Consultative Style Used by the Characters in

Changeling Movie

THESIS

Submitted as partial fulfillment of the requirements for the Sarjana

Degree (S-1) of English Department



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2018

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ABSTRACT

Wahyuni, Ulfa Sri. 2018. Consultative Style Used by The Characters in Changeling Movie. English Department, Faculty of Adab Humanities, State Islamic University of Sunan Ampel Surabaya.

The Advisor: Endratno Pilih Swasono M.Pd.

Key words: consultative style, language style, Changeling movie

This thesis examines about the application of consultative style in *Changeling* movie. It analyzes the verbal consultative style used by The Characters in the movie. This study has two research problems. The objectives are to know the consultative styles that performed by the characters in *Changeling* movie and to explain the factors that influence the usage of consultative style by the characters in *Changeling* movie.

The researcher uses descriptive qualitative as the method to analyze verbal consultative style. The data of this research is movie transcript. The researcher applies the theory by Martin Joos (1967) and Holmes (1992) to find consultative style and discuss the factors that influence the usage of consultative style in *Changeling* movie.

The results of the study are there some utterances which reflected consultative style that is expressed in short responses, complete structure, standard signal, and polite utterances. Then for the factors that influence the usage of consultative style by the characters in *Changeling* movie are setting, the speaker, the topic, and the purpose of conversation. The setting representing the usage—of consultative in *Changeling* movie is hospital, school, company, the way, railway station and school. Then for the speakers include a teacher, a student, a doctor, a police, a pastor, a buyer, a seller, a ticket's vendor, a chef, a police client, a nurse, and a medical patient. For the topic includes talking something important to discuss. The last is the purpose including asking and giving information, discussion, transaction, and asking a help.

INTISARI

Wahyuni, Ulfa Sri. 2018. Consultative Style Used by The Characters in Changeling Movie. Sastra Inggris, Fakultas Adab dan Humaniora, Universitas Islam Negeri Sunan Ampel Surabaya.

Pembimbing: Endratno Pilih Swasono M.Pd.

Kata Kunci: gaya bahasa consultatuve, gaya bahasa, film Changeling

Skripsi ini meneliti tentang pengaplikasian gaya bahasa consultative di fim *Changeling*. Tesis ini menganalisis ungkapan verbal yang digunakan oleh tokohtokoh dalam film *Changeling*. Penelitian ini memiliki dua masaah penilitian. Tujuan penelitian ini adalah untuk mengetahui gaya bahasa consultative yang diungkapkan oleh tokohtokoh dalam film *Changeling* dan untuk menjelasakan faktor-faktor yang mempengaruhi penggunaan gaya bahasa consultative oleh tokohtokoh dalam film *Changeling*.

Peneliti menggunakan kualitatif deskriptif sebagai metode untuk menganalsis gaya bahasa verbal consultative. Data penelitian ini adalah transkrip film. Peneliti mengaplikasikan teori oleh Martin Joos (1976) dan Holmes (1992) untuk menemukan gaya bahasa consultative dan mendiskusikan factor yang mempengaruhi penggunaan gaya bahasa consultative dalam film *Changeling*.

Hasil penelitian ini adalah ada beberapa ujaran yang mencerminkan consultative style yang diekspresikan dalam response pendek, struktur bahasa lengkap, signal yang baku, dan ujaran yang sopan. Lalu untuk factor-faktor yang mempengaruhi penggunaan gaya bahasa consultative oleh tokoh-tokoh dalam film *Changeling* adalah tempat, pembicara, topic, dan tujuan. Tempat yang mewakili penggunaan consultative adalah rumah sakit, sekolah, kantor, di jalan, stasiun kereta api dan kedai makanan. Kemudian untuk pembicara meliputi guru, murid, dokter, polisi, pastor, pembeli, penjual, penjual tiket, koki, klien polisi, perawat, dan pasien. Untuk topic meliputi membicarakan suatu hal yang penting untuk dibahas. Terakhir adalah tujuan yang meliputi meminta dan memberi informasi, diskusi, transaksi, meminta bantuan.

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CHAPTER I

INTRODUCTION

This chapter illustrates the reason why the researcher takes this topic as the research. It includes background of the study, research problems, research objectives, significance of the study, scope and limitation, and definition of key terms.

1.1 Background of the Study

The study about language style as a part of language variation has become a favorite topic to be analyzed especially in thesis for undergraduate students. It can be shown by many researchers who had taken this topic. Although there are a lot of researchers in this field; most of following researchers have same discussion as previous researchers. Indeed, they do not try to do different work. Most of them discussed the whole of language style without doing specification.

Before we know about language style, we have to know some terms which relate to language, linguistics, sociolinguistics, and language variation first, because language style is one part of them. Language is a tool for interaction and communication with others especially for human being. Everyone will use language which appropriates with their environment or society. The study which relates to the language is known as linguistics. As stated by Sapir that language came from human as the method of communicating ideas, emotions, and desires

by means of a system of voluntarily produced symbols. These symbols are auditory and they are produced by organs of speech (Mesthrie& Swann, 2000).

In linguistics we can find the study which provides about language and society that commonly called as sociolinguistics. Society may have important role to elicit variety of languages. Sociolinguists are interested in explaining why people speak differently in different social contexts, what the effect of social factors such as (social distance, social status, age, gender, class) on language varieties, the social functions of language, and the way people use language to transfer social meanings (Holmes, 1992).

Society may have important role to elicit language variety. Language variety itself could be seen in different accents, different styles, and different dialects that are produced by people based on their society. In many communities, the distinguishable varieties are available to be used in different social contexts and the members of each community have their distinctive linguistic repertoire (Holmes, 1922). Variety is a set of linguistic forms used in specific social circumstances with different social distributions. One of language varieties is language style. Style is often described as a variation in spoken or written text whether it is in formal situation or not. Ducrot and Todorov (1993) mentioned that language style is the choice among the other variations of language. According to Ducrot and Todorov, we can conclude that the usage of language style refers to the way to deliver same message as different expression in different setting and needs. Then, the style should consider to the phonological, grammatical, and lexical frequencies that connected to contextual relations (Abu

Baha, 2014). In other sides, language style might occur because of three factors, including medium, domain, and tenor. Medium is about in what way the language used, it can be in spoken or written text. Domain relates to the subject matter such literary, scientific, religion, education, family, friendship, etc or language function such as teaching, business, law, advertising, etc. Then, tenor is about the relationship between the participants in doing communication (Stockwell, 2002). Different from Stockwell, Payne (2010) noticed there some factors that influencing the usage of language style. Those are setting, participants, topics, functions, relationships, and social rules.

Many experts have different opinions about language styles. Joos (1967) divided language style into five types including frozen, formal, consultative, casual, and intimate style. Mandell and Krizner (2003) divided language style into four categories including slang, colloquial, formal, and informal style.

Each style has each function and characteristic in daily activity. Everyone can switch their style according to the situation, domain, and the needs in which the speaker could sense them to be in appropriate way. Using language appropriately is the important part in doing communication and it can be done by knowing the addressee, setting, topic, and the purpose of communication, because of that the study of language style has been extensively studied in recent years. If in doing communication the speakers do not heed some aspects such as with whom they communicate, when they speak, what they talk about, and what the purpose of their communication, it will make the speakers doing mistake in choosing the words then the impact is delivering massage not in a good way.

Many researchers who had already turned to language style are the proof that studying about language style is so important. Previous study about language style was conducted by Moh. Fatkhul Amri in 2016. He focused on analyzing intimate style through utterances that were used by Rosie as the main character of Love Rosie movie. This research discussed about the kinds of verbal intimate style, the purposes of using the intimate style, and the factors in using the style. The methodology that was used by the researcher was qualitative descriptive research. The results were Rosie using verbal intimate style that is supported by five characteristics of intimate style such as jargon, extraction, family relationship, close friend relationship, and addressee. The purposes of Rosie using intimate style were to communicate with her close friend Alex. Rosie wanted to show an intimateness when she talked to Alex. Actually this research is good because the author has tried to give the different way from other researchers in the same field, language style. That good thing is shown by only focus on the one style, it is intimate style. Focusing on the one style could make the research clearer in serving description and explanation. In the other hand, the researcher has less attention in showing the factors why intimate style exists. In his study, the researcher only mentioned that intimate style happened between close friends. Actually, intimate style itself can be happened in family relationship and romance relationship also.

Another researcher who had examined study about language styles was Ayu Septiani Lubis in 2009 and Elvi Rami in 2015. Lubis analyzed language styles in *The Pursuit of Happiness* movie whereas Elvi used *I'm Sam* movie as her data.

Both of them discussed two things in their research. The first was the types of language style and the second was what the dominantly style that was used. The researchers classified the types of language styles depend on the place of doing communication. Lubis found four types of language styles only, including formal, consultative, casual, and intimate style. Intimate style is the dominantly style that occurs in this research. Meanwhile Elvi did not find frozen style and consultative style in Sam's utterances. The most style that accustomed in Sam's utterances was casual styles with percentage 50 %. The lack of these both works was the researchers less pay attention to investigate the purpose and the factor of using the language style.

Then Miftahul Fanan has explored the study about language style also. Fanan's research was similar to Lubis in identifying all five language styles. Fanan analyzed five language styles that was used by the members of Abu Hurairah dormitory Sunan Derajat Islamic Boarding School in Paciran, Lamongan. He discussed some cases such as the types of language styles that was used by the members of Abu Hurairah Dormitory and how the language styles was performed by the members. The methodology was descriptive qualitative research because the researcher described the language styles that was used in English conversation between the members and focused on the process than the result. The results were only four language styles that found there. Those were formal style, consultative style, casual style, and intimate style. The lack of this research occurred when the researcher only investigated two types of language styles even in his research he found datum which related to four

language styles. The styles that researcher analyzed are only consultative styles and intimate styles. This research did not examine the factor and the purpose of using the styles. According to Fanan's work, the researcher concludes that discussed many language styles could give incomplete explanation about each language style itself.

The next previous study about language styles was from Irene Debora, 2013. Debora focused on the usage of casual style in English Language Teaching for Young Learners. According to Debora, young learners have limited attention and so hard in expressing their feeling because of undeveloped their first language. Because of that, the teachers have to know how to communicate or make instruction well in English. In her study, Debora concluded that applying casual style by teachers and students in classroom could help them having simple instructions and utterances in speaking because the simple characteristics of casual style itself. Debora also stated that using casual style could increase the student's motivation to study and keep focused on the material. The weakness of this study is the researcher only serving a few data that can be used in casual styles in classroom. The researcher should present more examples of utterances in casual style in classroom to give the readers more comprehension and information especially for teachers and students.

The next language style research was conducted by Nurul Adhalina in 2011.

Nurul explored about *The Different Language Style and Language Function*between Students and Teachers in Updating Their Status In Facebook Webpage.

In her research, the writer discussed about the problem on the different language

style and function between students and teachers when they are updating their status in Facebook webpage. Therefore, the writer classified the type of language style along with the factors that influence language style choice. In addition, the writer also explained the social dimension to support the explanation of that factors and types of language function that expressed in updating status by Students and Teachers. Actually this study was good in case the researcher had tried to give the different work from other researchers. She tried to show the differentiation between the use of language style and language function. In other hand, this research has weakness. Because of this research focused on comparing two language variations, of course it made less discussion about language style itself. The researcher did not explore more utterances relates to language style.

The last study relates to language style entitled "We are not the same as You and I: Casual Effects of Minor Language Variation on Consumers' Attitudes toward brands" by AnerSela, S. Christian Wheeler, and GulenSarial in 2012. Through that work, the researcher found Brand typically strive to form close relationship with customers in an attempt to create positive attitudes, loyalty, and word of mouth. Then the language implied closeness between the brand and the customer that would facilitate persuasion. People can recruit relevant information in forming their evaluations easily then strengthen the notion that people view brands as social relationship partners because active and skilled processors of social information.

However many researchers had already investigated about language style, but most of them did not focus on one style. Even though there are some of them who had focused on one style, it is just in intimate or casual style. They did not serve the discussion in detail; they only served two things such as the types of style that used and the most style that used. Un-detailed discussion will affect to the little readers' comprehension because they only pick little information up. In addition, according to previous study above, some language styles that often utilized or occurred in movie are formal, intimate, and casual style. For frozen and consultative style are still limited to be discussed.

