CHAPTER I

INTRODUCTION

1.1 Background of the study

Human beings cannot be separated with language in their daily activities. When they want to communicate witheach other, people use language as a medium for their language. Therefore, language plays a significant role as a main tool that used to transmit message, or to express what the people thought. In many cases, people usually use the language to organize or to order the listener. So, language is an inseparable thing in human lives. convinced that will do not just use language to say things (make statements), but also to do things (perform actions)

Language have relation with linguistic, where linguistic is the study of language. in linguistic have some part consist of phonetics, phonology, morphology, syntax, semantic and pragmatic. One of the main studies in pragmatics is concern about how the listener can understand what are the speaker's meaning from the utterances between language and context that are grammatical or encoded in structure oflanguage.

Context is an important thing in pragmatic study. Context is background knowledge assumed to be shared by speaker and listener and which contributes to listener's interpretation of what speaker means by given utterance according to (Nadar, 2009). Beside context, there are other aspects of speech: those are hearer and speaker, purpose of speech, etc. In pragmatics, the hearer not only understand the meaning of spoken by the speaker, but hearer also understand the context for

interpreting an utterance. Actually, pragmatics have study many types, such as deixis and distance, reference and inference, presupposition and entailment, politeness and interaction, speech act and event, and others. One of significant approach to the functional classification of speech act.

Speech act, according to Chojimah (2015:13), is preceded from philosopher's opinion believing that sentence is meaningless unless its truthfulness and falsity can e tested. The sentences having sch property is declarative ones whose function is to desribe state of affairs. It means that every sentence of the spoken people has some meanings in speech acttheoretically.

Many people like watching the movie, but not all of them understand the every utterance's meaning which speaker said in dialogue in the movie. Movie is defined as a motion picture which considered especially as a source of entertainment. Sometimes, the plot of story in the movie can influence in daily people's life. In the movie, we can found many values for us, such as education values, moral values, attitude values, and other values from there.

Inside a movie, many linguistics aspects can be learned, including speech act. The aspects of linguistics are such as pragmatics, semantics, sociolinguistics and others. This aspect can be learned in the movie. At the movie, many types of speech acts are performed by characters Cam Gigandet.

In this case, the writer choose the title of this film because adapted the problem from human daily activities as represent and reflection the human's life thought it is interesting and told the war and in conclude the story was really interesting and the core of the story could be immediately when the writer

watched the film the black site delta will tell about" Kapten Aeron pierce and together delta force Echo. squad that was sent to investigate the weapons bunker in the Iraq state was accompanied by the head of an elite science team named doctor noises, a bunker full of human mutants and wildfire created by alien crystals. Because in this movie, the researcher found a lot of types of the illocutionary acts. In addition, the language used by the main characters in that movie is easily understood by the listener. In the movie utterances that are spoken by the speakers can be analyzed as a study of illocutionary acts because in this utterance may be contains certainmeaning.

This movie is kind of romantic drama film. The main characters in The Black Site Delta movie is Cam Gigandet as Jake .Therefore, the writer looks for and analysis the speech act and the illocution types from "The Black Site Delta" script. The writer give the title of this study is "The Illocutionary Acts are Used by The Main Character in Black Site Delta Movie".

1.2 Problem of the study

Based on the explanation above, the writer identifies the problem as follow: What types of illocutionary acts are found in the movie script of The Black Site Deltamovie?

1.3 Objective of the Study

Based on the problems above, the objectives of the study are aimed to:

To find out what are types of illocutionary acts in the movie script of the black site delta movie.

1.4 Scope of the Study

The study focused to find out the types of illocutionary in the movie black site delta. Based on theory Bach ken (2006) illocutionary act consist of Constatives, directives, commissives, acknowledgets.

