

**DISFLUENCY AND COGNITIVE PROCESSING IN JOEL AND
ELLIE'S SPEECH IN THE LAST OF US CUTSCENES**

THESIS



UIN SUNAN AMPEL
S U R A B A Y A

BY:

ARBILLA RECHA NURAFRIDA

REG. NUMBER 03040321093

**ENGLISH LITERATURE DEPARTMENT
FACULTY OF ADAB AND HUMANITIES
UNIVERSITAS ISLAM NEGERI SUNAN AMPEL
SURABAYA
TAHUN 2026**

DECLARATION

I am the undersigned below:

Name : Arbilla Recha Nurafrida
NIM : 03040321093
Department : English Literature
Faculty : Adab and Humanities
University : UIN Sunan Ampel

declare that the thesis entitled:

Disfluency And Cognitive Processing In Joel And Ellie's Speech In The Last Of Us Cutscenes

is my own work, and not plagiarism/fabrication in part or in whole.

If in the future it is proven that this thesis results from plagiarism/fabrication, either in part or whole, then I am willing to accept sanctions for such actions in accordance with the applicable provisions.

Surabaya, 5 January 2026

Who makes the statement



Arbilla Recha Nurafrida

Reg. Number. 03040321093

APPROVAL SHEET

DISFLUENCY AND COGNITIVE PROCESSING IN JOEL AND ELLIE'S
SPEECH IN THE LAST OF US CUTSCENES

by

Arbilla Recha Nurafrida
Reg. Number 03040321093

approved to be examined by the board of examiners of English Literature
Department, Faculty of Adab and Humanities, UIN Sunan Ampel Surabaya

Surabaya, 5 January 2026

Advisor 1



Dr. Endratno Pili Swasono, M.pd.
NIP. 197106072003121001

Advisor 2



Prof. Dr. H Mohammad Kurjum, M.Ag
NIP. 196909251994031002

Acknowledged by
The Head of the English Literature Department



Dr. Endratno Pili Swasono, M.pd.
NIP. 197106072003121001

EXAMINER SHEET

This is to certify that the *Sarjana* thesis of Arbilla Recha Nurafrida (Reg. Number 03040321093) entitled **Disfluency and Cognitive Processing in Joel and Ellie's Speech in *The Last of Us* Cutscenes** has been approved and accepted by the board of examiners for the degree of *Sarjana Sastra (S.S.)*, English Literature Department, Faculty of Adab and Humanities, UIN Sunan Ampel Surabaya.

Surabaya, 5 January 2026

Board of Examiners:

Examiner 1



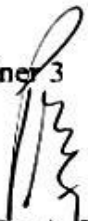
Dr. Endratno Pili Swasono, M.pd.
NIP. 197106072003121001

Examiner 2



Prof. Dr. H. Mohammad Kurjum, M.Ag
NIP. 196909251994031002

Examiner 3



Prof. Dr. A. Dzo'ul Milal, M.Pd.
NIP. 196005152000031002

Examiner 4



Murni Fidiyanti, M.A.
NIP. 198305302011012011

Acknowledged by:

The Dean of Faculty of Adab and Humanities
UIN Sunan Ampel Surabaya



Prof. Dr. H. Mohammad Zuhni, MA
NIP. 196005152000031002



**KEMENTERIAN AGAMA
UNIVERSITAS ISLAM NEGERI SUNAN AMPEL SURABAYA
PERPUSTAKAAN**

Jl. Jend. A. Yani 117 Surabaya 60237 Telp. 031-8431972 Fax.031-8413300
E-Mail: perpus@uinsby.ac.id

**LEMBAR PERNYATAAN PERSETUJUAN PUBLIKASI
KARYA ILMIAH UNTUK KEPENTINGAN AKADEMIS**

Sebagai sivitas akademika UIN Sunan Ampel Surabaya, yang bertanda tangan di bawah ini, saya:

Nama : Arbilla Recha Nurafida
NIM : 03040321093
Fakultas/Jurusan : Adab dan Humaniora/Sastra Inggris
E-mail address : arbilla_recha@gmail.com

Demi pengembangan ilmu pengetahuan, menyetujui untuk memberikan kepada Perpustakaan UIN Sunan Ampel Surabaya, Hak Bebas Royalti Non-Eksklusif atas karya ilmiah :

☒ Skripsi ☐ Tesis ☐ Desertasi ☐ Lain-lain (.....)
yang berjudul :

Disfluency and cognitive processing in Joel and Ellie's speech in The Last of Us cutscene

beserta perangkat yang diperlukan (bila ada). Dengan Hak Bebas Royalti Non-Eksklusif ini Perpustakaan UIN Sunan Ampel Surabaya berhak menyimpan, mengalih-media/format-kan, mengelolanya dalam bentuk pangkalan data (database), mendistribusikannya, dan menampilkan/mempublikasikannya di Internet atau media lain secara **fulltext** untuk kepentingan akademis tanpa perlu meminta ijin dari saya selama tetap mencantumkan nama saya sebagai penulis/pencipta dan atau penerbit yang bersangkutan.