Through cases above that were most of research discussed all language styles, here the researcher fills the gap by focusing on one style, which is consultative style and provides more complex discussion that was not provided in previous study. The researcher prefers to consultative style because the researcher considers that consultative style is more useful in daily activity. As we know the characteristics of consultative style is used in semiformal situation. Semiformal situation happens when there are two or more speakers who are talking to someone whom respected (formal situation) but the condition or situation of conversation is still looks like relaxed. Because of consultative style happened in semiformal situation, of course it is more often used in daily activity than frozen style and it means consultative style is more needed by people to communicate.

Consultative style is a language style that usually used between stranger such as doctor and patient, teacher and student, pastor and congregation, lawyer and client, etc. Usually, it is used for people who do not know well each other. Consultative style occurs in semiformal atmosphere. Actually consultative style has completed structure or structured grammar.

Then the data of this research is taken from the utterances that uttered by the characters in *Changeling* movie which relates to Consultative Style. *Changeling* movie published in United States (2008) that is written by J. Michael Straczynski. This movie talked about true story that had experienced by a mother as single parent who lost her child. This story took a place in Los Angeles on March, 1928.

The aim of the present paper is to explore the study about consultative style as one kind of language style that is used by the characters in *Changeling* movie. Then the researcher hopes this study able to guide the readers to apply it in daily conversation with stranger in doing interaction. Through the *Changeling* movie, the paper analyzes some research problems including what are the consultative style that used by the speakers and the factors of using consultative style. For the first question, the researcher predicts there are characters that produce grammatical word in their utterances or maybe there is short utterance in giving responses. For the second question, there some factors why the characters use consultative style such as the addressee, topic, setting, and the purpose in communicating. This paper is significant because it provides a complex explanation about consultative style which had not provided yet by previous researchers such as the explanation about the factors and the purposes of using consultative style. The complete explanations may be useful and inspiring the readers especially for them who will do investigation in same field.

1.2 Research Problems

- 1. What are conversations describing as consultative styles performed by the characters in *Changeling* movie?
- 2. What factors influence the characters perform the consultative style?

1.3 Objective of Study

- 1 To know the consultative styles that performed by the characters in Changeling movie
- 2 To explain the factors that influence in using consultative style by the characters in *Changeling* movie

1.4 Significance of the Study

In this study, the researcher expects to enrich or add knowledge in sociolinguistic study especially about speech style through movie.

The researcher hopes this study will give advantageous for:

- 1. English lecturer: Through this movie the lecturer could give the students addition source about the example of using speech style that occurs in society as usual.
- 2. Students: To enrich or add knowledge to students especially for students in English Department who are interested in Sociolinguistics and its aspects through the analysis of the utterances in this movie. Through the analysis also, the student will understand the factors in occurring the kinds of speech style.
- 3. Readers: For other readers who don't study in English Department, they will get the contribution from this study such as getting moral value from

this movie and also additional knowledge about speech style. Then, the researcher hopes the reader can apply this consultative style appropriately in daily activity.

1.5 Scope and Limitation

The scope of this research is language style in Sociolinguistics study. In order to avoid a broad discussion, the researcher has to limit the discussion. The limitation of this research will focus on consultative style as one type of language styles. The researcher will analyze consultative style in *Changeling* movie. Here the researcher focuses on verbal consultative style which uttered by the characters in *Changeling* movie.

1.6 Definition of key terms

Language is the system of sound and word that used by humans as the form of communication to express the feelings.

Style means particular way in doing something to be different with others.

Language style is the mode of language style that influenced by some aspects.

Consultative style is language style that used in semi-formal situation. This style usually used in two-way participation.

Changeling movie is movie which was published in 2008 in United States, written by J. Michael Straczynski. This movie talks about true story that had experienced by a mother as single parent who lost her child. This story took a place in Los Angeles on March, 1928

CHAPTER II

REVIEW OF RELATED LITERATURE

In this chapter, the researcher summarizes several theories relate to the objective of this study. The theories are taken from some resources to maintain objectivity, including language variation, language style, kinds of language style, and some factors that influencing language style.

2. Sociolinguistics

2.1 Language variation

Variety is a broad term which includes different accents, different dialect, and even different language that making contrast with each other in society (Holmes, 1992: 9). Language variety is a form that differs from other forms of the language systematically. According to Salsa, Penelope Eckert stated that "Sociolinguistic variation is a central means by which the social is embedded in language" (2003:8)

Language variation happened depend on the function, the users, to whom, and also according to where it is used. The addresses and the context give affection on our choice of language variety. The variation of language can be seen from the form of language, vocabulary, the grammar, the style, etc.

There are three factors that giving influence to the language variety (Holmes: 1992):

- Addressee: many factors influence the addressee's style such as social distance/ solidarity/ age/ gender/ social background
- Formal context and social roles: the formal setting where the social roles of participants override their personal relationship in determining the appropriate linguistic style
- 3. Topic or function: style also influenced by the function which language is used for.

2.2 Language style

In choosing style of language, you can choose to speak very formally or formally according to your circumstances (Wardaugh & Fuller, 2015: 52). Style in language is a set of linguistic variants with specific social meanings. In this context, social meanings may include group membership, personal attributes, or beliefs. Language style is one of language form. Language style is characteristics of mode expression of an individual speaker or refers to language variation which reflects change in situational factors such as addressee, setting or topic. Each language style has differentiation with other because it is influenced by linguistics factors such as phonological, morphological, and syntactic (Bell, 1984:145). Speech style is the form of language that used by the speaker and it is characterized by the degree of formality (Joos, 1967: 156). The speech style helps the speaker to choose the suitable style when they are talking and delivering their speech more effectively (Labov, 1984: 91). Joos (1967) explained that commonly in ceremonial occasion uses very formal style for speech then for public lectures

- somewhat less formal, while informal & casual style will be used by speaker when they do conversation intimately and quite important (Wardaugh & Fuller, 2015: 52). There are five kinds of language style, those are frozen, formal, consultative, casual, and intimate style (Joos: 1967):
- 2.2.1 Frozen style is a style which is intended to be remember and used in very formal setting such as in ceremonial occasions, church ritual, palace, etc. Frozen style is language style which has monotone/flat/fixed pronunciation. In written text, frozen style can be seen in historical document such as PERPU RI, UUD 1945, PERPRES, etc. Frozen style has long sentence than other styles. The utterance of this style must be accepted seriously by the hearer.
- 2.2.2 Formal style is used in less formal situation such in public lectures (Wardaugh, 2006:51). Formal style happens in one-way participation or monologue. There is no interruption in this style. The characteristic of this style is having technical vocabulary that is so important. We can see this style in graduation ceremony. Formal style is known as the type of language that is used by speaker in very careful of choosing the words, sentence structure, and pronunciation (Richards et al, 1958: 109). Formal style is known more by the setting than the participant who does interaction. Formal style can be marked by seeing the participant of the conversations, the usage of word "may Γ ", and the purpose of conversation, etc (Mesthrie et al, 2000:93).

2.2.3 Consultative style is used in semi-formal situation and happened two-way participation and in semi-formal situation.

For instance,

Jokowi (president of Indonesia) talks to King Salman (King of Arab) = both of them are respectful each other (formal situation)

Then, they talk about the favorite foods = informal topic.

Regarding example in above between Jokowi and King Salman, we may say they are in consultative style level because their situation is formal but they speak about something informal that is their favorite foods, and kind of this situation could be called as semi-formal situation. The function of their conversation is information exchange related to favorite foods.

Joos (1967) argued that Consultative style is one of language styles for informal conversation that usually happens between strangers. For slang and ellipsis that are usually used in casual speech with a friend may not be used in this style; but for informal element like *hmm*, *yes*, *I know*, *so*, and so on may still be permitted (Mesthrie et al, 2000:93). Besides consultative style happens between strangers, it also can be used between teacher-student, doctor-patient, police-client, lawyer-client, seller-buyer, teaching and learning process, for information exchange, and small group discussion, etc. Consultative style usually is applied in business or discussion, transaction, information exchange, and so on. It is such kind of language that used in the meeting, at

school, at hospital, etc. Based on Joos theory, the pronunciation in consultative style is explicit. The choice of the usage of word is careful and sentence structure is complete but the sentence tends to be shorter and less well planned. Because consultative is for communication with strangers so each sentence that uttered has to explicit and clear. Below there some examples of conversation in King's Speech movie (2010) which are showing us about complete, polite and explicit sentence:

83 Speaker 1 00:10:37,554 --> 00:10:39,602 No, you must come to us.

84 Speaker 2 00:10:39,681 --> 00:10:42,981 I'm sorry, Mrs. Johnson, my game, my turf, my rules.

Conversation above describes consultative by seeing the utterances type. In the conversation, first speaker uttered the conversation by using complete and standard utterances. Then second speaker gave response by using explicit or clear explanation and polite utterance "I'm sorry".

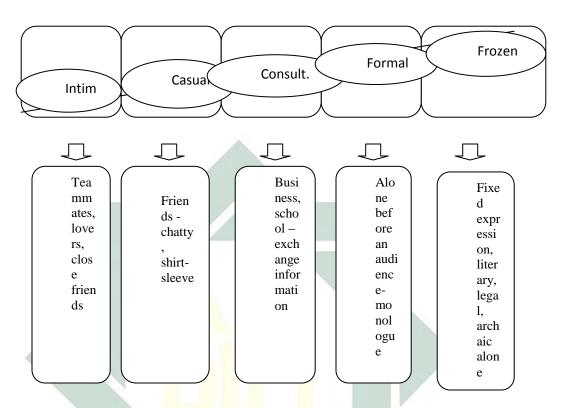
2.2.4 Casual style is used in quite informal way (Wardaugh, 2006:51). It usually happens between peers, includes slang and omission of certain grammatical elements like *Coffee's cold* (Joos, 1959 in Mesthrie et al, 2000:93). This style usually happens in group friends, family members, and acquaintances. When people use this style, the language usually

shortens. The vocabularies are full with dialect and seldom use proper structural morphology and syntax. Casual style is more informal and more vernacular. Sometimes this style has a sentence that less on grammar. This style is used in relaxed situation.

2.2.5 Intimate style is completely private language used within or used in pair (nonpublic). Considering to Joos' (1967) that Intimate style is involving partners to share knowledge and background in a private conversation such as 'Pillow talk' (Mesthrie et al, 2000:93). Intimate style is used by people who know each other intimately. Intimate style can be applied in really informal situation and has little importance of conversation (Wardaugh, 2006:51). In intimate style the intonation is so important than wording or grammar. In this style there are a lot of private vocabularies. This style is marked by the word "baby, honey, sweetie, etc". Using jargon also one of the characteristic in intimate style. Intimate style has personal language codes and it is only for certain group.

The stage in language style according to Jana, Shuy, and Kreeft (1982),

Martin Joos stated:



2.3 Factors of Influencing Language Style

Usually the capacity of formality language that are used by speaker may relate to some factors, include the kind of occurrence such as the distinction of social background, age, and other differences that occur between the participants; the way participants do communication such as text or verbal; the condition of participants, and others (Wardaugh& Fuller, 2015: 52). Holmes (1992:9) mentioned some factors which influence an individual in switch their language style, like the participant, setting, reason or function or purpose, and the topic of conversation. Then Holmes asserted his factors again that language which is used by speaker may be varieties depend on how

well it is performed, the place is used and to whom, the participant who uses it, the addressee and the context of speaking (Holmes, 1992: 245).

1. Setting

Setting can lead to different language style. Setting can be related to situation, places, and time. People who speak in church with formal situation will have different language style with people who speak in market with in formal situation. People who speak in church will use frozen style while people who speak in market will use consultative style.

2. Addressee

Participants consist of at least two parts, the one is the speaker and the second is the hearer. Participants who involve in conversation always have relation each other. The relationship of the participants will also give influence to the usage of language style, for instance the usage of language by teacher and student will be different from the usage of language by the mother and the child. In the other way, conversation may consist of one speaker only that is also called as one-way participant. It could be shown by the speaker of breaking news in television that will use formal style.

The speaker's relationship to the addressee is an applicable thing to define the proper style of speaking. The more speakers know their addressee, the more casual and relax the speech style that will be used. Speakers will apply significantly more standard forms to those

they do not know well while for them who speak to friend or addressee whom they know well, they will use vernacular forms.

For example: (Holmes, 1992: 246).

In a study in Northern Ireland, people used more standard English forms with an English stranger who visiting their village than they talk to a fellow villager. Other example is in Mombasa, the kind of Swahili-speaking that used by people to talk to their friend is quite different from they are that used Swahili to visitor from outside of the community.