1.4 Significance of the Study

The findings of the study were exfected to give Theoretical and Practical significance. The findings can :

a. Theoretical

1. The result of this study could be used information and reference material acquiring knowledge and understanding about the study of 'The illocutionary acts are used by the main character and the study could be useful for field education.

b. Practical

1. Students

- The research is expected to help the student in exploring the subject so that they can study more about directive speech act about movie, story, book or novelect.
- To motivate and create enthusiasm for students in the learning process through movies.

2. Teacher

The teacher can help teach the directive of speech act through themovie.

- The teacher can provide new techniques that are good for students, especially inmovie stories or novels to improve studentactivity

3. Researchers

- For Reserachers, this research is able to improve the researcher's ability to comprehend this study and understand about the movie and the story of the movie itself.
- This research will provide some description on how to do an anlysisis of directives. in addition , it can be used as additional information and references related to speechacts

CHAPTER II

REVIEW OF RELATED LITERATURE

2.1 TheoriticalFramework

Reviews the theoretical framework that is related to the present study. The theories that are central to the present study are speech act theory. The theories form the theoretical framework upon which this study's analysis of data is based.

2.1.1 Language

Language is a tool to interact or a tool to communicate, in the sense of a tool to convey thoughts, ideas, concepts or feelings. with language, everything we want to say can be conveyed properly. Language has an important role in everyday people tos communicate in doing every interaction. People use different language because every country has their ownlanguage.

According to Baugh & Cable (2005:341) "Language is the expression of the people who use it and should reflect the nature and the experience of the speakers. Pinker (1997:18) states that, language is a complete, specialized skill, which develops in the child spontaneously, without conscious effort or formal instruction, is deployed without awareness of its underlying logic is qualitatively the same in every individual, and is distinct from more general abilities to process information or behaveintelligently"

Based on the opinions above, the writer concludes that Language is the way communicate to other people who understand the purpose wants to deliver from the topic who discuss. The writer language is all forms of communication in which a person's thoughts and feelings are symbolized in order to convey meaning to others.

2.1.2 Linguistic

Linguistic is Concepts are the study of language based on perspective and approach. According to Arnawa (2008) defines linguistics as science who study the universality of language or study of common. That actually applies to the language storm universally. According to Richard and Schmidt (2002: 283) define linguistics as the language as a system of human communication. Based on the definition above, the writer conclude linguistics as science that devours the universality of language or is tired of the public. As a field of science that studies everything about language.

2.1.3 Pragmatics

Pragmatics is corcerned with the study of meaning communicated by speaker and intrepreted by a listener. It has consequently, more to do with analysis of what people mean by their utterances than what the words or phrase ia those utterances might mean by themselves (George, Yule. 1996). Therefore pragmatics is study of speaker meaning (George, Yule. 1996). According to Yule, G,(2006:12) pragmatics is the study os 'invisible' meanig, or how we recognize what is mean even when it isn't actually said or written. In order for that to happen, speakers (or written) must be able to depend on a lot shared assumptions and expectations provides us with some insight into how more is always being communicated than is said.

The goal of acts is something that the speaker wants to achieve. The components of his make the fourgounded history of acts because all acts have a goal. In this case, the form of acts that are various can be used to state intent or a variety of eaning can be expressed with acts. Therefore, it can be concluded that

pragmatics is the study of how people use language to communicate. It deals with the intended meaning of an utterance in a particular context communicated by a speaker and interpreted by ahearer.

2.1.4 Speech ActTheory

Speech acts are actions that are expressed in words or sentences that are supported by certain expressions. in speech act also has one utterance and can be more than one function and in actual communication, and can be expressed, served in a variety of utterances. According to Aitchison (2003: 106) Speech act is a sequence of words that behave somewhat like actions. By performing speech acts, the speaker is often trying to achieve some effect with those words, an effect which might in some cases have been accomplished by an alternative action. Speech act is a theory that tries to study the meaning of language proposed by the speech-languagebytheactiontakenbythespeakerandAssociatedwiththeview of speech acts is a means to communicate and speech acts also have meaning. It can be realized in reality, for example, making asking, requesting, suggestions and stating. The action is a characteristic of communication, can be assumed as a speech act or discourse that can do something by doing an action.

