CHAPTER I

INTRODUCTION

This chapter presents the explanation of background of study, research problems, research objectives, significance of the study, scope and limitations, and definition of key terms.

1.1 Background of Study

Language has the primary function of communication. Language is a tool used by people to communicate with one another. As known, there are two types of communication; verbal and nonverbal. One of the forms of verbal communication is a conversation. It is a form of social activity involves two or more participants in interacting or talking to each other. To conduct the conversation, both of the speakers should be interrelated in producing the utterances. This interrelated utterancesis called adjacency pairs. Therefore, in this study, the writer will analyze adjacency pairs, especially, about the types of adjacency pairs. In addition, the writer will also identify and describe the feedback of dispreferred response provided by all characters in Frozen movie.

Adjacency pair is one of the basic units of conversational organization.It is formed by two or more speakers consisting of the first speaker, the second speaker, and so on.

> "Adjacency pairs as a two part interactional sequence in which the first part produces the expectation for the second part" (Rymes, 2008, p. 55).

In the same line with that, Herman(1995) also states

"Adjacency pairs are tied pairs of utterances and ordered such that the issue of the first part in a turn sets up expectancy that the other will follow in the next turn" (p. 85).

Schegloff described that adjacency pairs are composed of a first pair part produced by one speaker directly and followed by second pair part's utterance by a different speaker (2007, p. 13). The first parts are utterance types such as question, request, offer, etc. Whereas, the second parts are the response of utterance types such as answer, grant, accept, etc. It is concluded that in adjacency pairs, the component of utterances of the sequences must be adjacent and interrelated. For example,

Officer   : Why do I have to wear this?
Manager   : Because you are a new member in this room.

In the example above, it refers to Question-Answer type. Actually, there are some types of adjacency pairs presented by the theorists. Majid stated that there may be a large number of different types of adjacency pairs in a conversation and some of them might give more freedom for response as there are several options available as the second part. (2011, p. 142).

As known in adjacency pairs, there is often a choice of two likely responses produced by the second part. According to Levinson (1983, p. 332), it is called as preference organization or preference structure. It is divided into preferred and dispreferred. The preferred is an expected response and the dispreferred is an unexpected response, such as, if request as the first part, acceptance will be a preferred response and refusal will be a dispreferred response in the second part.

In the development of research about adjacency pairs, there are three parts of adjacency pairs structure, but it is produced by the first speaker and the second speaker. The rules are the utterances of the first speaker, then it followed by a response from the second speaker, and terminated by a further utterance from the first speaker (Mishler in Tsui, 1989, p. 548). The third turn is called as feedback.

Feedback is the response produced by the first speaker to the second speaker's answer. The basic forms of feedback are classified by the writer as action, attitude and expression. These forms are inspired from psychological context. Then, it is combined with each other as another form, such as, act+attitude, act+expression, and attitude+expression. Besides, another form arises when this third turn does not occur, the writer called it 'no response'. It is because the story moves on another topic of conversation, the setting or condition has changed, and there is another speaker interrupts the conversation.

The writer is interested in using movie as a data source for research, because a movie is an art of audiovisual storytelling that very enthused by society. In addition, people will get new information more easily by watching movie, such as, about culture, language, etc. From the statement, the writer chooses Frozen movie as data of research because there are many dialogues by the characters that refer to types of adjacency pairs and preference structure. Besides, this movie is famous in the world because the attractive storytelling

and the good soundtrack. It is indicated by the amount of income earned. As reported by Konnikova (2014), a contributing writer for *newyorker.com*,

> "Since its release, "Frozen" has earned $1.2 billion worldwide, becoming the fifth-highest-grossing film of all time and by far the highest-grossing animation. That's not to mention two Academy Awards, a Bafta, a Golden Globe, a soundtrack that's <u>garnered</u> more than a million album sales and seven million Spotify streams, official YouTube video views in the hundreds of millions, and a DVD that became Amazon's best-selling children's film of all time based on advance orders alone".

From this effect, the writer sees the situation as a good way to introduce the linguistic study to every person. The writer also wants to prove that the linguistic study can be used to analyze modern literary works in movie form. In addition, the writer wants to contribute by introducing how to analyze the adjacency pair to students of Sunan Ampel State Islamic University of Surabaya. Hence, as long as the writer's knowledge, there is only one research in the university which focused on adjacency pair. Even, it uses a different research problem. So, this will be a good paper and useful to understand more about conversation analysis, especially about adjacency pairs.

In understanding more about conversation analysis, the writer reviews the previous studies focusing on the same topic, which is about adjacency pairs. They are Fitriana (2013), Fuad (2015) and Makasau (2015). First, Fitriana (2013) examines the patterns of adjacency pairs and language functions of the utterances forming adjacency pairs. She focused on the dialogue of characters in Red Riding Hood Movie by Catherine Hardwicke.The theories used are the Levinson theory. She found the function of utterances that uttered and how the characters make conversation in this

movie. Every utterance had meaning and every conversation had a different pattern. The result of this study shows the patterns mostly used in the Red Riding Hood movie are automatic patterns. The pattern rarely used is the mixing of different sequences. In addition, the language functions are commonly used in the dialogue of Red Riding Hood Movie is request. While, other language functions which were rarely used include 'hold', 'assessment', 'offer', and 'threat'.