Example above giving proof the relationship of addressee is one of the keys in determining proper style of speaking. Social relationships such people in Northern Ireland and Mombasa are known as dimension of relative social distance. Then other factors relate to social distance of addressee may contribute in defining language style of speaking are age & sex of addressee, social roles such the place of people work, or relationship of people as relative in same family.

Age of Addressee

Type of speech style which is chosen by addressee may also be influenced by the addressee's age. Speech style which is used by people who talk to child will be different with people who talk to adult. The example can be observed in Javanese language. Automatically, people will use Javanese *Kra*ma *Inggil* to their elder then people will use Javanese *Ngoko* to children.

In other sides, when people talk to someone they do not only pay attention to the politeness language which they must use but also to the grammatical construction which they use. Holmes (1992: 248) illustrated that when people speak to a younger about 6 years-old they prefer to choose simpler & shorter vocabulary and grammatical construction, common words such as *like*, *play and too*. However people will communicate using longer sentence, low frequency words or uncommon words such as *subsequent*, *exotic*, *resorts*, *vowed*, *gratitude*, *embroiled*, *and absorbing*, and also complex sentences with more subordinate clauses when they communicate with elder. See the example from Holmes about the comparison of language style in letter for elder and younger below:

(a) Letter for adult

Dear Paul

Thanks for your last letter and the subsequent postcards form exotic resorts. We were all green with envy over your trip to Rio with all expenses paid! How do you get to be so lucky!

Thanks also for the great T-shirt you sent for Rob's birthday. He has vowed to write to you in order to express his gratitude personally- but don't hold your breath! He is particularly embroiled in some new complex computer game at present which is absorbing every spare moment.

(b) Letter for child

Dear Michael

Thank you very much for the letter you sent me. It was beautiful written and I enjoyed reading it. I liked the postcards you sent me from your holidays too. What a lovely time you had swimming and surfing. I wished I was there too.

Robbie liked the T-shirt you chose for him very much. He has been wearing it a lot. He has promised to write to you soon to say thank you but he is very busy playing with his computer at the moment. So you may have to wait a little while for his letter. I hope mine will do instead for now.

From definition and example that has been illustrated above, it have presented how the age of addressee may cause the differentiation of speaker's language style. Besides the age of addressee such as before, also there is social background of addressee that will give effect to the choice of language style by speaker.

Social Background of Addressee

In some cases, people will have different way of speaking style towards social background of their addressee. Such what have done by Peter Trudgill in different interviews, he used 100 percent glottal stops

in the context to the lower class person. But when he interviewed person from higher class, he used glottal stop only 25 per cent (Holmes, 1992:254). Other observed was done by a woman namely June who works in a travel agent's in Cardiff. In her speaking with her customers as lower class person, she pronounced some the middle of words such *better* and *matter* as (d) about 78 per cent, yet she adapted her pronunciation for the middle of words *better* and *matter* as (d) from 26 per cent to over 60 per cent as usual her normal way of speaking when she spoke to an accountant, a woman who works for the council as a cleaner and a local school teacher, who also as her old friend from school. The speech style of how June speaking to her customers is the way of June to make her clients interested to book her firm (Homes, 1992:254).

3. Topic

Topic refers to "what is being talked about" in conversation. The distinction of topic in conversation affects to the usage of language style also. In president castle, participants who discuss about the agreement among countries will use different language style from the participants who talk about their life even in same place.

4. Function

Function relates to why the participants speaking or the purpose of the communication. The function may include: to get information, to do discussion, to express the feeling, etc.

Beside some factors that already mentioned above, also there are some factors of influencing the usage of language style. It divides into two branches, first is social factors and second is social dimension.

1. Social Factors

As we know, language cannot be separated from society. The existence of society may affect to the variety or style of language. There some parts of society that influent such as participants, the social context or setting of conversation, the relation between the speakers, the matter of doing interaction, and also the topic of communication (Holmes, 1992:11-12).

2. Social Dimensions

There are four points in social dimension that can guide to the occurrence of language style, as follow:

- a. A social distance scale focuses on relationships of participant. The scale is about how well speaker knows the addressee in doing interaction. The distance relationship of participants in interaction will give effect to the solidarity of the participants and will affect to the language that are used by speakers.
- b. A status scale relates to the involvement of participant relationship in interaction. It is about the

social status of addressee that may give impact to the speaker to give more respect to the addressee, for instance calling the addressee by "Mrs. or Mr." But when the addressee's status lowers than the speaker, he/she will call the addressee by only her/his name.

- c. A formality scale concerns with the setting and the form of conversation. Now the language style is also influenced by the setting of communication. Speakers will talk very formal when they are in very formal setting like in a law court. When speakers do formal transaction they also will use formally such as when someone having business with accountant manager in his office. But when talk with friend in informal situation, speakers will use daily or colloquial language.
- d. Two functional scales focus on the function or matter of communication. The language style that is used by speaker also influenced by the function of interaction. The more important information content that is conveyed by the speaker the more formal language style that they chose. When someone does interaction with others to express their feeling or

emotion they will usually use informal language such intimate style.



CHAPTER III

RESEARCH METHODS

3.1 Research Design

In this research, the researcher used qualitative as the methodology because the data form that had been analyzed was descriptive form not numerical form. The researcher supported the qualitative research by using content analysis to analyze the utterances. The data that had been analyzed was verbal utterances uttered by the characters in *Changeling* movie. In analyzing the data, the researcher also used the subtitle movie in descriptive form to help the researcher analyzed the verbal utterances.

Qualitative used to describe the data which is primarily qualitative form (Tharenou and Cooper, 2007). Mayring stated, Qualitative content analysis is an approach, methodological controlled analysis of texts within their context of communication that following content analytic rules and step models (In Yan Zhang and Wildemuth). Using qualitative content analysis as the methodology was suitable to answer the research problems in this research because the data was descriptive data not numerical data. The researcher was able to examine the research problems number and two. The researcher had dig the answer in the utterances in movie that had already transcribed.

3.2 Data and Data Sources

In this study, the data that used by the researcher was verbal consultative utterance in *Changeling* movie. The data source in downloading the movie was https://www.youtube.com/watch?v=MhDAdPw0jTM. The movie was published in October, 2008 in United States.

The duration in playing the movie was about 141 minutes. The movie was published by Imagine Entertainment. The movie was written by J. Michael Straczynski. Then the data source in getting the subtitle as the data qualitative form was https://subscene.com/subtitles/changeling.

In analyzing the data, the researcher played the movie through media player classic (MPC) home cinema v.1.3.1774.0 as the application. Then the researcher input the subtitle into the movie when the movie starting. The researcher also printed out the form of the subtitle as the transcription form in qualitative data.

3.3 Instrument

Research instruments are the tools that used by the researcher for collecting the data. The research instrument in this study is the researcher itself. The researcher will collect and analyze the data by herself. There is no other instrument that used in this study to collect and get the data or information such as questionnaire or something else.

3.4 Data Collection

Data collection is the process in collecting the data. In this part, the researcher had been undertaken some steps in collecting the data as follows:

- 1. Downloading the movie with the title *Changeling* on https://www.youtube.com/watch?v=MhDAdPw0jTM
- 2. Downloading the subtitle of the *Changeling* movie on https://subscene.com/subtitles/changeling.
- 3. Make sure the movie that had downloaded completed by watching the movie in whole time of the movie.
- 4. Make sure the subtitle that had downloaded matches with the movie by reading the subtitle when the movie is played.
- 5. Watching *Changeling* movie many times to understand deeply what the movie taking about. The researcher played *Changeling* movie through MPC media player and also enclosed the English subtitle.

3.5 Data Analysis

After the researcher collected the data and known clearly about the data or utterances that included in consultative style, the next step of research method was doing data analysis. The steps of analyzing data as follow:

 Re-read the data of consultative style utterances that had been collected before. The aim of this step is to understand more about the data which will be analyzed. 2. After the data had been collected, the researcher underlined and gave code the transcription simultaneously to classify the utterance, setting, conversation's function, and participant.

Tabel 3.1: List of Coding

Description&	Description&	Description&	Description &
Coding of	Coding of Setting	Coding of	Coding of
Utterance		Function	Participant
Short Utterance or	Hospital: S.Hos	Getting or giving	Doctor: P.Doc
Short Response:		information: F.Inf	
Shr.U			
Standard Utterances:	Police office: S.Pof	Advice: F. Adv	Police: P. <u>Pol</u>
Sts. U			
Completed	School: S.Sch	Transaction: F.Trn	Police's client:
SructureUtterances:			P.Poc
Cos.U			
Polite Utterances:	Railway Station:	Clarification: F.	Teacher: P.Tch
Plt.U	S.Rls	Clr	
	Eatery: S.Etr		Student: P.Std
	Office: S.Ofc		Pastor: P.Pst
			Patient: P.Ptt
	Court: S. Crt		Seller: <i>P.Slr</i>
			Buyer: P.Byr

	Society: P. Soc
	Detective: P. Dtc
	Nurse: P. Nrs

Figure 3.1: The Example of Underlining the Transcript

Scene: 246

Speaker: Captain J.J Jones

Utterances: Mrs. Collins?

Scene: 247

Speaker: Mrs. Collins

Utterance: Yes. Shr. U

3. The next was, the researcher answered the research question with seeing the data which had given coded. The question that answered first was question of number one about the types of consultative style that used by the characters in *Changeling* movie such as utterances that was delivered in short term or response, using uncompleted expression, using standard signal, etc.

Example:

Scene: 246

Speaker: Captain J.J. Jones *P.<u>Pol</u>*

Utterance: Mrs. Collins?

Scene: 247

Speaker: Mrs. Collins *P.Poc*

Utterance: Yes Shr. U

Scene: 248

Speaker: Captain J.J. Jones P. Pol

Utterance: I'm Captain J.J. Jones,

Lincoln Park Juvenile Division.

Scene: 249

Speaker: Captain J.J. Jones P.Pol

Utterance: My office supervises

all runaway and missing child cases,

Scene: 250

Speaker: Captain J.J. Jones *P.Pol*

Utterance:including your son's, and...F.Inf

Scene: 251

Speaker: Captain J.J. Jones P. Pol

Utterance: He's alive, Mrs. Collins. F. Inf

Scene: 252

Speaker: Captain J.J. Jones P.Pol

Utterance: He was picked up two days ago by local police in

Dekalb, Illinois. F.Inf

Scene: 253

Speaker: Captain J.J. Jones P.Pol

Utterance: He's safe and unhurt. F.Inf

Scene: 254

Speaker: Captain J.J. Jones P.Pol

Utterance: He was in the company of some drifter. We have an

APB out for him *F.Inf*

Scene: 255

Speaker: Captain J.J. Jones P.<u>Pol</u>

Utterance: but, he's safe F.Inf

Scene: 256

Speaker: Mrs. Collins *P.Poc*

Utterance: Thank you so much. Sts. U

4. After answering the question in number one by showing some conversations which included in consultative style, the researcher answered the question number two by explaining factors why characters in *Changeling* movie use consultative style in their conversation. The factors of the characters use consultative style included who is the participant, what is the situation, or may be what is the topic or purpose of the conversation.

For Example:

Belonging to conversation which shown in step 3, those utterances are described as consultative style because the utterances have some factors which refer to consultative style. Firstly, the factor is about type of the utterances itself such as conversation which

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already served in line 247 and 256. We can consider those lines as consultative style because those are uttered by short response and standard signal. The reason why the characters using short response and standard signal is because the conversation less planned. The meeting between the characters is less planned. Miss. Collins does not suppose the police will come to her to tell about her boy's condition that had lost several months ago. Mrs. Collins feels startled with what the police said and makes her giving short response and standard signal to the police as usual she talk with person. So the conversation between the police and Mrs. Collins seems happened in semiformal situation even actually people use formal way to speak with police.

Then, the factor is about the setting. The setting of conversation in step 3 is in Mrs. Collins' office, it more supports the conversation in above can be said as consultative style because as well as we know consultative style usually happens in office, school, hospital, and so on. Next, the factor relates to the conversation's function or purpose. The purpose is about giving information. The policeman comes to Mrs. Collins to give information towards Mrs. Collins' boy. The last factor regards to the participant. Conversation in step 3 happens between police and Mrs. Collins as police's client which both of them are strangers.

CHAPTER IV

FINDINGS AND DISCUSSION

This chapter presents conversations as the data that have been collected and analyzed according to the theory of consultative style. The analysis of consultative style is focused on the context or setting of situation, the subject matter, the speaker, and the purpose or function in dialogue that have been found in *The Changeling* movie.

