tadashi : “Sorry”

The conversation takes place start from in front of the police station, in car until home/ bread shop. There Aunt Cass was so mad with her nephews, and seen of her face. She was talk to much there and use high tone and stressing her sentence. She was mad about that her nephews did. She utterances complaint to much until Hero

and Tadashi can't talk anything. And she use bad utterance to call her nephews.

The partisipant is Aunt Cass as speaker (the speaker has more power than listener. They are solidary). Tadashi and Hero as listener.

The utterance (18) contains complaint acts since the speaker ask are heares fine. In utterance (18) speaker tells how she take care of her nephews (Tadashi and Hero) since 10 years ago. She talk that with utteres so mad tone and face, until she use bad utterance to call her nephews. She express her dislike using **Explicit Condemnation of The Accused's Action of Blaming Strategy**. She express the uttarence with high tone and dislike/ mad face, and use bad utterance to call her nephews.

2. The Responses of the Hearers Towards the Complaints Applied by the Speaker in the Big Hero 6 Movie

According of Richard and Schmidt (1996: 129) presented complaint response in five types: 1. Apology, 2. Denial, 3. Excuse, 4. Justify, and 5. Challenge. This sub-heading presents the responses of the hearers towards the complaint strategies applied by the speaker according of Richard and Schmidt found in the conversational fragments of Big Hero 6 movie.

Excerpt 1

Hero : “Now, let’s take care of this.”

Baymax : “I have some concerns. This armor may undermine my non-threatening, huggable design.”

*Hero : “**That’s kind of the idea, buddy.**”(1)*

The conversation takes place in garage. There Hero wants to upgrades Baymax’s systems to find a super villain. He tries to make a costum for Baymax from carbon fiber to protect him. But Baymax like doesn’t love that costum, because that’s make his design be non-threatening and huggable. So Baymax use complaining utterance that he doesn’t like it. And Hero responds it using justify, because he make it for Baymax like he wants.

Excerpt 2

Hero : “You look sick.”

Baymax : “I can not be sick. I am a robot.”

Hero : “It’s just an expression.”

(AUTOMATED VOICE : Data transfer complete.)

Baymax : “I fail to see how karate makes me a better healthcare companion.”

*Hero :”**You want to keep me healthy, don’t you?(2) Punch this.**”*

The conversation takes place in garage. There Hero wants to upgrades Baymax's systems to find and fight with a super villain. He tries to make a system for Baymax, and he put a memory karate program to Baymax's systems. But Baymax likes does not love that program in his system as a robotic nurse. So Baymax use complaining utterance that he doesn't like it. Then Hero responds it using denial, because he make he make it for Baymax like he wants to find a super villain.

Excerpt 3

Tadashi and Hero : "Hi, Aunt Cass."

Aunt Cass : "Are You guys okay? Tell me you're okay."

Hero : "We're fine."

Tadashi : "We're okay."

Aunt Cass : (SIGHS) "Oh, good.

Then what were you two knuckleheads thinking? For 10 years, I have done the best I could to raise you. Have I been perfect? No.

Do I know anything about children? No.

Should I have picked up a book on parenting?

Probably! Where was I going with this? I had a point."

Tadashi : "Sorry"(3)

Hero : "We love you, Aunt Cass."

Aunt Cass : "Well, I love you, too!"

The conversation takes place start from in front of the police station, in car until home/ bread shop. There Aunt Cass was so mad with her nephews, and seen of her face. She was talk to much there and use high tone and stressing her sentence. She was annoyance about that her nephews did. She utterances complaint to much until Hero and Tadashi can't talk anything. Then Tadashi responds it using apology, because he feel it their mistakes. So, he uses apoligyzing to respond Aunt Cass complaint.

Excerpt 4

Baymax : "My healthcare protocol has been violated. I regret any distress. I may have caused."

Hero : "How could you do that? I had him!"

Wasabi : "What you just did, we never signed up for."(4)

Go-Go : "We said we'd catch the guy. That's it."(5)

The conversation takes place in the quarantine building. There are Baymax, Hero, Go-Go, Wasabi, Honey Lemon, and Fred. They were fight with a kabuki mask villain until Hero catches him and know who he are. And with angry he will distroy him with Baymax programs. But his friend block Baymax in order to doesn't kill him. And the final their make it. So, the villain can run off with his microbots. But Hero doesn't like it and annoyed with his friend. and he complains to them about it. So, Wasabi and Go-Go as the hearers there using challenge responds, because their reasons are to catch him not to destroy him.