Austin developed his theory of speech acts. He made important observation. Austin observed that there are ordinary languages declarative sentence that resist a truth conditional analysis in similar fashion. The point of uttering such sentences is not just to say things, but also aan affective aspect. Accordingly, Austin called them *performatives* and he distinguished them from assertions, or statement making utterances, which he called constatives. (*Huang Yan* 2007:94-95).

According to Adolphs (2008: 23) states that speech act theory assumes

that utterances in language use perform certain actions and that those utterances can be understood by means of reference to the context in which they occur, and speech act is action to called performative speech, and speech that is done to act. Every human always tries to do the best speech act, either through learning that is done formally or informally. And language communication is not just a symbol of words or sentences. That can be interpreted, all kinds of speech acts apply for communication of the speaker in producing a speech or utterance. The speaker also hopes that the words or words will be recognized or understood by the listener to produce meaning or good speech acts. Speech acts can be individualized, which learns deeper about mental, mind, and human nature. can be determined by the speaker's language ability in dealing with certain situations. Thespeechactemphasizesthemeaningandpurposeofthemeaningandaction by saying something, the speaker also does something. The study of speech act is very importance for us. The one importance of studying speech act is to make us comprehend what message that discovered in every utterance. Speech act also decided by the language ability of speaker to convey the message in communication. If we can understand about the meaning of speech act with clearly

So, when speak with other people in the communication or conversation, the speaker not only speak source (the utterance have not intention and goal), but the speaker must be interpret of the speaker's meaning to the hearer. The speaker can make hearer to understand the meaning of that utterance by speaker said. Speech act just perform in conversation or dialogue which performed by speaker and hearer.

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Speech can be studied in communicative event. With learning about it, we can understand about speech event in utterances which speaker said or the received message by hearer in dialogue in the movie. To analyze the speech events it is clearly another way of studying how more gets communicated than is said. So, we can do with words and identifying some of the conventional utterance forms we use to perform specific actions and we do need to look at move extended interaction to understand how those actions are carried out and interpreted within speech event of utterance

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2.1.5 Types of Speech Act

Speech act divides into they are major categories the is locutionary, illocutionary, and perlocutionary act (Cutting 2002: 16) Speech act or speech act is an entity that is central in pragmatics so that it is essential in pragmatics. Speech acts are the basis for analysis of other pragmatic topics such as presuppositions, principles of cooperation, and principles of politeness. Speech acts have various forms to express a purpose. For example, according to the laws in force in this country, "I order you to leave this building immediately". The speech can also be expressed by the speech "Please leave this place right now" or simply by saying "Leave". The three examples of speech above can be interpreted as commands if the context isappropriate.

According to Austin (1962) states that basically when someone says something, he also does something. This statement then underlies the birth of speech act theory.

According to Cohen (1996) defines speech act as a functional unit in communication. So it can be concluded that speech act is a speech that contains action as a functional unit in communication that considers aspects of communication the situation. According to Searle (1969) tries to see how the illocutionary value is captured and understood by the listener. In promise-making, for example, there are five rules that govern it, namely the propositional content rule, that these words must predict the speaker's future action, preparatory rules as

the second and third rules imply that both the person who promises and given a promise must want that promise kept; besides, the person who promises must believe that he can do what he is promised. The fourth rule, the sincerity rule, requires that the pledge maker intends to carry out that promise. The fifth rule, the essential rule, states that the pronunciation of these words means the person who promises he must / must take the action hepromised

The writer when speaking, people not only speak but also take action. For example, in the speech I bet you ten pence she will come tomorrow, the speaker does not only speak, but also takes action, namely betting. Such speech is called performative speech. Performative speech is the opposite of constative speech, namely speech that can be declared true or untrue.