4.1 Conversations that Describes Consultative Style

Datum 1

1. Scene: 147-150

Speaker: Mrs. Collins P. Poc

Utterance: Hello, my name is

Christine Collins.

I live at 210 North Avenue,

23.*Cos.U*

And I'm calling to report a missing

child.Cos.UF.Inf

Missing child.

2. Scene: 151

Speaker: APolice *P.Pol*

Utterance: What's your relation to

the child, ma'am? F.Inf

3. Scene: 152

Speaker: Mrs. Collins P. Poc

Utterance: <u>It's my son.</u>*F.Inf*

4. Scene: 153

Speaker: A Police *P.<u>Pol</u>*

Utterance: How long has he been

gone? F.Inf

5. Scene: 154-156

Participant: Mrs. Collins *P.<u>Poc</u>*

Utterance: I'm not sure.I just got

home from work *F.Inf*

It could be since this morning

or it could be just the last hour.

6. Scene: 157

Speaker: A Police P.Pol

Utterance: Have you checked

around the neighborhood? F.Inf

7. Scene: 158

Speaker: Mrs. Collins P. Poc

Utterance: Yes, of course I did.

8. Scene: 159

Speaker: A Police P.Pol

Utterance: Well, maybe he's lost

track of time

9. Scene: 160 - 162

Speaker: Mrs. Collins *P.<u>Poc</u>*

Utterance: No. No, no. Shr. U

He always stays around the house

when it gets dark. F.Inf

Would you please send someone

down here? Plt. U

10. Scene: 163 - 164

Speaker: A Police P.Pol

Utterance: I'm sorry, but our policy

is that

we don't dispatch unit son missing

child cases for 24 hours Plt.U

Conversation above considers as consultative style because it is uttered as how consultative style is used. For instance, when anyone asks a help to others moreover to the stranger, she/he has to use polite utterances such as in scene 162 & 163 by adding utterances "please", "sorry". In the dialog, the speakers also use clear or standard utterances to make the hearer understanding well what she/he said such as in the conversation scene 149 until 164. Clear and standard or usual utterance means the statement does not have ambiguous or double perspective,

and it can be understandable by all society circles. Sometimes another participant of consultative style gives short response but still understandable by another speaker such as in scene 160. Giving short response like scene 160 is as one of less planned form because most of consultative style happened in less planned way or happened in sudden situation. Both of speakers in conversation above is also active in giving response each other, that can be called as two way participant not one way participant such as in formal style.

Datum 2

1. Scene: 214

Speaker: Chef Harve P.Slr

Utterance: \$2.

ince. φ∠.

2. Scene: 215 - 216

Speaker: A man P.Byr

Utterance: Hell, I think I left my

wallet at home. Cos. U

Can I owe it to you? *F.Trn*

3. Scene: 217 -219

Speaker: Chef Harve *P.Slr*

Utterance: No credit. Shr. U

Pay up or I call the cops.

I'm sick of bums like you coming

around here.

4. Scene: 220 - 222

Speaker: A man P.Byr

Utterance: I'm not trying to stiff

you, chief. Cos. U

I just left my wallet at home, that's

all. Cos. U

I'll go back and get it. Cos. U

Five, 10 minutes, tops.

5. Scene: 223

Speaker: Chef Harve *P.Slr*

Utterance: Got collateral?

6. Scene: 224 - 227

Speaker: A man *P.Byr*

Utterance: You can't ask for better

collateral. Cos. U

than a man's own flesh and blood,

right?

Now, you stay here, son.

I'll be right back. Cos. U

7. Scene: 228

Speaker: Men *P.Byr*

Utterance: - But... (Artur Hutchins)

9 Scene: 231

Speaker: Chef Harve P.Slr

Utterance: Ten minutes, Shr. U then I call the cops. Cos. U

Dialog above considers as consultative style because there are utterances which indicate consultative style feature such as applying short response, polite utterance, clear, and standard utterance. Short response datum 2 is shown in scene 217,218, &231. The reason why the chef giving short response to the buyer is because the conversation's situation less planned. There is no preparation to do those conversation, and the impact is uttered some spontaneous response. Even though there are some short responses in the conversation, it is still understandable by the second speaker because the utterances itself is standard utterances. The proving that short response still understandable is by seeing the continuities responses between the speakers. Then standard utterances are usually

- Now, don't give me any trouble.

Utterance: He's a good man to trust

Now, you just stay here and I'll go

back and get my wallet. Cos. U

(An Old Man)

8. Scene: 229 - 230

Speaker: A man *P.Byr*

us like this. Cos. U

marked by polite and complete structure such as in scene 215, 220, 221, 222, 224, 226, 227, 231, 230. Polite and clear utterances must be used between the speakers who do not know well each other such as stranger to make the speaker understand well what another speaker said.

Datum 3

1. Scene: 246

Speaker: Captain J.J. Jones P.Pol

Utterance: Mrs. Collins? Shr. U

2. Scene: 247

Speaker: Mrs. Collins P.Poc

Utterance: Yes. Shr. U

3. Scene: 248 - 255

Speaker: Captain J.J. Jones P.Pol

Utterance: I'm Captain J.J. Jones,

Lincoln Park Juvenile Division.

My office supervises

all runaway and missing child

cases, F. Inf

including your son's, and... F.Inf

He's alive, Mrs. Collins. F.Inf

He was picked up two days ago

F.Inf

by local police in DeKalb, Illinois.

He's safe and unhurt. F.Inf

He was in the company of some

<u>drifter</u>.

We have an APB out for him, F.Inf

but he's safe. F.Inf

4. Scene: 256

Speaker: Mrs. Collins P.Poc

Utterance: Thank you so much, sir

Thank you so much. Sts. U

Belonging to conversation above, it is described as consultative style because the utterances have some factors which refer to consultative style.

Firstly, the factor is about type of the utterances which already served in scene

247 and 256. We can consider those lines as consultative style because those are

uttered by short response and standard signal. The reason why the characters

using short response and standard signal is because the conversation less planned.

The meeting between the characters is less planned and it appropriates with the

feature of consultative itself that most of consultative style happens in sudden

situation. Mrs. Collins does not suppose the police will come to her to tell about

her boy's condition that had lost several months ago. Mrs. Collins feels startled

with what the police said and makes her giving short response and standard signal

to the police as usual she talk with others.

Talking to stranger also becomes the factor why both of them use

standard signal and very clear utterances in as good as possible because both of

them never meet and talk before. That utterance can be seen in scene 256 "thank

you". "Thank you" categorizes as standard utterance because everyone will say

such that type to express gratitude to everyone moreover to strangers.

Datum 4

1. Scene: 292

Speaker: Mrs. Collins *P.Poc*

Utterance: That's not my son. F.Inf

2. Scene: 293 - 294

Speaker: Captain J.J. Jones *P.Pol*

Utterance: What? Shr. U F.Inf

What are you saying? *F.Inf*

3. Scene: 295

Speaker: Mrs. Collins *P.Poc*

Utterance: <u>It's not my son</u>. *F.Inf*

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4. Scene: 296

Speaker: Captain J.J. Jones *P.Pol*

Utterance: Well, I'm sure you're

mistaken.

5. Scene: 297

Speaker: Mrs. Collins *P.Poc*

Utterance: I'm not mistaken.

6. Scene: 298 - 299

Speaker: Captain J.J. Jones P.Pol

Utterance: Well, he's been through

five terrible long months.

He's lost weight, he's changed.

7. Scene: 300

Speaker: Mrs. Collins *P.Poc*

Utterance: I would know my own

son. Plt.U F.Inf

8. Scene: 301

Speaker: Captain J.J. Jones P.Pol

Utterance: All I'm saying is you're

in shock and he's change

There are some utterances above which categorized as consultative style. Those are short response and polite utterance. Short response is shown by scene 293 the word "what". Giving short response in delivering the word "what" by Captain J.J. Jones describes him feels shocked toward what Mr. Collins said. Captain J.J. Jones seems like do not expect Mrs. Collins said that the boy is not her son. Short response which is conveyed by Captain J.J. Jones is a less planned form which occurs in sudden time. This situation is same as the theory of Consultative style that there will short response as the form of less planned of conversation.

Besides short response, there is also polite utterance in scene 300 the word "would" that described as consultative style. In scene 300 Mrs. Collins tries to

convince Captain J.J. Jones that she is Walter's mom so she knows well everything about her son included physical changing. Even Mrs. Collins disclaims what Captain J.J. Jones explanation towards her son in scene 298-299, she tries to express her words politely by adding the word "would".

Datum 5

1. Scene: 323 - 328 Mrs. Collins, he has nowhere else

Speaker: Captain J.J. Jones *P.Pol* to go.

Utterance: This is your son. <u>Please.P.Plt</u>

Now, if you have any problems, 2. Scene: 329 - 331

any problems at all, Speaker: Mrs. Collins *P.Poc*

you come and you talk to me.

Utterance: Maybe I'm not thinking

I'll take care of it. clearly.

I give you my word. And...

Trust me. All right.Shr.U

There is polite utterance and short response as usual consultative style. As the theory of consultative style, it does not deliver in formal way but in semiformal way. Utterance that delivers in semi-formal way is polite but not formal enough. Polite utterance in datum 5 is expressed in scene328 by word "please". In the dialog, Captain J.J. Jones asks Mrs. Collins to bring a boy who is presumed as Mrs. Collins' son politely by adding the word "please" in his statement. Saying politely to other is so important moreover to the stranger.

Then in datum 5 also there short utterance that is shown in scene 331 with the word "all right". Mrs. Collins does not have other response than agree with what Captain J.J. Jones' suggestion. It happens because Mrs. Collins really does not suppose the situation at that time. She feels like so dumb until makes Mrs. Collins confused in giving response to Captain J.J. Jones and finally she just gives short response by saying "all right". Every participant who is categorized as consultative style user has big possibility to give short response to another because consultative style usually happens in less planned situation so effected to the delivery of short response spontaneously.

Datum 6

1. Scene: 453

Speaker: dr. Tarr P.Doc

Utterance: Captain Jones said

something about a change in

height?*F.Inf*

2. Scene: 454 – 457

Speaker: Mrs. Collins *P.Ptt*

Utterance: Yes. Shr. U

Come.

Against the wall.

He's three inches shorter. F.Inf

3. Scene: 458–463

Speaker: dr. Tarr*P.Doc*

Utterance: Ah, well...Sts. U

Hardly a mystery, Mrs. Collins.

We've known for some time that

trauma

can affect the growth of children.

F.Inf

Given the stress of the past five

months,

hisspine may have actually shrunk.

F.Inf

It's uncommon, but it's within the realm of possibility. *F.Inf*

4. Scene: 464

Speaker: Mrs. Collins *P.Poc*

Utterance: And circumcision? F.Inf

5. Scene: 465 - 468

Speaker: dr. TarrP.Doc

Utterance: Ehmm hmm...Sts. U

Very likely his abductor thought it

appropriate. F.Inf

After all, circumcision is

hygienically sound. F.Inf

Must have been quite traumatic at the time. *F.Inf*

No wonder he's submerged the memory.

6. Scene: 469

Speaker: Mrs. Collins P.Poc

Utterance: I...Shr. U

7. Scene: 470

Speaker: dr. Tarr*P.Doc*

Utterance: You see, there's a perfectly sound medical explanation for all of this.

In datum 6 there are some utterances which indicate consultative style. The first form is short response utterances scene 454 "yes" and 469 "I". Those utterances are expressed by Mrs. Collins as her response form to the dr. Tarr's statement. The arrival of doctor Tarr is not supposed by Mrs. Collins and it gives impact to the response of Mrs. Collins in speaking such as short response in scene 454. Mrs. Collins does not have any word to give response to the dr. Tarr because she also has not known dr. Tarr yet so she does not know what have to say such as usual close friend or person who has known well for a long time before.

In other way there is also standard signal utterance like in scene 465 "Ehmm hmm.." as the form of less planned utterance. Expressing standard signal utterance such as in scene 465 describes the speaker still confuse to say something to give response. She still thinks what have to say. It usually happens in a conversation that is in less planned or sudden situation.

Datum 7

1. Scene: 493

Speaker: Captain J.J. Jones *P.Pol*

Utterance: And what was his

findings? F.Inf

2. Scene: 494 - 495

Speaker: Mrs. Collins P.Poc

Utterance: He found what he

expected to find, F.Inf

what you obviously told him he

would find.

3. Scene: 496

Speaker: Captain J.J. Jones P.Pol

Utterance: Mrs. Collins.