Second, Fuad (2015) examines the conversation produced by those two main charactersin "Knight and day" movie -Roy Miller and June Heaven- and convinced that the conversation forms various types of adjacency pairs. He focused on four aspects of conversation those are turn – taking, adjacency pairs, preference organization, and pre-sequence and insertion sequence. The theories used are the Levinson theory. The research approach used in this study is conversational analysis (CA) approach to understand the organization of conversational interaction between participants. He found types of adjacency pair constructed by Roy Miller and June Heaven. The result of this study shows that the dominant type of adjacency pair comes from question-answer. While, the least data of the type of adjacency pair is invitation and suggestion type. Besides, He found some conversation that occurs are pre-sequence and insertion sequence and also turns which almost balance between Roy and June.

The next study also presented by Makasau (2015). She examines the types of adjacency pairs which dominantly occurred in teacher-student

interactions in indoor outdoor. She focuses on interaction between teacher and student in all occasion in English Day program at Mutiara Persada Elementary School. The participants in this research were 23 students of grade IV – Pegasus, which consisted of 10 girls and 13 boys and a non-native English teacher. The theories used are Rymes theory. The results of this study show that the greatest amount of teacher talk in indoor and outdoor category is primarily due to an emphasis on giving information and giving instructions. In contrast, student talks in indoor and outdoor categories are largely in the functions of responding physically and acknowledging.

In addition, the writer also reviews the previous study about preference organization, especially, about dispreferred response. It is presented by Murti (2014), She examines the types of dispreferred act on the second pair part which are uttered by the main character in the movie Beauty and the Briefcase, the ways of doing dispreferred social act, and also social factors which influence the main character to do dispreferred act. This research used descriptive qualitative and descriptive quantitative research. The theory which was applied in this study was Levinson's theory about preference structure. The results of the research are. (1) There are 7 types of dispreferred act which is used by the main character: assesment – disagreement, blame – denial, invitation – refusal, request – refusal, offer – rejection, question – unexepected answer, and proposal – disagreement. (2) There are 12 ways of doing dispreferred act, they are prefacing, delaying, ignoring and changing the topic, using a mitigator, hedging the negative, making it non – personal, appealing

for understanding, token yes, giving anaccount, mentioning obligation, saying an apology, and expressing doubt. (3) Social factors also influence the main character to do dispreferred act: the participants, the topic of conversation, function of the speaking, and the social context of interaction.

From the previous studies above, we can conclude that all focused on adjacency pairs, but they had different data sources and methods. Three of them have the same area with my research in collecting and analyzing the data, that is using data from movie. However, this study differs from those previous studies above. This study only focused on the types of adjacency pairs and the dispreferred response, especially, about feedback of it which was found in Frozen movie. Thus, this research will complete the previous studies.

1.2 Research Problems

The writer formulates the research problems as the following:

1. What are the types of adjacency pairs in the dialogue of Frozen's, a movie by Chris Buck and Jennifer Lee?

2. How is the feedback of dispreferred response in the dialogue of Frozen's, a movie byChris Buck and Jennifer Lee?

1.3 Research Objectives

In the relation to the problem statement above, the writer formulates the research objectives:

1. To describe the types of adjacency pairs in the dialogue of Frozen's, a movie by Chris Buck and Jennifer Lee.

2. To explain the feedback of dispreferred response in the dialogue of Frozen's, a movie by Chris Buck and Jennifer Lee.

1.4 Significance of the Study

Through this study, the writer wants to discover the application of adjacency pairs in the dialogue of the movie. The result of the research is expected to be used as one of the sources of information about adjacency pairs and preference structure. This might be used as a reference for those who are interested in studying conversational analysis in the movie.

1.5 Scope and Limitations

The scope of this research is text in the movie script and focused on adjacency pairs which found in Frozen Movie. This research limits the data of the types of adjacency pairs and the feedback of dispreferred responses which formed in Frozen movie through some theories about adjacency pairs. Then, the theories will be combined by the writer to collect and analyze based on the existing data.

1.6 Definition of Key Terms

1. Conversation is a form of verbal communication, it is defined as an activity which doing by two or more people; they are talking about something with the certain purpose.

2. Adjacency pair is a pair of interrelated utterances which consist of the first speaker and the second speaker.

3. First part is the speaker who has the first turn in conversation, usually make stimulus like as question, statement or etc.

4. Second part is the speaker who has the second turn in conversation, usually it is the response of the first part utterance.

5. Preference structure is a pattern of dialogue produced by the second speaker that refers to like or dislike, agree or disagree.

6. Preferred response is an expected response produced by the second speaker, such as agree, acceptance.

7. Dispreferred response is an unexpected response produced by the second speaker, such as disagree, refusal/ rejection.

8. Act is a response of someone by doing something.

9. Attitude is an invisible response, but it will be shown by someone before or without doing something such as approving, ignore.

10. Expression is a response that arises to express the feeling or emotion of someone.

11. Frozen is a 3D movie, which tells about the relationship between two sisters in a castle, Elsa and Anna. One of them has a magic that makes the entire of the city is frozen.