Saya bersedia untuk menanggung secara pribadi, tanpa melibatkan pihak Perpustakaan UIN Sunan Ampel Surabaya, segala bentuk tuntutan hukum yang timbul atas pelanggaran Hak Cipta dalam karya ilmiah saya ini.

Demikian pernyataan ini yang saya buat dengan sebenarnya.

Surabaya,

Penulis

(Arbilla Recha Nurafida)

ABSTRACT

Nurafrida, A. R. (2025). *Disfluency on characters Joel and Ellie in cutscene of "The Last of Us" YouTube gameplay*. English Literature Department, Faculty of Adab and Humanities, UIN Sunan Ampel Surabaya. Advisors: (I) Dr. Endratno Pilih Swasono, S.pd., M.pd (II) Prof. Dr. H. Mohammad Kurjum, M.Ag

This study aims to examine disfluency. The author conducted research focusing on characters in the video game "The Last of Us." This game tells the story of the main character, Joel Miller, a man who works as a smuggler of illegal goods and must survive in a world destroyed by a deadly virus that can turn humans into cannibals or mutate them into monsters. This study answers two research questions, namely (1) What types of disfluencies often appear in the main character of "The Last of Us" in cutscenes based on the theory of Maclay & Osgood (1959) (2) How does the dominant type of disfluency affect the cognitive processes of characters based on Levelt's (1989) speech production model in "The Last of Us".

This study uses a qualitative descriptive method to analyze the data in detail and clearly according to the problems that arise. The author obtained data through transcripts from the video game, focusing on cutscenes to obtain clear and uninterrupted data. The transcripts were then analyzed using existing theories, namely the types of disfluencies that occur in the two main characters, Joel Miller and Ellie. After completion, the analysis continued with a search for reasons why the dominant type of disfluency in characters can affect their cognitive processes.

The results of this study show that the type that often appears in Joel and Ellie characters are repeats and unfilled pauses. The four types of disfluencies consist of: 10 repeats, 2 false starts, 8 filled pauses and last 10 unfilled pauses. The author also found reasons why the dominant type in a character can affect the cognitive process. The reason is that the character experiences emotional suppression and panic, which affects his cognitive process, causing him to repeat words or phrases. Meanwhile, character also have unstable emotions make it difficult for them to determine the next sentence to say. The author uses video games as research material because they are still rarely used and to help other researchers find new things to study in psycholinguistics.

Keywords: psycholinguistics, disfluency, video games, repetition, filled pauses, dominant.

ABSTRAK

Nurafrida, A. R. (2025). *Disfluency on characters Joel and Ellie in cutscene of "The Last of Us" YouTube gameplay*. English Literature Department, Faculty of Adab and Humanities, UIN Sunan Ampel Surabaya. Advisors: (I) Dr. Endratno Pili Swasono, S.pd., M.pd (II) Prof. Dr. H. Mohammad Kurjum, M.Ag

Penelitian ini bertujuan untuk meneliti tentang Disfluency, penulis melakukan penelitian yang berfokus pada karakter dalam video game "The Last of Us". Game ini menceritakan tentang karakter utama bernama Joel Miller, seorang pria yang bekerja menjadi penyelundup barang ilegal dan harus bertahan hidup di dunia yang hancur karena wabah virus mematikan yang bisa merubah manusia memakan manusia lainnya atau bermutasi menjadi monster. Penelitian ini menjawab dua rumusan masalah yang terjadi yaitu (1) Apa saja jenis disfluensi yang sering muncul pada karakter utama permainan "The Last of Us" pada adegan cutscene berdasarkan teori dari Maclay & Osgood (1959) (2) Bagaimana jenis dominan pada disfluensi mempengaruhi proses kognitif dari karakter berdasarkan model produksi ucapan Levelt (1989) dalam "The Last of Us".