- But that's not...(Mrs.Collins)

P.Poc

4. Scene: 497

Speaker: Captain J.J. Jones *P.Pol*

Utterance: That's nothing to be

embarrassed about.

5. Scene: 498 – 500

Speaker: Mrs. Collins P.Poc

Utterance: That I was embarrassed

is not the issue.

The point is that you are wasting

time

when you should be looking for my

son.

6 Scene: 501

Speaker: Captain J.J. Jones *P.Pol*

Utterance: But the report is final,

Mrs. Collins.

7 Scene: 502 - 503

Speaker: Mrs. Collins P.Poc

Utterance: Yes. Shr. U

Utterance: Well, then I want to receive the report, so I can refute it,

before it goes to anyone else.

8. Scene 504

Speaker: Captain J.J. Jones P.Pol

Utterance: Fine. Shr.U

9. Scene: 505

Speaker: Mrs. Collins *P.Poc*

Good day. Plt.U

In datum 7 there are two short responses that indicate consultative style. Firstly in scene 504 "fine" is expressed by Captain J.J. Jones. Secondly in scene

505 "Yes Good day" is expressed by Mrs. Collins. Both of short responses may

indicate the speakers just want to end their conversation early politely after they

do argument in scene 496-503. Even they are already have argument, they try to

end it by polite utterances which is expressed by Mrs. Collins in scene 505

through giving greeting "good day" to Captain J.J. Jones.

Datum 8

1. Scene: 532 Utterance: Hello?

Speaker: Mrs. Collins *P.Soc* 2. Scene: 533

46

Speaker: Pastor Gustav Briegleb

P.Pst

Is this Mrs. Christine Collins?

F.Inf

3. Scene: 534

Speaker: Mrs. Collins *P.Soc*

Utterance: Yes. Shr. U

4. Scene: 535 - 536

Speaker: Pastor Gustav Briegleb

P.Pst

Utterance: My name is Gustav

Briegleb.

I'm the pastor over at St. Paul's

Presbyterian.

5. Scene: 537 - 539

Speaker: Mrs. Collins *P.Soc*

Utterance: Oh, yes, I've heard your

broadcasts.

I'm... <u>mmm</u> *Sts. U*

Thank you. Shr. U

6. Scene: 540

Speaker: Pastor Gustav Briegleb

P.Pst

Utterance: Have you read the Times

this morning?

7. Scene: 541

Speaker: Mrs. Collins *P.Soc*

Utterance: No Shr. U

8. Scene: 542 - 543

Speaker: Pastor Gustav Briegleb

P.Pst

Utterance: Well, maybe you should

give it a gander then come over

here to the parish for breakfast,

in, say, an hour. I think we should

meet

There some utterances in the dialog above which are categorized as consultative style. Those are short response and standard signal utterance. Short responses form in datum 8 are "yes" in scene 534, "thank you" in scene 539, and "no" in scene 541 by Mrs. Collins. Then standard signal utterance in the dialog datum 8 is expressed by Mrs. Collins in scene 538"mmm". Utterance such as in scene 538 considers as consultative style because that utterance may indicate the speaker still thinking for a while to say something as the impact of less planned conversation.

Datum 9

1. Scene: 608 - 609

Speaker:dr. John

Montgomery P. Doc

Utterance:He had two cavities that

needed filling. F.Inf

He put up a fight, but I took care of

it. F.Inf

2. Scene: 610

Speaker: Mrs. Collins *P.Ptt*

Utterance: And? Shr. U

3. Scene: 611 - 613

Speaker: dr. John

Montgomery*P.Doc*

Utterance: Your son's upper front

teeth were separated by a small

tissue, a diastema. F.Inf

It made them sit about

in eighth of an inch apart.F.Inf

The boy in that room has no such

gap.

4. Scene: 614

Speaker: Mrs. Collins P.Ptt

Utterance: Can that change with

age? F.Inf

Because that's what they're gonna

say.

5. Scene: 615 - 618

Speaker: dr. John

Montgomery*P.Doc*

Utterance: In some cases, yes, it's

possible. F.Inf

But the tissue between Walter's

teeth

See, they can never come together

without an operation to sever the

tissue F.Inf

and I can tell you right now that he

prevents that from happening. F.Inf

has never had such an operation.

F.Inf

Utterance which is described as consultative style in datum 9 is shown by scene 610. In scene 610 there is short response "and?" by Mrs. Collins to the doctor. Short response "and?" by Mrs. Collins means that she asks the doctor about something deeper. Mrs. Collins wants dr. John explaining more about the boy who has examined by him. Short response by Mrs. Collins occurs as the form of less planned utterance which may be as the impact of shocked condition concerning the doctor's explanation before in scene 608-609.

Datum 10

1. Scene: 624 - 625

Speaker: Mrs. Fox *P.Tch*

Utterance: Well, if it is, he's

changed enormously

Do you know who I am? F.Inf

2. Scene: 626

Speaker: Arthur Hutchins *P.Std*

Utterance: You're a teacher. Shr. U

3. Scene: 627

Speaker: Mrs. Fox *P.Tch*

Utterance: Yes, but even teachers

have names. What's mine? F.Inf

4. Scene: 628 - 629

Speaker: Arthur Hutchins *P.Std*

Utterance: I don't remember.

I know you, but I don't remember

your name.

5. Scene: 630 -632

Speaker: Mrs. Fox *P.Tch*

Utterance: Mrs. Fox. Shr. U F. Inf

Now, take your seat.F.Cmm

I didn't say take a seat. I said take

your seat, the one assigned you.

You must know where it is, you've

been sitting in it for over a year

now

Utterance which is described as consultative style in datum 10 is shown by scene 626. The short response is "you're a teacher" which is delivered by Arthur Hutchins as a student to the Mrs. Fox as the teacher. Short response which is uttered by Arthuranswering the question from Mrs. Fox but the answer does not make Mrs. Fox be satisfied. Arthur's mistaken happens because he does not know well what Mrs. Fox meant, and it usually can happen between strangers who have never communicated together.

Datum 11

1. Scene: 746 Speaker: Policewomen *P.Pol*

Speaker: Nurse *P.Nrs* Utterance: Collins. Christine *Shr.U*

Utterance: Name? Shr. U F.Inf F.Inf

2. Scene: 747 3. Scene: 748

50

Speaker: Mrs. Collins *P.Ptt*

Utterance: No, no, no, listen, this is

a mistake. Cos. U

4. Scene: 749

Speaker: Nurse *P.Nrs*

Utterance: Certifying officer? Shr. U

F.Inf

5. Scene: 750

Speaker: Policewomen P.Pol

Utterance: Captain J.J. Jones, Shr. U

F.Inf

Lincoln Heights Division.

6. Scene: 751

Speaker: Mrs. Collins P.Ptt

Utterance: No, no, please! Please!

Plt. U The police are trying to

punish me... Cos. U

7. Scene: 752 - 753

Speaker: Nurse *P.Nrs*

Utterance: If you keep it up, I'm

gonna have to put you in a

straitjacket. Cos. U

Do you want that? Cos. U

8. Scene: 754

Speaker: Mrs. Collins P.Ptt

Utterance: No, ma'am. Shr. U

Conversation above is considered as consultative style because there some utterances which indicate consultative such as in scene 746, 747, 749, 750, and 754. Those utterances are short responses. Even the speakers use short response or statement in the conversation, it is still clear and understandable by another speaker. It is evidenced by the smoothness in communicating from scene 746-754. Both of the speakers do not need repetition utterance to give response.

Besides short responses, most of utterance forms in datum 11 are completestructure or standard form as usual consultative style in order to make the hearer understand what has been explained. Moreover consultative style itself is usually practiced to deliver information or explains an important thing so it must use utterance as clear as possible. Complete structure utterances are expressed in scene 748, 751, 752, and 753.

Datum 12

1. Scene: 768 - 769

Speaker: NurseP.Nrs

Utterance: <u>Inside</u>. This is your

room. F.Inf

The doctor has left for the day.

He will see you in the

morning.Cos.UF.Inf

2. Scene: 770

Speaker: Mrs. Collins *P.Ptt*

Utterance: Can I... I need to

speak

to somebody in authority.

3. Scene: 771

Speaker: Nurse P.Nrs

Utterance: Sorry. Shr. U Plt. U

4. Scene: 772

Speaker: Mrs. Collins P.Ptt

Utterance: Can I make a phone

call? Cos. U

5. Scene: 773 - 775

Speaker: Nurse *P.Nrs*

Utterance: Phone privileges are

earned by good behavior. Cos. U

F.Inf

You're not allowed newspapers,

objects. Cos. U F. Inf

magazines, radio, books or sharp

This is for your own good. Cos. U

Utterances of conversation above that indicate consultative style are short response, polite and complete structure form. Short response of datum 12 is in scene 771 "sorry" by the nurse of psychiatric hospital. The word "sorry" in scene 771 is also categorized as polite utterances. The nurse says "sorry" as her apologies to the Mrs. Collins because she cannot fulfill the Mrs. Collins' request to speak with the doctor in that psychiatric hospital.

In other sides, there are complete structure utterances the characteristics of consultative style also. Using complete structure utterance when speaking with stranger such as the participant in datum 12 is so necessary moreover to explain something serious such as the rules of a place that must be obedient. Complete structure utterances in datum 12 are applied in scene 772-775. The function of using complete structure utterances is to make the hearer understanding well with what the speaker deliver.

Datum 13

1. Scene: 789 - 790

Northcott Ranch, up by Wineville

I'm trying to find a place called the

Speaker: Mr. Lester Ybarra P. Dtc

Cos.U F.Inf

Utterance: Hey, could you give me

2. Scene: 791 - 798

a hand? Plt.U

Speaker: Gordon Northcott *P.Soc*

Utterance: Northcott Ranch, Shr. U and it will bring you right to it.

<u>huh</u>? Sts. U Cos. U F.Inf

Oh, yeah, yeah. Sts. U Is something going on out there?

You're almost there.

3. Scene: 799 - 801

You just... Speaker: Mr. Lester Ybarra P. Dtc

You just follow this road west, Utterance: No. Shr. U

<u>F.Inf</u>

Just looking into a juvenile matter.

about two, no, three miles. F.Inf

Thanks for your help. Plt. U

And then you take that next right. 4. Scene: 802

Cos. U <u>F.Inf</u> Speaker: Gordon Northcott P.Soc

And you stay on that

Utterance: Sure. Shr. U

In datum 13, all types of consultative style utterance are applied. Those are polite utterance, complete structure utterance, standard signal, and short response. When seeing the setting of the conversation above, the situation can be said in informal situation that is in the way, but it looks like semiformal because the usage of the words in the conversation itself which most of the utterances use complete and standard form sentence so it can be understandable by another speaker who never meet before. Complete and standard form utterances are expressed in scene 789, 790, 793, 794, and 797. They could not use ambiguous words or private utterances which have double meaning or perception. While

polite utterance is expressed in scene 789 by applying the word "could" as second form of modal "can" to look likes more polite in asking a help to someone. Another polite utterance is expressed in scene 789 "Thanks for your help" as the form of saying thankful after getting a help from someone.

Then for standard signals utterance are expressed in scene 791 "huh?" and 792 "yeah, yeah". The last is short responses utterance that are applied in scene 799 "no" and 802 "sure". Short response that is uttered by the speaker in conversation datum 13 describing the speaker does not have any other words to say. It may occur as the impact of the relation both of the speakers who do not know well each other. So what will deliver by them is also definite.

Datum 14

1. Scene: 846 - 847

Speaker: Gordon Northcott P.

Byr

Utterance: Hello. I'd like a ticket to

Canada. Cos. UF. Trn

Alberta or Vancouver, whatever's

leaving tonight.

2. Scene: 848 - 849

Speaker: Ticket's Vendor P. Slr

Utterance: I don't have anything

going that far tonight Cos.U

The best I can do

is put you on a train to Seattle.

Cos.U

3. Scene: 850

Speaker: Ticket's Vendor *P. Slr*

Utterance: From there you can

transfer to a local Cos. U F.Inf

4. Scene: 851

Speaker: Gordon Northcott P. Byr

Utterance: That would be fine.

Cos.U

5. Scene: 852

Speaker: Ticket's Vendor P. Slr

Utterance: Roundtrip? Shr. U

6. Scene: 853

Speaker: Gordon NorthcottP. Byr

Utterance: One way. Shr. U

7. Scene: 854

Speaker: Ticket's Vendor P. Slr

Utterance: That'll be \$15. Cos. U

8. Scene: 855 - 856

Speaker: Gordon Northcott P. Byr

Utterance: Right. Shr. U

There you go.