Excerpt 5

Tadashi : “Not bad, Honey Lemon.”

Hero : “Henoy Lemon? Go-Go? Wasabi?”

Wasabi : “I spill wasabi on my shirt one time, people. One time!”

Tadashi : “Fred is the one who comes up with the nicknames.”(6)

The conversation takes place in the lab. tech. in Tadashi's college. There are Hero, Tadashi, Honey Lemon, Wasabi, and others. Hero asked about their nickname, because that's not normal people name. And Wasabi hears that so he uses complaint utterance that he just spill wasabi on his shirt one time and after that his friend call him “Wasabi”. From that utterance Tadashi explaints that this nicknames comes by Fred. So, as hearer Tadashi using Justify to explain that.

Excerpt 6

Tadashi : “When are you gonna start doing something with that big brain of yours?”

Hero : “What? Go to college like you? So people can tell me stuff I already know?”

Tadashi : “Unbelievable. Oh, what would Mom and Dad say?”(7)

Hero : “I don't know. They're gone.”

The conversation takes place in bedroom. There Hero complaint about what Tadashi's said that he should be use his big brain to start doing something, not just follow the bot fights. Hero contend that people in college just tell him what already he knew. So he use complaint utterance. And then Tadashi as the hearer using excuse, because his brother so stonehead.

Excerpt 7

Tadashi : You're going bot fighting, aren't you?

Hero : There's a fight across town. If I book, I can still make it.(8)

(GRUNTS)

Tadashi : When are you gonna start doing something with that big brain of yours?

The conversation takes place in bedroom. There are Tadashi and Hero. Hero makes Tadashi feel mad about Hero's thinking about his future. He choose to take both fights in his daily, but Tadashi doesn't like that. And in that feel Tadashi use mad utterance to his brother. He express his utterance with his face and his tone are supported. Then Hero as hearer using challenge, beacause he feel certainly sure to want do that as his future.

Excerpt 8

Yama : “*There they are. Hey!*”

Tadashi : “*Hold on.*”

Hero : “*Whuo-hoo! Yes!*”

Yama : “*Get back here*

Tadashi : “*Bot fighting is illegal. You’re going to get yourself arrested.*”

Hero : “***Bot fighting is not illegal. Betting on bot fighting. That’s...that’s illegal. But so lucrative. I’m on a roll, big brother! And there is no stopping me!*”(9)**

The conversation takes place in a back side of apartment or narrow street on his motorcycle and his brother Hero. They are bring motorcycle in high speed because they were chased by Yama and his gang. Yama feels angry because he defeated by little boy like Hero and Hero can distroyed his robbot fighter. So, Yama order his gang to do some lesson to Hero. Suddenly, Tadashi (Hero’s brother) arrive with his motorcycle and brings out Hero from that place and Yama’s gang. He utters a complaint beacause he still feels angry/ mad at Hero’s did. Then Hero as the hearer using challenge to respond speakers utterance.

Excerpt 9

Hero : "Guys, I...Uh, I..."

Go-Go : "We're going to catch Callaghan, and, this time, we'll do it right."

Wasabi : "Eh, but maybe don't leave your team stranded on a spooky island next time."

Hero : "Oh, man."(10)

The conversation takes place in the garage. There are Hero, Go-Go, Wasabi, Baymax, Fred, and Honey Lemon. Hero ever debated with his friends about a kabuki villain and he and his robot leaved them in that island. And that time the situation was fine, so Hero would apologize to his friends, and his friends were forgive him. But at that time Wasabi said complaint about when Hero leaved them in that island. And that's make Hero feels has a mistake with his friends. So, as hearer he responses it using excuse utterance.

Excerpt 10

Tadashi and Hero : "Hi, Aunt Cass."

Aunt Cass : "Are You guys okay? Tell me you're okay."

Hero : "We're fine."

Tadashi : "We're okay."

Aunt Cass : (SIGHS) "Oh, good."

Then what were you two knuckleheads thinking?"

Tadashi : "Sorry"(11)

The conversation takes place in front of the police station until in front of the cafe, in car until home/ bread shop. There Aunt Cass was so mad with her nephews, and saw of her face. She talked to much there and uses high tone and stressed her sentence. She was mad about that her nephews did. She utters complaint to much until Hero and Tadashi can't talk anything. And she uses bad utterance to call her nephews. As hearer Tadashi responds that using apology to his aunt.