1. LocutionaryAct

Lecutionary act is a sentence that has a meaning or utterance that has a relation to a topic with a statement in an expression, similar to the relationship 'subject' to 'predicate' or 'topic' and the explanation in the grammar relating to the actions and speech of the speaker. and the speaker incites the listener with words that can be understood. Example: 'I am hungry', someone interprets 'I' as the first person singular (the speaker), and the word 'hungry' refers to 'empty stomach and needs to be filled', without intending to ask for food.

2. IllocutionaryAct

Illocutionary is expressions expressed directly. When the speaker says something, the speaker not only produces speech without purpose but he forms speech or communication with various functions in the mind. The speaker can perform illocutionary acts to make promises, statements, offers, explanations of words that have these expressions.

For example: "I promise to give it away", the intention is that the speaker will give out goods, and that is an illocutionary act. It is clearly shown that the speaker will promise something to the listener when thespeaker.

3. PerlocutionaryAct

According to Austin (1962:108),perlocutionary act is the achieving of certain effects by saying something. It concerns the effects an utterances may have on the hearer. Put slightly more technically, a perlocution is the act by which the locution and illocution produce a certain effect in or exert a certain influence on the hearer. Still another way to put is that a perlocutionary act represents a consequence or by product of speaking, wether intentional or not. The effects of the act being performed by speaking is generally known as a perlocutionary effect (Mey, 2001:1003).

This is the third dimension, the perlocutionary act. Perlocutionary act is called by the act of affecting something. Perlocutionary act concerns the effect an utterance may have on the addressee. A perlocution is the act by which the illocution produces a certain effect in or exerts a certain influence of addressee. Still another way to put it is that a perlocutionary act represents a consequence or by product of speaking. Whether intentional or not. It is therefore an actperformed by speaking. Some perlocutionary acts are always the producing sequel of alerting or even alarming.

3.5.1 Types of Illocutionary Act

Bach Ken (2006:39-41) categorize the most basic category of illocutionary act. It consists of four different types such as the following divisions: constatives,

directives, commissives, acknowledgments.

1. Constatives

In general, a constative is the expression of a belief, together with the expression of an intention that the hearer form (a continue to hold) a like belief. the following analyses of various specific kinds of constatives exhibit this pattern. For example: 1. She promised to do her homework. The sentence (1) indicates concentrated speech, since it is a report of an event that has occurred and if it does the work, then it is the right one

2. Directive

Directive is an act of speech done by a speaker with the intention that the listener as well as a fellow speaker in the speech or sentence can perform the action requested in the statement. which includes the type of directive speech acts are: ask, invite, ask, order, collect, give the signal, and challenge. For example: "I'm thirsty, please give me a cup of water!" That sentence means that the speaker wants the listener to do something so that the speaker gets a drink. The sentence shows the request from the speaker to the listener to getwater.

3. Commisive

Commissive is a speech act that binds the speaker to carry out something that is requested in his speech. Commissive speech acts are actions that commit the future. This type of speech act shows the intention of the speaker to make plans that will occur in the future. which includes commissive types are: promises that have been agreed upon, swear, recognized, and have the ability. Theexample: "I will come to your house tonight". This example shows that the speaker intends

to come to the listener's house at night where the speech is immediately spoken. Therefore the speaker is committed that he will come to the speaker's house at night, the term speech act is called a promise.

4. Acknowledgments

Acknowledgments, as we call them, are the central cases of Austin's motley class of "behabitives". They express, perfunctorily if not genuinely, certainn feelings toward be hearer. These feelings and their expression are appropriate to particular sorts of occasions. For example, greeting expresses pleasure at meeting or seeing someone, thanking expresses gratitude for having harmed or brothered the hearer, condoling expresses symphathy for having suffered some misfortune (not doing), and Congratulating expresses gladness of having done or received something noteworthy. Commonly, but not necessarily, such as occasion, when it arises, is mutually recognized by and, and then it is not only appropriate but expected by that will issues the relevant acknowledgment. Because acknowledgements are expected on particular occasions, they are often issued not so much to express a genuine feeling as to satisfy the social expectation that such a feeling be expressed. In our list of acknowledgments the disjunctive defenitions reflect this fact.