9. Scene: 857

Speaker: Ticket's Vendor P. Slr

Utterance: Thank you. Sts U Plt.U

There you go.

Enjoy your trip.

10. Scene: 858

Speaker: Gordon Northcott P. Byr

Utterance: <u>I will</u>. *Shr.U*

The participants in dialog above are strangers who have never known before so they use complete and standard structure to make each other understands well such as in scene 846, 848, 850, 851, 854. In other scene there are several short responses that indicate consultative style also but even short utterances, it is still clear and understandable such as in scene 852 "Roundtrip?" and 853 "One way". The proof that short response is still understandable by another speaker is by seeing the smoothness response in doing conversation. Both of them are also communicating in polite way, it can be seen through scene 857 when the ticket's vendor says "thank you" in the end the dialog as the appreciation form for Mr. Gordon who has used his service.

Datum 15

1. Scene: 869 - 872

Speaker: Carol Dexter *P.Ptt*

Utterance: You should eat. F. Adv

Eating is normal.

2. Scene: 873

Speaker: Mrs. Collins P.Ptt

Utterance: I'm not hungry. Shr. U

3. Scene: 874

Speaker: Carol Dexter P.Ptt

Utterance: - Barbara, you have to

eat now. F.Adv

- <u>I'm not hungry</u>. (Mrs. Collins)

P.Ptt Shr.U

4.Scene: 875

Speaker: Carol Dexter P.P

You gotta do everything you can to

look normal. Cos. U.F. Inf

It's the only chance you got. F.Inf

My name's Carol Dexter.

What's yours? F.Inf

5. Scene: 876

Speaker: Mrs. Collins *P.Ptt*

Utterance: Christine. Christine

Collins. Shr. U

6. Scene: 877

Speaker: Carol Dexter P.Ptt

Utterance: Now, finish it all.

I know it's hard, but you gotta try.

F.Adv

There are two types of consultative style in datum 15. Those are complete structure utterance and short response. Complete structure utterance is expressed in scene 871 when Carol Dexter gives information about something to Mrs. Collins. In giving information or explaining something, it must use as clear as possible utterance to make the hearer understands well about the information. In data 16 also there are some short responses such as in scene 873, 874, 876 as the

form of sudden or less planned conversation that this appropriates with the characteristics of consultative style.

4.2 Factors that Influence the Use Consultative Style

Datum 1

1. Scene: 147-150

Speaker: Mrs. Collins *P. Poc*

Utterance: Hello, my name is

Christine Collins.

I live at 210 North Avenue,

23.Cos.U

And I'm calling to report a missing

child. Cos. U F.Inf

Missing child.

2. Scene: 151

Speaker: A Police P.Pol

Utterance: What's your relation to

the child, ma'am? F.Inf

3. Scene: 152

Speaker: Mrs. Collins P. Poc

Utterance: <u>It's my son.</u> *F.Inf*

4. Scene: 153

Speaker: A Police P.Pol

Utterance: How long has he been

gone? F.Inf

5. Scene: 154 -156

Participant: Mrs. Collins P. Poc

Utterance: I'm not sure. I just got

home from work. F.Inf

It could be since this morning

or it could be just the last hour.

6. Scene: 157

Speaker: A Police P. Pol

Utterance: Have you checked

around the neighborhood? F.Inf

7. Scene: 158

Speaker: Mrs. Collins P. Poc

Utterance: Yes, of course I did.

8. Scene: 159

Speaker: A Police *P.<u>Pol</u>*

Utterance: Well, maybe he's lost

track of time

9. Scene: 160 - 162 10. Scene: 163 - 164

Speaker: Mrs. Collins *P.<u>Poc</u>*Speaker: A Police *P.Pol*

Utterance: No. No, no. Shr. U

Utterance: <u>I'm sorry</u>, but our policy

He always stays around the house is that Plt.U

when it gets dark. F.Inf

Would you please send someone we don't dispatch unit son missing child cases for 24 hours

down here? Plt. U

Regarding to conversation above, we can consider it as consultative style because of some certain factors. The first is by seeing the setting. In that conversation, Mrs. Collins calls the police using telephone in her home while the police accept the phone ringing in his office. As we know consultative style can happen in office, hospital, school, market, and so on. Actually, the situation of the conversation is rather informal when seeing the place of Mrs. Collins does phone call, but it becoming seems in semiformal situation because they speak about something important using standard language. It means the dialog has already complied one of the consultative style factors.

The second is by knowing the addressee or the participant in the dialog. The dialog above happens between a mother namely Christine Collins who calls the police to report her problem. In this matter, both of them are strangers and between them there is no stratum like a boss and his subordinates or employees. By seeing the participant that is stranger, it describes the dialog in above has

fulfilled the characteristics of the consultative style. Then consultative style usually happens in small group discussion such as dialog above which is both of the participants active in giving response each other.

The third is about the topic. In consultative style, the topic which is brought in the conversation must be important to talk. In this way Mrs. Collins has important business to be delivered to the police officer, it is about her son who had disappeared since she arrived at home. She asks a help to the police to send police officer to looking for her son (datum 1 scene 162) but at that time the police cannot comply Mrs. Collins' request by asking apologize (datum 1 scene 163) to her because the time of Mrs. Collins' son disappeared is still less than 24 hours. The last is about the function. The function of this conversation is asking a help, asking and giving information that is represented in datum 1 scene 162 for asking a help, scene 150 153, 157 for interrogation to ask information, scene 149, 152, 154, 155, 161 for explaining information which is asked by the police officer the Mrs. Collins. to

Datum 2

1. Scene: 214

Speaker: Chef Harve *P.Slr*

Utterance: \$2.

•

2. Scene: 215 - 216

Speaker: A man *P.Byr*

Utterance: Hell, I think I left my

wallet at home. Cos. U

Can I owe it to you? F.Trn

3. Scene: 217 -219

Speaker: Chef Harve *P.Slr*

Utterance: No credit. Shr. U

Pay up or I call the cops.

I'm sick of bums like you coming

around here.

4. Scene: 220 - 222

Speaker: A man *P.Byr*

Utterance: I'm not trying to stiff

you, chief. Cos. U

I just left my wallet at home, that's

all. Cos. U

I'll go back and get it. Cos. U

Five, 10 minutes, tops.

5. Scene: 223

Speaker: Chef Harve P.Slr

Utterance: Got collateral?

6. Scene: 224 - 227

9 Scene: 231

Speaker: Chef Harve *P.Slr*

Utterance: Ten minutes, Shr. U then I call the cops. Cos. U

Speaker: A man P.Byr

Utterance: You can't ask for better

collateral. Cos. U

than a man's own flesh and blood,

right?

Now, you stay here, son.

I'll be right back.Cos.U

7. Scene: 228

Speaker: Men P.Byr

Utterance: - But... (Artur Hutchins)

- Now, don't give me any trouble.

(An Old Man)

8. Scene: 229 - 230

Speaker: A man P.Byr

Utterance: He's a good man to trust

us like this. Cos. U

Now, you just stay hereand I'll go

back and get my wallet. Cos. U

Considering the text of dialog above, it includes as consultative style because of some reasons. It starts from the setting which happens in an eatery which appropriates with the theory by Martin Joos that one of the places in applying consultative style is in the market or trading place. Relates to the setting, the conversation happens between a seller-buyer that is a chef who sells food and two men who buy the food. The participants in the conversation are strangers.

They do not know each other or having any close relationship.

The next is about the topic. In the dialog a man as a buyer consults to the chef that he forgets bringing his wallet so he asks permission to the chef to take his wallet in the home that is described in datum 2 scene 215 and 216. Then the chef gives permission to the man to pick his wallet up by giving a requirement that is taking the wallet no more than 10 minutes (datum 2 scene 231). By those conversations, it could be seen that the situation is so serious enough or semiformal even the setting not in company or other formal places. The last is about the purpose of the dialog that is applying negotiation in doing transaction which is asking permission to have time the food. pay

Datum 3

1. Scene: 246

Speaker: Captain J.J. Jones *P.Pol*

Utterance: Mrs. Collins? Shr. U

2. Scene: 247

Speaker: Mrs. Collins P.Poc

Utterance: Yes. Shr. U

3. Scene: 248 - 255

Speaker: Captain J.J. Jones *P.Pol*

Utterance: I'm Captain J.J. Jones,

Lincoln Park Juvenile Division.

My office supervises

all runaway and missing child

cases, F.Inf

He's safe and unhurt. F.Inf

He was in the company of some

drifter.

We have an APB out for him, F.Inf

but he's safe. F.Inf

including your son's, and...F.Inf

He's alive, Mrs. Collins. F.Inf

He was picked up two days ago

F.Inf

4. Scene: 256

Speaker: Mrs. Collins P.Poc

Utterance: Thank you so much, sir

Thank you so much. Sts. U

by local police in DeKalb, Illinois.

Considering dialog in datum 3, it is consultative style because it has fulfilled some factors of consultative style features. The first is about setting. The setting of conversation is in Mrs. Collins' office which is same asthe characteristics of consultative style itselfthat usually happens in office, school, hospital, and so on. The second is about the participant. The participants in conversation data 3 are Mrs. Collins as a woman who lost her son and Captain J.J. Jones as a police who takes in his hand for Mrs. Collins' problem. Both of them are strangers. They have not known yet before. Even the place of their meeting is informal enough in which company; it becomes semiformal or formal enough because they are talking about something important seriously. There is no joke or other informal utterances which is applied by them.

The third factor relating to consultative style is the conversation's topic. In the dialog, the speakers talk about something seriously that is about the Mrs. Collins' son who has already found. Because they talk about something important and serious, so it makes the conversation's condition seems semiformal even the dialog's setting itself informal enough.

The last is about the dialog's purpose. The purpose is about giving

information. The policeman comes to Mrs. Collins to give information towards

Mrs. Collins' boy that described in scene 250, 251, 252, 253, 254, 252. The police

delivers important message to Mrs. Collins about her lost boy. Captain J.J. Jones

as the police reports that they have already found a boy who is assumed as Mrs.

Collins' son.

Datum 4

1. Scene: 292

Speaker: Mrs. Collins *P.Poc*

Utterance: That's not my son. F.Inf

2. Scene: 293 - 294

Speaker: Captain J.J. Jones *P.Pol*

Utterance: What? Shr. U F. Inf

What are you saying? F.Inf

3. Scene: 295

Speaker: Mrs. Collins *P.Poc*

Utterance: It's not my son. F.Inf

4. Scene: 296

Speaker: Captain J.J. Jones P.Pol

Utterance: Well, I'm sure you're

mistaken.

5. Scene: 297

Speaker: Mrs. Collins *P.Poc*

Utterance: I'm not mistaken.

6. Scene: 298 - 299

Speaker: Captain J.J. Jones *P.Pol*Utterance: I would know my own

Utterance: Well, he's been through son Plt. U F. Inf

five terrible long months.

8. Scene: 301

He's lost weight, he's changed. Speaker: Captain J.J. Jones *P.Pol*

7. Scene: 300 Utterance: All I'm saying is you're

Speaker: Mrs. Collins *P.Poc* in shock and he's change

Based on the text of dialog above, it includes as consultative style because of some factors. The first is because the conversation happens between strangers. Both Mrs. Collins and Captain J.J. Jones do not know well each other. They just become acquainted after Mrs. Collins asking a help to the police officer to looking for her son. Even both of them become acquainted each other; they do not have special relation such close friend or others. Then the way Mrs. Collins communicates to Captain J.J. Jones as the policeman is not formal and vice versa even Mrs. Collins communicates to country institution because they do not have social stratum as an employee to his boss. They are in same social stratum.

The second is about where the conversation happened. Conversation in datum 4 happens in a railway station where Mrs. Collins and Captain J.J. Jones pick Arthur Hutchin's up. The third is about what they talk about is. However they do not speak formal or can be said rather informal, what they talking is still important to discuss. In the conversation Mrs. Collins and Captain J.J. Jones talk about something important relating to Mrs. Collins' son. In that case, the police officer finds a child and he admits that his name is Walter Collins as the Mrs.

Christine Collins' son who lost since several months before. In another side Mrs. Collins is really sure that the boy is not her son. But Captain J.J. Jones has different argument with Mrs. Collins. He tries to convince Mrs. Collins that the boy is her son.

The last is about the conversation's function. The purpose of dialog in datum 4 is asking and giving information which is shown in scene 292,294,295,300. Mrs. Collins tries to give information to Captain J.J. Jones by clarifying and explaining that the boy is not her son. By clarifying and explaining the truth she hopes the police believe in her and decides to look for her son again.

