

CHAPTER V

CONCLUSION AND SUGGESTION

The writer arrives at the conclusion after analyzing and interpreting at the obtained data in the previous chapter. The conclusion is drawing based on the formulated research question, while suggestion is intended to give information to the next researcher who are interested in doing this research.

A. Conclusion

After the researcher finished in analyzing and interpreting the obtained data, the researcher formulates the conclusion of this research based on the statement of the research as the follow.

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

Based on the first statement of the research “What kinds of complaining strategy performed by the main characters in the “Big Hero 6” movie?”, the researcher concludes that there are 7 strategies of 8 strategies that the researcher found in this research based on Anna Trosborg’s theory in this movie. Such as the follow:

a) No Explicit Reproach (Strategy 1: Hint Strategy)

The complainer does not directly state that something is bad, the complaine does not know whether an offence is referred to or not. This strategy is weak. The example like the conversation above:

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.”

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. The example like the conversation above:

Strategy 2: Annoyance Strategy**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.”

Strategy 3: Ill Consequences Strategy

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.”

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

complainee of having committed the offense (**direct accusation**). The example like the conversation above:

Strategy 4: Indirect Accusation Strategy

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.”

Strategy 5: Direct Accusation Strategy

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?

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. The example like the conversation above:

Strategy 6: Modified Blaming Strategy

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!”

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!

The strategy used in delivering complaining acts in the conversation
in Big Hero 6 movie are:

- a.** 3 utterances use hints strategy or no explicit reproach,
- b.** 5 utterances use annoyance expression strategy,
- c.** 4 utterances use ill consequences expression strategy,
- d.** 1 utterance use indirect accusation strategy,
- e.** 4 utterances use direct accusation strategy,
- f.** 4 utterances use modified blame strategy,
- g.** and 5 utterances use explicit condemnation of the accused's
action strategy.

However, 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. The total strategy that the researcher used is 7 strategy of 8 strategy based on Anna Trosborg's theory. The total number of the utterances which contain complaint strategy is 26 utterances.

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

Based on the second statement of the research problem "How do the hearer responses to the complaints applied by the speaker?", the researcher concludes that there are five responses strategy that researcher found in the research based on response theory by Richard and Schmidt of complaint strategies. There are five types, there are: Apology, Denial, Excuse, Justify, and Challenge. They are including as the finding:

1) Apology responses

Excerpt 1

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)

2) Denial responses

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.”*

3) Excuse responses

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.”

4) Justify responses

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)

5) Challenge response

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 responses of the hearers towards the complaints applied by the speaker in the big hero 6 movie. From 26 data analyzed, there are 5 responses found. They are apology, denial, excuse, justify, and challenge. And the researcher found 17 data, there are:

- a. 1 data uses apology
- b. 2 data uses denial
- c. 6 data uses excuse
- d. 4 data uses justify
- e. and 4 data uses challenge

From the data analysis it can be described that the hearers have certain reasons in employing response. The hearer employs apology response because he knows that he is guilty and feel regretful. Denial is employed because the hearer is sure that he is not guilty or not realizing his mistake. An excuse is employed because he does not want to confess directly what he has done and wants to defend him self. Justify is employed because the hearer does not want to avoid the complaint and intends to admit explicitly his mistake. While a challenge is employed because the hearer is sure that he is not guilty and confident to dispute it.

B. Suggestion

After getting the result of the analysis, the researcher would like to give some suggestions as considerations which are important for the students and next researcher.

1. The suggestion for the students

- a. The students should realize that English is important to study. Studying English could increase their knowledge about how to use English appropriately.
- b. The students should know pragmatics in order to make their utterances make sense and acceptable. By studying pragmatics, the students will know how to use language in a conversational well.
- c. The students should know how to express request act properly, make sense and acceptable based on who is the listener is.

2. The suggestion for the next researcher

- a. The future researchers can conduct the research with the same topic but in different subject. The next researcher can use the students of university. It might have different result because of cultural differences.