Penelitian ini menggunakan metode deskriptif kualitatif untuk menganalisis data supaya rinci dan jelas sesuai dengan masalah yang terjadi. Penulis mendapatkan data melalui transkrip yang berasal dari video game tersebut namun fokus kepada adegan cutscene untuk mendapatkan data yang jelas dan tidak terganggu. Transkrip yang ada kemudian di analisis menggunakan teori yang ada, yaitu jenis disfluensi yang terjadi pada dua karakter utama Joel Miller dan Ellie. Setelah selesai, analisis berlanjut pada pencarian alasan jenis disfluensi yang dominan pada karakter bisa mempengaruhi proses kognitif mereka.

Hasil penelitian ini menunjukkan bahwa jenis yang sering muncul pada karakter Joel dan Ellie adalah pengulangan dan jeda yang tidak terisi. Keempat jenis disfluensi terdiri dari: 10 pengulangan, 2 awal yang salah, 8 jeda yang terisi, dan 10 jeda yang tidak terisi. Penulis juga menemukan alasan mengapa jenis dominan pada karakter dapat memengaruhi proses kognitif. Alasannya adalah karakter mengalami penekanan emosi dan panik, yang memengaruhi proses kognitifnya, menyebabkan dia mengulang kata atau frasa. Sementara itu, emosi yang tidak stabil pada karakter membuatnya sulit menentukan kalimat berikutnya yang akan diucapkan. Penulis menggunakan video game sebagai bahan penelitian karena masih jarang digunakan dan untuk membantu peneliti lain menemukan hal-hal baru untuk diteliti dalam psikolinguistik.

Kata Kunci: psikolinguistik, disfluensi, video game, pengulangan, jeda yang diisi, dominant.

Table of Contents

Inside Cover Page	
Inside Tittle Page	i
Approval Sheet	ii
Examiners' Sheet	iii
Declaration	iv
Acknowledgements	v
Abstract	vii
Abstrak	viii
Table of Contents	ix
CHAPTER I	1
INTRODUCTION	1
1.1 Background of the Study	1
1.2 Problems of the Study	8
1.3 Objectives of the Study	8
1.4 Significances of the Study	9
1.5 Scope and Delimitations	9
1.6 Definition of Key Terms	10
CHAPTER II	11
REVIEW OF RELATED LITERATURE	11
2.1 Psycholinguistics	11
2.2 Cognitive Process	12
2.3 Disfluency	13
2.4 Types of Disfluency	14
2.5 YouTube	16
CHAPTER III	17
RESEARCH METHOD	17
3.1 Research Design	17
3.2 Data Collection	18
3.3 Data Source/Population and Sample/Subject of the Study	18
3.4 Instrument(s)	18
3.5 Data Collection Technique	19
3.6 Data Analysis Technique	19
CHAPTER IV	21
FINDINGS AND DISCUSSION	21
4.1 Findings	21
4.2 Discussion	41
CHAPTER V	45

CONCLUSIONS AND SUGGESTIONS.....	45
5.1 Conclusions	45
5.2 Suggestions	46
REFERENCES.....	47