2.1.7 Movie

Movies are entertainment. Movies are documents of their time and place. Movies are artistic forms of self-expression. Movies we see at theatres, on television or home video are typically narrative films. They tell stories about characters going through experiences, but what are they really about? What is the content of film? Recounting the plot of a movie, telling what happens, is the

simplest way to explain it to someone else. But this is neither a film review nor a film analysis. It's merely a synopsis that anyone else who sees or has seen the movie will likely agree with. This level of content may be called the referential content, since it refers directly to things that happen in the plot and possibly to some aspects of the story that are merely implied by the plot

2.1.8 The Black SiteDelta

The aging action figure likely would have found himself right at home in "Black Site Delta," a slab of D-grade, B-movie nonsense set in a maximum security military prison that serves as a cover for a secret drone control operation. A new action movie from America 2017. Film black site delta (2017) tells the story of a group of military prisoners who must be able to fight a terrorist attack in their prison, which, without their knowledge, is a direction from a film director named Jesse Gustafson

Following a violent bar altercation, a despondent war vet (Cam Gigandet) awakens to find himself locked up in a cell surrounded by group of standard-issue bad-asses and kept in the dark as to the reason for the group incarceration (although, if hammy acting were a crime, they'd all deserve lifesentences). Therefore Cam Gigandet is locked up in a cell that he does not know the people around him and they make crimes, even though they make crimes they all must still get the punishment accordingly

Turns out they're doing time in a black site prison for "special cases," but while the general public has no knowledge of its existence, terrorists are well aware of the drone command center hidden within the building and have plans to take out a major U.S. city unless the assembled dirty half-dozen manage to save

the day. After doing his time at the black site's prison 'the general public is unaware of its existence, the terrorists are well aware of the commanding center While a lot of gunfire ensues, Jesse Gustafson's mechanical direction and Guy Stevenson's cut-and-paste script shoot laughably hollow blanks (sample dialogue: "If war is business, then come with me and own the company!").

Filmed extensively in a single Mississippi location, the low-budget production carries the musty remainder-bin whiff of something Lundgren would have signed up for a couple of decades ago, quite likely to considerably more entertaining effect. Where it would take solace to a low-budget production that carries the stuffy residual odor of something one Lundgren would gone.

2.1 Conceptualframework

In making a research report, be it a final work or description, hereinafter referred to as the theoretical framework is the output or result of activities or literature review. In general, a constative is an expression of a belief, together with an expression. Referrals reveal the speaker's attitude towards some prospective activities by listeners. However, they also reveal the speaker's intention(desire,desire)thatthewordsorattitudetheyexpressareconsideredas—the listener's reason for acting. Rather than Austin term "exertive". "In what seems somewhat limited in scope, we have borrowed the Searle term" directive "illocutionary action by which the Austin label has retained the university.

In committing to do, one expresses the intention to do and the belief that one's words make someone commit to do, at least under the circumstances that may include accepting one's proposal or commitment to do or at least not rejecting it. In addition to expressing these intentions and beliefs, the speaker expresses

these intentions and beliefs, the speaker expresses the intention that the person has those intentions and beliefs. The point of proper perlocution is that a believer has these intentions and beliefs and that himself believes that he is obliged to do, at least if the necessary conditions are clean. They express, carelessly if not sincerely, certain feelings towards the listener.