B. Discussion

After analyzing the data, the researcher presented a discussion about findings to clarify the answer of research problem. The first problem proposed in this study what kind of complaint strategies found in Big Hero 6 movie based on Anna Trosborg's theory of complaint strategy. In this research, the researcher found that there are 7 strategies of 8 strategies that the resercher found in this research based on Anna Trosborg's theory in this movie. There are hint strategy or no explicit reproach, annoyance expression strategy, ill expression strategy, indirect accusation strategy, direct accusation straetegy, modified blame, and explicit condemnation of the accused's action. And this research, yet, the researcher did not find any

utterances containing explicit condemnation of the accused as a person in the conversational fragments of Big Hero 6 movie.

In this research, the researcher only focuses on utterances that contains complaining acts. The researcher found that there are 26 utterances that consist of complaints act in conversational fragments of Big Hero 6 movie. There are 3 utterances using hints strategy or no explicit reproach, 5 utterances using annoyance expression, 4 ill consequences expression, 1 utterance using indirect accusation strategy, 4 utterances using direct accusation strategy, 4 utterances using modified blame, and 5 utterances using explicit condemnation of the accused's action. However, the researcher did not find any utterances using explicit condemnation of the accused as a person of blaming in this movie.

The second problem in this research is the responses of the hearers towards the complaints applied by the speaker in the Big Hero 6 movie. In this research the researcher used response theory by Richard and Schmidt of complaint strategies. According to Richard and Schmidt (1996: 129) presented complaint response in five types, there are: Apology, Denial, Excuse, Justify, and Challenge.

And the researcher found 17 hearer's responds utterances that from speaker complaint in conversational fargment of Big Hero 6 movie. There are 1 utterance response using apology, 2 utterances response using denial, 6 utterances response using excuse, 4 utterances response using justify, and 4 utterances response using challenge.

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” found seven types of complaining strategy which are used by the characters in the movie 10 Things I Hate about You. They are Hints Strategy, annoyance strategy, direct accusation strategy, modified blame strategy, explicit condemnation of the accused’s action strategy, and explicit condemnation of the accused as a person strategy. The result of the study indicates that most of the characters in the movie use blaming strategy, that is the explicit condemnation of the accused’s action strategy, while ill consequence strategy does not appear in the movie.

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” found that almost all of the main strategies of complaining are used by the characters in the movie “Runaway Bride”. They are no explicit reproach, expression of disapproval, accusation, and blaming strategy. There are seven strategies that are used namely Hint, annoyance strategy, direct accusation strategy, modified blame strategy, explicit condemnation of the accused’s action strategy, and explicit condemnation of the accused as a person strategy. In the research, the strategy that is used the most blaming strategy, that is the explicit condemnation of the accused’s action strategy. While the ill consequence strategy does not used in the movie.

The last is Helmi Rositawati in 2010 in her thesis “A Socio Pragmatics Analysis of Complaint Utterances Used in Romantic Comedy Movie Script” found all of the main strategies of complaining are used by the characters in the movie Romantic Comedy movie. They are no explicit reproach, expression of disapproval, accusation, and blaming strategy. There are eight strategies that are used namely Hint strategy, annoyance strategy, ill consequence strategy, indirect accusation strategy, direct accusation strategy, modified blame strategy, explicit condemnation of the accused’s action strategy, and explicit condemnation of the accused as a person strategy. In the research, the strategy that is used that most blaming strategy, that is modified blame strategy, explicit condemnation of the accused’s action strategy, and explicit condemnation of the accused as a person strategy.

And therefore in this research, entitled is “Complaining Strategy Performed By The Main Characters in “Big Hero 6 Movie”. The researcher found that almost all of the main strategies of complaining are used by the characters in the movie “Big Hero 6”. They are no explicit reproach, expression of disapproval, accusation, and blaming strategy. There are seven strategies that are used namely Hint strategy, annoyance strategy, ill consequence strategy, indirect accusation strategy, direct accusation strategy, modified blame strategy, and explicit condemnation of the accused’s action strategy. In the research, the strategy that is used the most expression of disapproval and blaming strategy, that are annoyance, ill

consequences, modified blame, and explicit condemnation of the accused's action. While the explicit condemnation of the accused as a person strategy does not used in the movie.