

## **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**

According to the identification of the problems and the objectives of the problems, this research uses qualitative research. This research is conducted by using the content analysis which is applied the descriptive qualitative method. The result of this research will describe the speech act theory, especially in complaining act used by native speakers and politeness strategy used in the movie.

Qualitative research is focused on determining the nature of the impact of a disaster upon affected populations. In addition, qualitative methods of research and analysis provide added value in identifying and exploring intangible factors such as cultural expectations, gender roles, ethnic and religious implications and individual feelings. According to Yin (2011: 6), the allure of qualitative research is that it enables us to conduct in-depth studies about a broad array of topics, including your favorites, in plain and everyday terms.

In this study, the researcher would analyze the data found which is in the form of dialogues and scripts in *Alice Through The Looking Glass*

Movie (2016). The researcher uses qualitative research because the data in this research in the form of words on the dialogue of the movie. According to Bodgan and Biklen (1998:104), qualitative research are descriptive data, the data collected is in the form of words or pictures rather than the numbers.

In qualitative research itself, the researcher used content analysis to analyze the complaining act found in the movie. Content analysis is the research design used to determine the presence of certain words or concepts within texts or sets of texts. Researcher quantifys and analyzes the presence, meanings and relationships of such words and concepts, then make inferences about the messages within the texts, the writer(s), the audience, and even the culture and time of which these are a part. Texts can be defined broadly as a books, book chapters, essays, interviews, discussions, newspapers headlines and articles, historical documents, speeches, conversations, advertisings, theatres, informal conversations, or really any occurence of communicative language.

In this research, the researcher used content analysis which have been explained above in order to analyze all the research questions. in here, the researcher quantifys and analyzes the presence, meanings and relationships of such words and concepts, then make inferences about the messages within the texts, the writer(s), the audience, and even the culture and time of which these are a part.

## **B. Data and Data Source**

In here, the researcher got the data from the movie script. In obtaining this research, the researcher used the conversational fragments in the movie containing complaining acts to make easier in analyzing and interpreting the data. To be exact, the data from this research are utterances containing complaints and context of situation in which the complains occurs. The primary data source of the research is the conversational fragments in the movie. It assumes that the dialogues contain complaining acts spoken by the native speakers in the movie.

## **C. Data Collection**

The process of collecting data is something important in a research. It also occurs in this research. the technique used in this research is bibliography technique (teknik pustaka). According to Subroto (1992: 42), bibliography technique uses written sources to obtain the data. In order to obtain the data, the researcher used some steps instead:

1. First, the researcher watches the movie and reads the movie script thoroughly.
2. Second, the researcher chooses and writes down the utterances which contain complaining act.
3. Third, the researcher identifies complaining act in occurred and politeness strategy used

4. Fourth, the researcher describes the result of the research by using appropriate theories.
5. Last, the researcher gives conclusion based on the research result.

## **D. Credibility and Dependability**

### **1. Credibility**

The validity/credibility is the measurement 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) validity/credibility of qualitative research depends on attending of the issue of validity. Credibility in qualitative research concerns to the truthfulness accuracy of the findings. To check the trustworthiness of the data, the researcher uses triangulation technique to make the data become trustworth. This can be done by interpreting and combining the result of the data analysis of the conversational fragments that contain especially complaining acts.

After the researcher got the result of the data from different conversational fragments, then the researcher seen those data in agreement with another data. In addition, it could be called a Evidences Based on Corroboration. In relation with the credibility in research, Eisner (1998) defines structural corroboration as means through which multiple types of data are related to each other to support or contradict the interpretation and evaluation of a state of

affairs. Structural corroboration uses different sources of data (data triangulation) and different methods (method triangulation). When different procedures and different data sources are in agreement, there is corroboration. The trustworthiness of the result of the data analysis is necessary to be checked in order to reduce the research's biases and prejudices. In this study the technique used was triangulation to check the trustworthiness of the data analysis. Hammersly and Atkins (1983) say that, "triangulation is not the combination of different kinds of data verse, but rather an attempt to relate different sort of data.