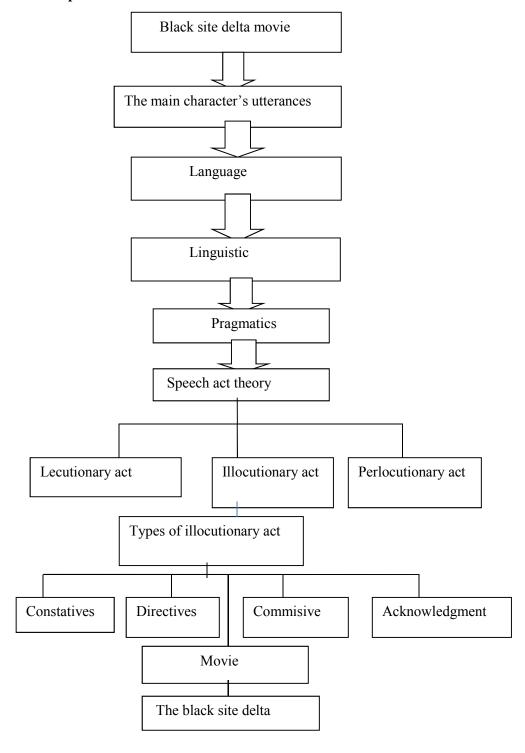
Their feelings and expressions are appropriate for certain types of events

Usually, but not necessarily, as when, when it arises, is jointly recognized by and then not only appropriate but expected by that will issue the relevant recognition. Because gratitude is expected on certain occasions, often times thanks are given not to express genuine feelings but to satisfy social expectations for such feelings to be expressed. movies are entertainment. Films are documents of time and place. Film is a form of artistic self-expression. The films we see in theaters, on television or on home videos are usually narrative films.

They tell stories about characters going through experiences, but what is it really about? What's in the film? Retelling the plot of a film, telling what happened, is the easiest way to explain it to others. But this is not a film reviewor

film analysis. This is simply a synopsis that anyone who has seen or seen the film will likely agree on. This level of content can be called referential content, because it refers directly to things that happen in the plot and perhaps to some aspects of the story that are implied only by theplot

2.2 Conceptual Framework



CHAPTER III

RESEARCH METHODOLOGY

3.1. Research Design

Creswel (2009:3) defines a research designs are plans and the procedures for research that span the decisions from broad assumptions to detailed methods of data collection and analysis. In conducting this research, the writer used the library research and the approach that is used by the writer is descriptive qualitative. In addition, the writer uses library research because the writer uses the document to be analyzed that is in the form of movie. The writer uses descriptive qualitative because the writer wants to analyze the types of Illocutionary act The The Black Site Delta Movie.

In this study, the writer described the use types of illocutionary act in the characters' conversation, which were found in the movie script. The utterances are classified into constatives, directives, commisive, and acknowledgment based on Bach (2006:39-41) theory. The resource of data by watching The Maze Runner movie from compact disk. The data is obtained by watching "The Maze Runner" movie and read the script of the movie carefully

3.2 Data and Datasource

Primary data in qualitative research are in the form of words and actions. In addition, in the form of adding data such as documents and others (Moleong, 2009: 157). The research data was the form of utterances produced by the main

character in the film script "The black site delta", the main character in it. The film is Cam Gigandet, Teri Reeves, Sherri taken,. This is an Action film by Benattar / Thomas produvtions. The script for the film The black site delta. The main source of data is the film itself. For complete as needed, some information from the library and the internet is collected and other books related to this research.

3.3 Subject of the Study

Data are something that can answer the research question. Thus ,the data in this study were the utterances that containing illucotionary acts used by the main characters in the movie script the black site delta movie. This case, the subject of this writer is the main character of the Cam Gigandet a desperate war veterinarian awakens to find himself locked up in a cell surrounded by a group of ignorant people left in the dark over the reasons for the group's detention.

3.4 Object of the Study

The object of the study is the illocutionary act in the movie of the black site delta movie. It was found from the script of the film the black site delta movie. then the writer will classify the illocutionary act. There are some clasification of Illocutionary act namely :constractive ,directive ,commisive and acknowledge.

