



word. A single word can have several meanings and it can be a problem. Word can be interpreted in several meanings and sometimes it brings confusion to predict a certain meaning in which someone tries to convey in a certain context. It leads people to get several related meanings or different meanings instead. When it occurs, it called ambiguity.

Ambiguity is one of language phenomenon that usually occurs in human daily communication. According to Leech (1981:80), “An expression is said to be ambiguous when more than one interpretation can be assigned to it”. This ambiguous expression can happen in one word or one phrase or sentence. Ambiguity may occur because of the nature of words in a particular language. For example, The English language has many words that have more than one meaning, when that words are not delivered clearly by the speaker, they may show their ambiguous meanings.

Sometimes ambiguity occurs in an unconscious way, a speaker sometimes doesn't realize that his or her utterance carries more than one meaning. Therefore, the speaker gets the unpredictable response which makes him/her annoyed and finally affects the relationship between the speaker and the interlocutor. Stephen Ullmann (1977:156) divides ambiguity into three types: (1) phonetic, (2) structural, and (3) lexical. Phonological ambiguity emerges from language sounds mixed that are expressed because sometimes the words which form a sentence are said quickly. Meanwhile, lexical ambiguity observes the language in the level of the word. This type of ambiguity happens when the words have more than one lexical meaning based

on dictionaries (Ramadani, 2015:2). The last type is structural ambiguity, according to Hurford and Heasley (1983:128), this type of ambiguity happened because its words relate to each other in different ways, even though none of the individual words are ambiguous.

In recent years, ambiguity has been a special interest for researchers in the past decades. There are some previous studies related to this study. The first study of ambiguity has been carried out by Dimple Kapadia and Jufrizal, (2013). They had done their research entitled *Types of Semantic Ambiguity Found in The Editorials of Jakarta Post Daily Newspaper*. Their purpose of the study is to analyze types of semantic ambiguity which are used in the editorials of The Jakarta Post daily newspapers. They use Kreidler's theories to analyze the ambiguities in The Jakarta Post daily newspapers. The second research has been finished by Nanda Ramadani (2015), she conducted a research to find the ambiguous words that have many lexical meanings from the headlines of *The Jakarta Post* newspaper. She analyzed the homonymy and polysemy found in the headlines of *The Jakarta Post* newspaper by using Lyons and Leech theory to analyze the lexical ambiguity in the headlines of *The Jakarta Post* newspaper.

Moreover, some other scholars have been making attempts to see the appearance of ambiguity in various data source; for example, newspaper opinion article (Tambunan, 2009; Kapadia and Jufrizal, 2013; Purwaningsih, 2014), English textbook (Rekha, 2014), newspaper headlines (Ramadani, 2015), humor graphic

novel (Lutviana and Subiyanto, 2012). Furthermore, related to linguistics, studies of ambiguity in language use are produced in: Word “random” (Kaplan et al., 2014), argument (Ervan et al., 2015). According to the previous researches that have been mentioned above, the writer intends to analyze the word, phrase and sentence that classified as lexical and structural ambiguity that found in Zootopia movie. In analyzing lexical ambiguity, the writer analyzes the ambiguous word. The word which analyzed is based on the types of lexical ambiguity i.e homonymy and polysemy. While analyzing structural ambiguity, the writer uses labeled and bracketed sentence/phrase. The aim of labeled and bracketed sentence phrase is to make the structure of grammatical sentences explicit in a language (Yule, 1985:77). Lexical and structural ambiguity are the most common types that easily found in daily conversation, in utterances or even in movie dialogue.

One of the interesting media to find out ambiguity is the movie or film. Bordwell and Thompson (2008:3) states that film is an art form with a language and aesthetic all its own. In movie, sometimes the film director does not realize if a single dialogue can occur multiple meaning. In this research, the movie of Zootopia produced by Walt Disney Animation Studios is the object of research. Zootopia is a 2016 American 3D computer-animated buddy comedy-adventure movie. The directors of this movie are Byron Howard and Rich Moore, and the co-director is Jared Bush. The story line of the movie is about the partnership between a rabbit police officer and a red fox. They try to uncover a conspiracy involving the