Datum 5

1. Scene: 323 - 328 Mrs. Collins, he has nowhere else

Speaker: Captain J.J. Jones *P.Pol* to go.

Utterance: This is your son. Please. *P.Plt*

Now, if you have any problems, 2. Scene: 329 - 331

any problems at all, *F.Dis* Speaker: Mrs. Collins *P.Poc*

you come and you talk to me. F.Dis

Utterance: Maybe I'm not thinking

I'll take care of it. *F.Dis* clearly. *F.Dis*

I give you my word *F.Dis* And...

Trust me.F.Dis All right. Shr.U

There are some factors why dialog above categorized as consultative style. The first is about the addressee. The participants are Captain J.J. Jones as

the police officer and Mrs. Collins as police client. Both of them are strangers, and it appropriates with the consultative style feature that consultative is usually used by stranger.

The second is about the topic that discussed. In consultative style, the topic which is discussed has to focus on one topic. Captain J.J. Jones and Mrs. Collins talk about one important topic to be talked. The important and single topic of the dialog is talking about the boy who has already found by the police. The police presume the boy is Walter Collins but in another way Mrs. Collins says not. Then the police's captain namely Captain J.J. Jones tries to persuade Mrs. Collins to accept the boy as Walter Collins. The third is about the setting. Dialog in datum 5 happens in a railway station where they pick a boy as Mrs. Collins' son up. Even the setting is informal enough yet it seems formal enough after paying attention to the serious topic which they discuss using standard language but still enjoy.

The last factor relates to the dialog's function. The addresses discuss about the boy who has been found by the police officer but Mrs. Collins does not feel the boy as her son. Then Captain J.J. Jones discusses it with Mrs. Collins to make her accepting the boy by giving his promise caring all the problems that may be faced by Mrs. Collins.

Datum 6

1. Scene: 453

Speaker: dr. Tarr*P.Doc*

Utterance: Captain Jones said

something about a change in

height? F.Inf

2. Scene: 454 – 457

Speaker: Mrs. Collins P.Ptt

Utterance: Yes. Shr. U

Come.

Against the wall.

He's three inches shorter. F.Inf

3. Scene: 458 – 463

Speaker: dr. Tarr*P.Doc*

Utterance: Ah, well...Sts. U

Hardly a mystery, Mrs. Collins.

We've known for some time that

trauma

can affect the growth of children.

F.Inf

Given the stress of the past five

months,

His spine may have actually shrunk.

F.Inf

It's uncommon, but it's within the

realm of possibility. F.Inf

4. Scene: 464

Speaker: Mrs. Collins P.Poc

Utterance: And circumcision? F.Inf

5. Scene: 465 – 468

Speaker: dr. Tarr*P.Doc*

Utterance: Ehmm hmm...Sts. U

Very likely his abductor thought it

appropriate. F.Inf

After all, circumcision is

hygienically sound .F.Inf

Must have been quite traumatic at

the time. *F.Inf*

No wonder he's submerged the

memory.

6. Scene: 469

Speaker: Mrs. Collins *P.Poc*

Utterance: <u>I...</u>Shr. U Utterance: You see, there's a

7. Scene: 470 perfectly sound medical

Speaker: dr. Tarr *P.Doc* explanation for all of this.

Datum 6 is categorized as consultative style because of some characteristics. The first is because the dialog happens between strangers those are a doctor and a woman as the doctor's client or medical patient. The second is about where the dialog happens or the setting. Though the setting is in informal place in which Mrs. Collins' home, the dialog above looks like in semi-formal situation because of what they discussed about.

The third is about the topic. Mrs. Collins and dr. Tarr discuss about one topic important as usual consultative style features. They talk about a boy who lives in Mrs. Collins' home. Doctor Tarr comes to Mrs. Collins' home because of Captain J.J. Jones' command. Doctor Tarr comes to Mrs. Collins' home to check the boy's condition who admits as Walter Collins.

The last is about the dialog function. The purpose of this conversation is about sharing, asking and giving information such as in scene 457,464, 465, 466. Mrs. Collins asks information about the cause of the significant differences specially the appearance for the boy who admits as her son. Then dr. Tarr explains many possibilities of alteration that may happen to the boy who lost in several months.

Datum 7

1. Scene: 493

Speaker: Captain J.J. Jones P.Pol

Utterance: And what was his

findings? F.Inf

2. Scene: 494 - 495

Speaker: Mrs. Collins *P.Poc*

Utterance: He found what he

expected to find, F.Inf

what you obviously told him he would find.

3. Scene: 496

Speaker: Captain J.J. Jones P.Pol

Utterance: Mrs. Collins.

- But that's not...(Mrs.Collins)

P.Poc

4. Scene: 497

Speaker: Captain J.J. Jones *P.Pol*

Utterance: That's nothing to be

embarrassed about.

5. Scene: 498 - 500

Speaker: Mrs. Collins P.Poc

Utterance: That I was embarrassed

is not the issue.

The point is that you are wasting

time

when you should be looking for my

son.

6 Scene: 501

Speaker: Captain J.J. Jones *P.Pol*

Utterance: But the report is final,

Mrs. Collins.

7 Scene: 502 - 503

Speaker: Mrs. Collins *P.Poc*

Utterance: Well, then I want to

receive the report, so I can refute it,

before it goes to anyone else.

8. Scene: 504

Speaker: Captain J.J. Jones *P.Pol* Speaker: Mrs. Collins *P.Poc*

Utterance: Fine. Shr. U Utterance: Yes. Shr. U Good day.

Plt.U

9. Scene: 505

Datum 7 is classified as consultative style because it is applied between strangers, talked about something serious or important, and happened in semi-formal situation. Semiformal situation in datum 7 is described by an important topic which they talking about even the setting is informal enough. The setting for Mrs. Collins has a callis in her home. In the dialog, Captain J.J. Jones and Mrs. Collins still discuss about a son in Mrs. Collins' home. The purpose of why they do communication is about information exchange that can be seen in scene493 and 494.

Datum 8

Utterance: Hello?

Speaker: Pastor Gustav Briegleb

1. Scene: 532 <u>Is this Mrs. Christine Collins</u>?

Speaker: Mrs. Collins *P.Soc*F.Inf

3. Scene: 534

Speaker: Mrs. Collins *P.Soc*

2. Scene: 533

Utterance: Yes. Shr. U

4. Scene: 535 - 536

4. Scene: 555 - 550 *P.Pst*

Speaker: Pastor Gustav Briegleb

P.Pst

Utterance: My name is Gustav

Briegleb.

I'm the pastor over at St. Paul's

Presbyterian.

5. Scene: 537 - 539

Speaker: Mrs. Collins P.Soc

Utterance: Oh, yes, I've heard your

broadcasts.

I'm... mmm Sts. U

Thank you. Shr. U

6. Scene: 540

Speaker: Pastor Gustav Briegleb

P.Pst

<u>Utterance: Have you read the Times</u>

this morning? F.Inf

7. Scene: 541

Speaker: Mrs. Collins *P.Soc*

Utterance: No Shr. U

8. Scene: 542 - 543

Speaker: Pastor Gustav Briegleb

P.Pst

Utterance: Well, maybe you should

give it a gander then come over

here to the parish for breakfast,

In say, an hour. I think we should

meet

The speakers of the dialog above have not known yet each other because they are strangers. They are Mr. Gustav Briegleb as a pastor in a church and Mrs. Collins who loss her son. In this case, Pastor Gustav calls Mrs. Collins because he has something important to be discussed. He cares to Mrs. Collins' problem and wants to help Mrs. Collins. In other sides, Mrs. Collins does not suppose there will a pastor who calls her. Her shocked makes her giving short response such as in scene 534 and 541.

The setting of Pastor Gustav speaking is in his office while Mrs. Collins is in her home. The setting is not formal enough, but it becomes rather formal or semi-formal because of what they talk about. In the dialog, the speakers communicate about something important which is about the circulated news at that time. The purpose of Pastor Gustav starting a call with Mrs. Collins is about information exchange that is expressed in scene 533 and 540.

Datum 9

1. Scene: 608 - 609

Speaker:dr. John

Montgomery*P.Doc*

Utterance: He had two cavities that

needed filling. F.Inf

He put up a fight, but I took care of

it. F.Inf

2. Scene: 610

Speaker: Mrs. Collins*P.Ptt*

Utterance: And? Shr. U

3. Scene: 611 - 613

Speaker: dr. John Montgomery

P.Doc

Utterance: Your son's upper front

teeth were separated by a small

tissue, a diastema. F.Inf

It made them sit about

in eighth of an inch apart. F.Inf

The boy in that room has no such

gap.

4. Scene: 614

Speaker: Mrs. Collins *P.Ptt*

Utterance: Can that change with

age? F.Inf

Because that's what they're gonna

say.

5. Scene: 615 - 618

Speaker: dr. John

Montgomery*P.Doc*

Utterance: In some cases, yes, it's

possible. F.Inf

But the tissue between Walter's

But the tissue setween waters

teeth

prevents that from happening. F.Inf

See, they can never come together

without an operation to sever the

tissue, F.Inf

and I can tell you right now that he

has never had such an operation.

F.Inf

Datum 9 is classified as consultative style because of some reasons. Firstly about the participants, those are a doctor and Mrs. Collins as the medical patient and they are as strangers. Secondly about the topic which they discuss that is about the alteration of the boy who confess his self as Mrs. Collins' son namely Walter Collins. What they talking about is very serious and important to discuss because it relates to the truth which has not revealed yet.

Thirdly about the conversation's function that is for asking and giving information. In the dialog, Mrs. Collins consults the differences of a boy's characteristics who admits as her son with her own son who still disappeared and the doctor gives clear explanation about what Mrs. Collins asked. The doctor gives conclusion that the boy who is found by the police officer not Walter Collins. The last is about setting which is in hospital as well as the place of consultative style applied commonly.

Datum 10

1. Scene: 624 - 625

Speaker: Mrs. Fox *P.Tch*

Utterance: Well, if it is, he's

changed enormously

Do you know who I am? F.Inf

2. Scene: 626

Speaker: Arthur Hutchins *P.Std*

Utterance: You're a teacher. Shr. U

3. Scene: 627

Speaker: Mrs. Fox P.Tch

Utterance: Yes, but even teachers

have names. What's mine? F.Inf

4. Scene: 628 - 629

Speaker: Arthur Hutchins *P.Std*

Utterance: I don't remember.

I know you, but I don't remember

your name.

5. Scene: 630 -632

Speaker: Mrs. Fox *P.Tch*

Utterance: Mrs. Fox. Shr. U F. Inf

Now, take your seat. F.Cmm

I didn't say take a seat. I said take

your seat, the one assigned you.

You must know where it is, you've

been sitting in it for over a year

now

Datum 10 is categorized as consultative style because of some aspects. The participant is one of the aspects. Dialog in above happens between strangers those are Mrs. Fox as the teacher of real Walter Collins and a little boy namely Arthur Hutchins as the student who admits as Walter Collins. The next aspect is about the conversation's place. It is at school that looks like in a formal situation but when seeing what they talk about it seems in semiformal condition.

In the dialog, Mrs. Fox makes such a test for the boy to know he is really Walter Collins or no. Through her interaction with the boy, she asks him to mention Mrs. Fox's name and gives command to sit in his own chair. By those test, it proves that the boy is not Walter Collins who lost since several months ago. The purpose of Mrs. Fox talking to Arthur Hutchins is to dig information about him to make sure that Arthur Hutchins is Mrs. Collins' son or not.

Datum 11

3. Scene: 748

1. Scene: 746 Utterance: <u>Certifying officer? Shr. U</u>

Speaker: Nurse *P.Nrs* F.Inf

Utterance: Name? Shr. U F. Inf
5. Scene: 750

2. Scene: 747

Speaker: Policewomen *P.Pol*Speaker: Policewomen *P.Pol*

Utterance: Collins. Christine. Shr. U
Utterance: Captain J.J. Jones, Shr. U

F.Inf

Utterance: No, no, no, listen, this is

Lincoln Heights Division.