3.5. Technique of DataCollection

The data to be collected is the conversation of the black site delta Ken Bach and the author will focus on speech act utterances based on Ken Bach's theory.

These are some of the types of speech Ken Bah conversation can reveal.

Cam Gigandet: Never seen you around here. TeriReeves : How about one for your friend? Cam Gigandet: Nothing forhim

22

Terireeves

: but I'll have anotherone

The conversation above shows the type of conversation that uses the speech

act type, he had never seen it around here.

Sherritaken

: Nothing forher

Teri reeves: but I'll have another one

The above conversation shows that Ken Bach is uttering some kind of speech

act, it is a direction and part of it is a question. Ken Bach asked Teri reeves.

According to Tanzeh (2011: 83), data collection techniques are systematic and

standard procedures to obtain the required data. Hence, the data collection

technique here means the simple way how information is collected. Actually

documentary technique is a technique of collecting data and usually data from

transcripts, books, newspapers, magazines, manuscripts, etc. In conducting this

research the writer used documentary data collection techniques by taking data

from reading the film script. And watch the movie "ken Bach".

The data which will be collected is the conversation. These steps were

conducted by the writer with influence on the g illocutionary acts the writer had

done these steps to collecting the data. These steps will be conducted by the writer

with influence on the observation technique. The necessary steps of collecting

data are asfollows:

1. Watching the movie more thanonce

2 Reading and observating the dialogue from thescript

3. Collecting the data by watching the movie and trying to understand it deeply

and looking for all conversation

- 4. Watching the movie more thanonce
- 5. Reading and observating the dialogue from thescript
- 6. Collecting the data by watching the movie and trying to understand it deeply and looking for all conversation
- 7. The kinds of the data isConversation
- 8. The total number of the data isttwelve
- 9. Classifying into categories of illocutionary act based on ken Bach categories
- Selecting the every conversation in the movie into illucotionary acts also illocutionaryforces.

3.6 Technique of AnalyzingData

According to Sugiyono (2007:207), data analysis is the process of sstematically searching and arranging the interview transcript, field notes, and other materials that you accumulate to increase your own understanding of them and to enable you to present what you have discovered to others. In this case, the writer analysis the data based on the theory of searle that explains about illocutionary acts. The kind of data in this research is qualitative data. According to Patton (2006), kinds of data in qualitative research are; interviews, obsevation, and documents. This research contains documents because the data is the black site delta movie utterances and will be found from the movie script. Acording to Kent Batch, there are 4 speech act, they are; constative, directive, commisive, and acknowledge. This research is also aimed to find the total number of speech act which uttered by based onthe black site delta movie

In short, the writer provides some ways to analyze the data as following:

- Identifing an clasifying the listed dialogue or (conversation) that contans the speech act (constative, directive, commisive, andacknowledge)
- 2. Underlying and iving code on the collecteddata
- Analysing and interpreting the data to answer the problem of the research based on Kent Batch theory of speechact.
- 4. Drawing conclusion from the result of the analysis and giving suggestions.

3.7 Validity(Triangulation)

The trustworthiness of the data need to be checked to examine the validity of the data. In this research, the writer will use the triangulation technique to observe the validity of the data. According to Susan Stainback in Sugiyono (2007:330) triangulation the aim is not determinate the truth about same social phenomenon, rather than the purpose of triangulation is to increase one's understanding of what ever being investigated.

According to William Wiersma in Sugiyono (2007:372) also stated that triangulation is the qualitative cross-validation. It assists the sufficiency of the data according to the convergence multiple data source or multiple data collection procedures. Norman Denzim in Hales identify triangulation into one types, they are:

-Data triangulation

Data triangulation relates to the use of variety data or information including time, space, and person in a research. Data triangulation is the process rechecking and comparing information by writer which obtained in the different source, to get the data, the writer will compare observation data with and interview data.