## **2. Dependability**

Dependability is the way of the researcher to make the consistency of data found or findings by using such kinds of variation to get the dependable data. Qualitative researchers speak of dependability rather than reliability. Recall that reliability in qualitative research has to do with consistency of behavior, or the extent to which data and findings would be similar if the study were replicated. However, unlike quantitative research, where tight controls enhance reliability, qualitative studies expect variability because the context of studies changes. One of the way to make the data dependable is by applying Triangulation. Triangulation is a method to enhance the researcher understandings about what is being investigated. Triangulation didn't determine the truth about social phenomenon or cancel out bias and any one research method of data source, rather the purpose. According

to Akyunina (2008:35) the purpose of triangulation is to increase one understanding of whatever is being investigated.

## **E. Data Analysis and Interpretation**

Data analysis is time-consuming and valuable part of the research, because typically the researcher faces kinds of data from many sources, such as from field notes, interview transcript, reflection and information from documents. According to Donald Ary (2002), Data analysis involves reducing and organizing the data, synthesizing, searching, for significant patterns, and discovering what is important, the task can appear overwhelming, but becomes manageable when broken down into stages. Here, the researchee used some steps to analyze the data such as organizing, coding, summarizing, interpreting, and the last is reporting. Those data have to be examined and interpreted by researcher. The descriptions of each steps had been summarixed below:

### **1. Organizing**

Bodgan and Bicklen (1998) suggest that the researcher can actually begin some data analysis in the field, while collecting the data. The first step to organize the data was dividing and categorizing the data based on the sort of complaining acts. The aim of categorizing data is to make the researcher analyze data easily so that the analysis could be conducted as simple as possible. The second step was numbering of each conversational fragment analyzed from the beginning until the

ending. This step could make the researcher analyze data easily. The third and also the last step in organizing is making scope by analyzing the dialogues which contain illocutionary and perlocutionary acts. The aim of this step is to make a limitation so that the analysis would not be across the scope of the research.

## **2. Coding**

In this step, the researcher would differentiate the data that have been organized. In complaining acts, because there are three strategies used by the speaker to express his complaints, the data which have been organized still need to be coded whether it includes in direct, indirect or so on. In this step too, the researcher would number the data to make the coding process become easier.

## **3. Summarizing**

The third step in analyzing the data is to make summarize; here, the researcher begins to see what is in the data. The researcher would examine all entries of the data and merge the categories into patterns by finding link and connections among categories.

The data of this research is the conversational fragments and the dialogues in *Alice Through The Looking Glass Movie* (2016). After the researcher got the finding from the data, the researcher categorizes the data based on Brown and Levinson's (1987) politeness strategies which included positive and negative politeness strategies.

#### **4. Interpreting**

It is an inductive process which require the researcher to make generalizations based on the connections and common aspects among the categories and patterns. The quality of the interpretation depends on the background, perspective, knowledge, and theoretical orientation of the researcher. Although interpretation is personal and proceeds without set rules, this doesn't mean that the qualitative researcher can rely strictly on personal feelings when interpreting the data.

Interpretation is the step of analyzing data started from the general one into the specific one. After the researcher analyzes the data in the last step, the researcher would numbering the data to make the process of analysis become easier. After that, the researcher would give description in each data to make the clearer understandings about the analysis. The researcher analyzes the data based on the context of the conversation in the movie, knowledge, and many more. Later, the researcher would make conclusion and and suggestion for the research.

To be exact, in this step, the researcher would interpret the strategies of complaints based on Brown and Levinson's (1987) politeness strategies which included positive and negative politeness strategies.

#### **5. Reporting**

The last step in analyzing the data is reporting. In this step, the researcher would write down the findings of the research. For



qualitative research, the researcher would write about what he/she saw, heard, and understood about the phenomenon analyzed. In addition, the researcher also makes suggestions and conclusion so that make another people interested in conducting the research with similar topic.