UIN SUNAN AMPEL
S U R A B A Y A

LIST OF TABLES

Table	20
Table	22



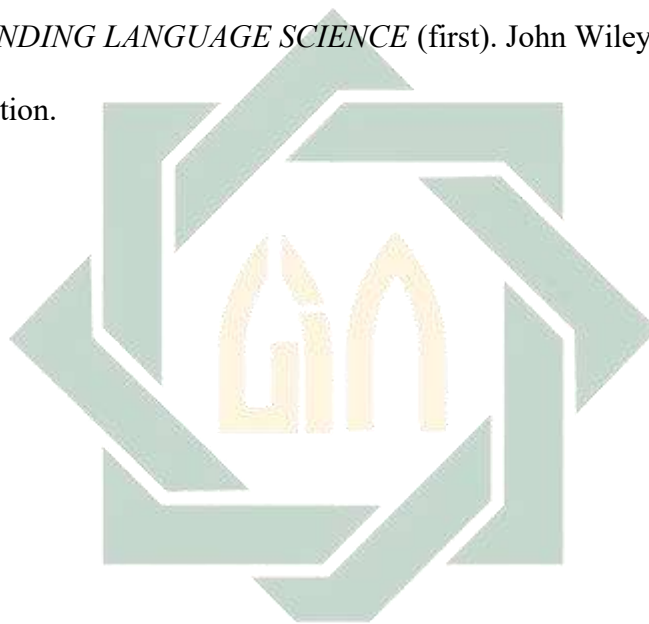
UIN SUNAN AMPEL
S U R A B A Y A

REFERENCES

- Abimanto, D., Hidayah, Y., Halimah, L., & Hasyim, U. A. F. A. (2021). Speech Disfluency Made by Male and Female Learners at Kampung Inggris Semarang. *Anglophile Journal*, 1(2).
- Astuti, N. L. E., Padmadewi, N. N., & Putra, I. N. A. J. (2024). *SPEECH DISFLUENCY AND GESTURES PRODUCTION IN UNDERGRADUATE STUDENT' CONFIDENCE LEVEL OF SPEAKING*. 19(04).
- Atichson, J. (2011). *Articulatory Mammals: : an introduction to psycholinguistics*. Taylor & Francis e-Library.
- B. Miles, M., Huberman, A. M., & Saldana, J. (2014). Qualitative Data Analysis: A Methods Sourcebook. In *Journal of Physics A: Mathematical and Theoretical* (3rd ed., Vol. 44, Issue 8). SAGE Publication, Inc.
<https://doi.org/10.1088/1751-8113/44/8/085201>
- Buana, P., & Ananda, R. P. (2022). An Analysis of Students' Disfluency Factors in Speaking Ability At Third Semester English Study Program Students. *Teaching English and Language Learning English Journal (TELLE)*, 02(02).
- Cantabaco, H., Banda, E. J., & Husain, J. R. (2023). Exploring Speech Disfluency Patterns in 10th Grade Students at Samal National High School. *International Journal of Theory and Application in Elementary and Secondary School Education (IJTAESE)*, 5(1), 188–203.
- Cowles, H. W. (2011). *The Psych 101 Series: PSYCHOLINGUISTICS*. SPRINGER PUBLISHING COMPANY.
- Gultom, R., Simarmata, R. O., & Siahaan, S. T. (2023). An Analysis of Speech

- Disfluency Used on Vindes Youtube “Maudy Ayunda Kepintarannya Membuat Laki-Laki Minder Mendekat Vindes Gimana.” *Innovative: Journal Of Social Science Research*, 3(6), 6520–6533. <https://j-innovative.org/index.php/Innovative/article/view/7591>
- Hermawan, S. (2022). The speech disfluency in Ellen degeneres talk show : A psycholinguistics study. *AMCA JOURNAL OF EDUCATION AND BEHAVIORAL CHANGE*, 2(1), 32–38. <https://doi.org/10.51773/ajeb.v2i1.142>
- Lai, C., Gorman, K., Yuan, J., & Liberman, M. (2007). *Perception of Disfluency : Language Differences and Listener Bias*.
- Levelt, W. J. M. (1989). *Speaking: From Intention to Articulation*.
- Maclay, H., & Osgood, C. E. (1959). *Hesitation Phenomena in Spontaneous English Speech*. <https://doi.org/10.1080/00437956.1959.11659682>
- Moriarty, J. (2011). *Methods Review 1: Qualitative Methods Overview*. School for Social Care Research.
- Nugrahani, V. E., & Bram, B. (2022). Speech Disfluencies of Non-Native Speakers of English in TED Talk Scripts. *Indonesian TESOL Journal*, 4(2), 128–145. <https://doi.org/10.24256/itj.v4i2.2490>
- Purba, N. (2018). The Role of Psycholinguistics in Language Learning and Teaching. *Tell : Teaching of English Language and Literature Journal*, 6(1), 47. <https://doi.org/10.30651/tell.v6i1.2077>
- Sari, M. H., Arifin, M. B., & Setyowati, R. (2020). Speech Disorder of Stuttering Character in Rocket Sciene Movie. *Jurnal Bahasa, Sastra, Seni, Dan Budaya*, 4(3), 411–421.

- Soma, R. (2023). Speaking Disfluency of an English Major Students at One Public University in Indonesia. *PPSD International Journal of Education*, 2(July), 427–435.
- Susanto, F. (2021). An Analysis Of Disfluencies For Describing Phenomena In Spontaneous Speech. *At-Ta'lim : Jurnal Pendidikan*, 7(2), 35–66.
- Traxler, M. J. (2012). *INTRODUCTION TO PSYCHOLINGUISTICS: UNDERSTANDING LANGUAGE SCIENCE* (first). John Wiley & Sons, Ltd., Publication.



UIN SUNAN AMPEL
S U R A B A Y A