Speaker: Mrs. Collins *P.Ptt*

a mistake. Cos. U F. Clr Speaker: Mrs. Collins P. Ptt

4. Scene: 749 Utterance: No, no, please!Please!

Speaker: Nurse *P.Nrs* Plt. U The police are trying to

6. Scene: 751

punish me... Cos. U F. Clr

7. Scene: 752 - 753 <u>Do you want that? *Cos.U*</u>

Speaker: Nurse *P.Nrs* 8. Scene: 754

Utterance: <u>If you keep it up, I'm</u>

gonna have to put you in a Speaker: Mrs. Collins *P.Ptt*

straitjacket. Cos. U Utterance: No, ma'am. Shr

There are four factors why the dialog in datum 11 is categorized as consultative style. Firstly is about the addressee of the dialog. The speakers in dialog above are strangers. They do not have any close relation or other relations. Those are Mrs. Collins as the medical patient, a nurse of psychiatric hospital, and a policewoman. Secondly is about the setting. Consultative style in dialog 11 happens in the psychiatric hospital. It appropriates with the setting of consultative

Thirdly is about the topic. In the dialog, the policewoman makes registration for Mrs. Collins to be one of psychiatric hospital's medical patients. But Mrs. Collins tries to deny it by giving clarification such as in scene 748 and 751. The last is about the purpose. The purpose of communicating such as in datum 11 is indicating asking, giving information, and clarification about something which are represented by scene 747-751.

Datum 12

style commonly.

1. Scene: 768 - 769 Utterance: <u>Inside. This is your</u>

room. Shr. U F.Inf

Speaker: Nurse *P.Nrs*

The doctor has left for the day.

He will see you in the morning.

Cos. U F.Inf

2. Scene: 770

Speaker: Mrs. Collins P.Ptt

Utterance: Can I... I need to speak

to somebody in authority.

3. Scene: 771

Speaker: Nurse P.Nrs

Utterance: Sorry. Shr. U

4. Scene: 772

Speaker: Mrs. Collins *P.Ptt*

Utterance: Can I make a phone

call? Cos. U

5. Scene: 773 - 775

Speaker: Nurse *P.Nrs*

Utterance: Phone privileges are

earned by good behavior. Cos. U

F.Inf

You're not allowed newspapers,

magazines, radio, books or sharp

objects. Cos. U F.Inf

This is for your own good. Cos. U

Datum 12 is classified as consultative style because the conversation happens between strangers including nurse and medical patient. Both of them never meet before. They just do conversation at the time in hospital. Besides seeing the addressee to know that data 12 is consultative style, it also can be seen by the purpose of doing conversation. The purpose of them doing conversation is about information exchange. Mrs. Collins wants to get information about the doctor in there to meet him while the nurse gives information about the rules which have to be obedient. Through the case in the conversation, it confirms that

the situation in the conversation is semi-formal by knowing the speakers deliver the words in semi-formal and serious way.

Datum 13

1. Scene: 789 - 790 <u>about two, no, three miles. F.Inf</u>

Speaker: Mr. Lester Ybarra *P. Dtc*And then you take that next right.

Utterance: Hey, could you give me

a hand? And you stay on that

I'm trying to find a place called the and it will bring you right to it. Cos.

U F.Inf

Cos.U F.Inf

<u>Is something going on out there?</u>

2. Scene: 791 - 798 *Cos. U*

Northcott Ranch, up by Wineville

You just follow this road west,

F.Inf

Speaker: Gordon Northcott *P.Soc* 3. Scene: 799 - 801

Utterance: Northcott Ranch, Speaker: Mr. Lester Ybarra P. Dtc

Shr. Uhuh? Sts. U Utterance: No. Shr. U

Oh, yeah, yeah. Just looking into a juvenile matter.

You're almost there. Thanks for your help. Plt. U

You just... 4. Scene: 802

Speaker: Gordon Northcott *P.Soc*

Utterance: Sure. Shr. U

Datum 13 is classified as consultative style because the conversation happens between strangers including Mr. Lester Ybarra as a detective from police officer and Gordon Northcott as a usual society. Both of them never know before. They just do conversation at the time on the way. Besides seeing the addressee to know that datum 13 is consultative style, it also can be seen by the purpose of doing conversation. The purpose of them doing conversation is about information exchange. Mr. Lester Ybarrawants to get information about the direction of a place that he wants to go while Gordon Northcottgives information about the direction that is asked by the detective well. The information exchange is 794, 795. expressed in scene 790, 796, and 798.

Datum 14

1. Scene: 846 - 847

Speaker: Gordon Northcott P.

Byr

Utterance: Hello. I'd like a ticket to

Canada. Cos U F.Trn

Alberta or Vancouver, whatever's

leaving tonight.

2. Scene: 848 - 849

Speaker: Ticket's Vendor P. Slr

Utterance: I don't have anything

going that far tonight Cos. U

The best I can do

is put you on a train to Seattle.

Cos.U

3. Scene: 850

Speaker: Ticket's Vendor P. Slr

Utterance: From there you can

transfer to a local Cos. U.F. Inf

4. Scene: 851

Speaker: Gordon Northcott *P. Byr*

8. Scene: 855 - 856

Speaker: Gordon Northcott *P. Byr*

Utterance: That would be fine.

Utterance: Right. Shr. U

Shr.U

There you go.

5. Scene: 852

9. Scene: 857

Speaker: Ticket's Vendor *P. Slr*

Utterance: Roundtrip? Shr. U

Speaker: Ticket's Vendor P. Slr

Utterance: Thank you. Sts. U. Plt. U

6. Scene: 853

Speaker: Gordon Northcott P. Byr

There you go. Enjoy your trip.

Utterance: One way. Shr. U

10. Scene: 858

7. Scene: 854

Speaker: Gordon Northcott P. Byr

Speaker: Ticket's Vendor P. Slr

Utterance: <u>I will</u>. Shr. U

Utterance: That'll be \$15. Cos. U

F.Trn

Datum 14 is classified as consultative style because the conversation happens between strangers including a ticket's seller and Mr. Gordon as a buyer. Both of them never know before. They just do conversation at the time in railway station. Besides seeing the addressee to know that datum 14 is consultative style, it also can be seen by the purpose of doing conversation. The purpose of them doing conversation is for transaction and information exchange. They do conversation for transaction which starts from Mr. Gordon who needs a ticket to go somewhere and the ticket's vendor gives information about the well trip for Mr. Gordon. Expression of transaction is shown in scene 846 and 854

Datum 15

1. Scene: 869 - 872

Speaker: Carol Dexter *P.Ptt*

Utterance: You should eat. F. Adv

Eating is normal.

2. Scene: 873

Speaker: Mrs. Collins *P.Ptt*

Utterance: I'm not hungry. Shr. U

3. Scene: 874

Speaker: Carol Dexter *P.Ptt*

Utterance: - Barbara, you have to

eat now. F.Adv

- <u>I'm not hungry</u>. (Mrs. Collins)

P.Ptt Shr.U

4.Scene: 875

Speaker: Carol Dexter P.Ptt

Utterance: My name's Carol Dexter.

What's yours? F.Inf

6. Scene: 876

Speaker: Mrs. Collins P.Ptt

Utterance: Christine. Christine

Collins. Shr. U

You gotta do everything you can to

look normal. Cog.U F. Inf

It's the only chance you got. F.Inf

7. Scene: 877

Speaker: Carol Dexter *P.Ptt*

Utterance: Now, finish it all.

I know it's hard, but you gotta try.

F.Adv

Conversation in datum 15 is considered as consultative style because it happens between strangers. The proving that the speakers strangers is in scene 875 and 876 when Carol Dexter and Mrs. Collins as medical patient in psychiatric hospital introduce their self each other. Even the setting of the conversation is informal place that is in hospital, it looks like formal enough because of the matter of the conversation. In the dialog, Carol Dexter as an old medical patient tries to give suggestion about what have to do by Mrs. Collins as a new medical patient to face her problem. Conversation in datum 15 is uttered in serious condition which the purpose is giving, getting information, and giving advice

CHAPTER V

CONCLUSION

This chapter defines the conclusion of the whole result of analysis. Besides conclusion, this chapter also presents suggestion for the next researcher who will do same research as this.

5.1 Conclusion

In this thesis there are more than 15 data that are detected as consultative style. But, there are only 15 data which are analyzed. It is done because those data are enough as the representation of consultative style utterance.

Changeling movie as the object of this research is able to answer all the research problems of this research. For the research problem one, there are utterances which are described as consultative style. Those utterances are uttered in some types including short response, standard signal, complete structure, and polite utterance. Short response utterances in Changeling movie are expressed through the words "no credit", "got collateral?", "ten minutes", "yes", "fine", "thank you", "no", "and?", "certifying officer", "sorry", "sure", "round trip?", "one way", and "right". From those examples of short response utterances, it can be seen that short response utterance may be expressed in 2 until 3 words. Most of the usages of short response utterances in Changeling movie are expressed as the form of less planned situation of doing communication. Then for standard signal utterances in Changeling movie are described in utterances such as "ah, well...", "ehmm hmm..", "mmm", "huh", "oh, yeah, yeah". Expressing standard signal

utterances in a conversation may indicate the speaker who using the standard signal is still thinking for a while to give response. It is as the impact of less planned situation in a conversation. Next, complete structure utterances are standard sentence form that is uttered to explain something or give information clearly. For instance, "I live at 210 North Avenue, 23", "And then you take that next right", "And you stay on that and I will bring you right to it", etc. The last about polite utterances that is expressed by giving addition words "would you please", "please", and "sorry". Polite utterances are delivered by some speakers in *Changeling* movie to express asking a help and to say sorry because of something unpleasant.

For research problem number two, there are some factors why a conversation in *Changeling* movie can be considered as consultative style. Those are setting, participant, topic, and the function. The first relates to the 'where and how the situation of the conversation'. In *Changeling* movie there some places where consultative style applied such as police office, hospital, an eatery, school, and railway station. Even most of consultative style usually can be found in trading places, hospital, and school, through some places that have mentioned in analyzing of dialog in *Changeling* movie, it can be concluded that consultative style should not happen in informal or formal places. It is because the usage of consultative style not only considers to the places but also to the dialog's situation or the matter. Consultative style can occur if the setting refers to the semiformal situation or formal enough. The second is about the addressee in the conversation. The speakers who apply consultative style in the dialog in *Changeling* movie are Mrs. Collins as police client, Captain J.J. Jones as the police officer, Chef Harve

as a seller, a man as a buyer, Mrs. Fox as a teacher, Arthur Hutchins as a student, dr. John Montgomery as a doctor, a nurse, Mr. Gustav Briegleb as a pastor, dr. Tarr, Mr. Lester Ybarra as a detective, Gordon Northcott as a society, ticket's vendor, and Carol Dexter as medical patient. Among those speakers, they all are strangers. They have never known well each other. The third is about the topic. In *Changeling* movie the topic that is described as consultative style always single and something important to discuss. For example is talking about the loss of Mrs. Collins' son, the physical changing regarding a boy who admits as Mrs. Collins' son, transaction in railway station, etc. And the last is about the communication's purpose or function. The purpose of the speakers that is categorized as consultative style in *Changeling* movie are doing transaction in an eatery and railway station, explaining or discussing something important about the loss of Mrs.Collins' son, delivering information, asking and giving information about the way or direction that have to go.

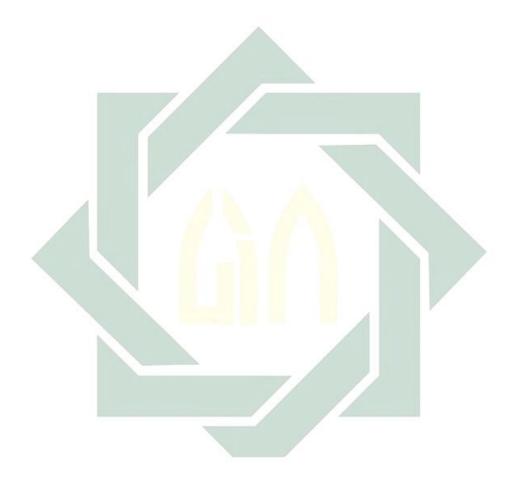
5.2 Suggestion

This chapter presents the suggestions which may be reflected for the next researchers on language style, especially on consultative style study. Firstly, the suggestion for the future researcher is, it will be better if they do research in field study such as taking the data from real life not only from movie or novel. It will be better if they take an object from daily conversation of people in surrounding us. It will give more benefit because the data is taken from real life with the daily conversation that applied by people. It will create uniqueness because most of consultative style studies use movie or TV series as research object. Secondly, the future researchers may use another theory about consultative style from different

experts to give variant knowledge about the usage and the factors of expressing consultative style.

In conclusion, this study is expected to give some benefits for the readers.

In addition, the suggestion can give some useful contributions for future researchers on related studies.



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