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Communication Problems and Problem-Solving Strategies of People with Autism Spectrum Disorder in Fly Away, Jack of the Red Hearts, What's Eating Gilbert Grape and the Night Clerk (a Psycholinguistics Study)

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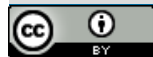
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ABSTRACT

People with autism do not react and communicate like most people. Communication problems in ASD sufferers are verbal and non-verbal. In achieving the research objectives, the researcher uses a qualitative descriptive method because the data in the form of speech from each character in each film has been analyzed. Based on the analysis that has been done, it is found that 60 data, the most common and dominant communication problem experienced by the characters in the four films is the problem of conversation. Other communication problems found were repetition, lack of sensitivity to social cues and poor understanding of roles. The problem solving strategy found and dominant in the films analyzed is learning. Other problem solving strategies found are skills, rules and assignments. A person with autism learns how they can solve problems to be able to adjust to their social environment

INTRODUCTION

Describe the background of your article in a
Problems of communication in people with ASD are in the form of verbal and non- verbal. most of them have difficulty speaking, expressing with words, having problems when speaking, messy words, always repeating statements, words or phrases (echolalia), receiving information that is sometimes excessive or even completely unacceptable and also their language is very limited. According to Tarigan (Crane et al., 2016) Children with autism including one type Children with Special Needs is having a neurobiological disorder with barriers neurodegenerative brain associated with communication functions, motor, social and attention. So, it can be concluded that ASD is a disorder in neurodevelopment that interferes with a person's ability to communicate and interact. Language communication problems occur in people with ASD both verbal and non-verbal which should be the main language in communicating. This study analyzes 4 films, namely *Fly Away*, *Jack of The Red Hearts*, *What's Eating Gilbert Grape* and *The Night Clerk*. Autism is a neurodevelopment disorder characterized by impaired social interaction, verbal and nonverbal communication and restricted and repetitive behavior. The disorder here includes cognitive, language, behavior, communication and social interaction causing the sufferer has their own world. Autistic sufferer does not react and communicate as most people do, Tarigan (Crane et al., 2016) Communication in people with ASD verbally and non-verbally was discussed in several previous studies. Previous research related to ASD sufferers was Tarigan. D. S (Crane et al., 2016) discusses about the communicating capability of children with special needs (Autism). The purpose of this analysis is to figure out the communicating capability on autistic sufferers, both verbally and nonverbally, and to figure out the most effective method in transferring idea towards those sufferers. Safira, I., Rangkuti, R., Nasution, E. H., & Harefa, Y. (Lora et al., 2020) was discussed about the non verbal communication that expressed by children with autism when they interact with others. Previous

research by Lubis (Ockelford, 2013) discusses morphological acquisition in Autistic children and the development of morphological acquisition in autistic children vary depending on the children intelligence. Previous research by Sembiring & Tarigan (Beers et al., 2014; Muggleton, 2014) discussed how to investigate the language disorder particularly children with the autism. Spectrum disorder (ASD) based on the level of the sound and level of the word and processing of sounds, pronunciation and also the results of pronunciation produced by children with ASD. In this study, the researcher focus on verbal and non-verbal communication problems in ASD sufferers and how to solve these problems shown by the characters in several films.

LITERATURE RIEW

In psycholinguistic studies that can be studied is how language works in the human brain and the process of how a person performs language function properly and produces. According to Kennison (Crane et al., 2016; Kasari et al., 2012; Sterponi & Shankey, 2014), psycholinguistics is the field of study in which researchers investigate the psychological processes involved in the use of language, including language comprehension, language production, and first and second language acquisition. Psycholinguistics has a broad view. According to John Field (Hull, 2013; Ockelford, 2013; Williams, n.d.; Zenko & Hite, 2013) with the title of his book Psycholinguistics: The Key Concepts states that Psycholinguistics is a domain with fuzzy boundaries; and there is some disagreement among those who teach it as to how widely they should set their sights. a board view of the dicipline might embrace all of the following: language processing, lexical storage and retrieval, language acquisition, special circumtances, the brain and language and second language acquisition and use.

According to Frith (Fimawati et al., 2018; Holland & Nelson, 2018) Autism is a developmental disorder characterized by impaired social interaction and communication as well as repetitive behaviors and restricted interests. Then Beers (Lora et al., 2020) also stated that, autism has a classification of spectral disorders, apart from autistic disorder namely: Asperger's disorders, Rett disorders and Disintegrative disorders.

People with autism spectrum disorder have their struggle about communication problems. According to Botting and Conti-Ramsden (Ockelford, 2013; Riches et al., 2010) states that there are communication problems of people with autism spectrum disorder, namely: Repetition, sensorineural hearing loss, poor understanding of functional communication including turn-taking, poor understanding of roles, limited conversation topics, lack of sensitivity to social cues and a tendency provide too much or too little information.

According to Lora (Lora et al., 2020) problem solving components necessary (for example, watching YouTube videos when a video model would be useful, social problem solving in the form of learning to recognize social cues), and on teaching more complex problem-solving strategies (eg, rules, imagination) that are involving these component skills and doing tasks independently so as to reduce dependence on others.

In this research, the researcher uses 4 films. The first is Fly Away film. In this film, Mandy belongs to the type of autistic disorder. Autistic disorder is a type of autism spectrum disorder sufferer that is often experienced compared to other types of autism. Characteristics of people with autistic disorder are having a weakness in the ability to understand problems from the perspective of others. The Second is Jack of The Red Hearts film by Glory belongs to the type of autistic disorders. The

third is What's Eating Gilbert Grape film by Arnie as the character of autism spectrum disorder that belongs to the type of autistic disorders. The last is The Night Clerk film by Bart as the character of autism spectrum disorder belong to the type of asperger's disorders.

METHODS

This research uses qualitative research. According to Creswell (Crane et al., 2016) qualitative research is descriptive in what the researcher is interested in process, meaning and understanding gained through word or picture. Qualitative research is in the form of descriptive because qualitative research uses the object of research in the form of phenomena. The form of this research is that the researcher use a qualitative method which collection methods where the aim is to understand and find out how communication problems and strategies in solving these problems are experienced by people with ASD by observing 4 films as a picture of daily life and people's interactions with ASD with other people or surrounding environment. The researcher observed the four films to determine verbal and non-verbal communication in people with ASD.

The data of this study are communication problems and strategies of people with autism spectrum disorder in the film. According to Subroto (1992) states that the data that appears in qualitative research is in the form of sentences, discourses, words, phrases. The data sources in this thesis are the characters of people with ASD in the four films, namely Fly Away by Mandy characters, What's Eating Gilbert Grape by Arnie, Jack of The Red Hearts by Glory and The Night Clerk by Bart. In this research, the researcher uses several steps of collecting the data, namely: watching the films several times until understanding the contents inside, using a film transcript to find out the dialogue and utterances of each character in the films, comparing the transcript and the utterances in the films, collecting the marked data and coding the data. According to Spradley (1979), there are four types of analysis techniques, namely domain analysis, taxonomy analysis, componential analysis and themes and cultures analysis. This study used analysis technique is component analysis, which is a

technique for systematically analyzing the components of meaning. In this study, the researcher conducted the results of the communication problems of autistic people and the problem solving strategies carried out, after which the researchers made an analysis of the components used to recap the results that had been found.

FINDINGS AND DISCUSSION

Findings

This research, the researcher classified data in 4 films, namely *Fly Away*, *Jack of The Red Hearts*, *What's Eating Gilbert Grape* and *The Night Clerk*. The data found are 60 data. The 60 data were found in the conversations of characters who have autism spectrum disorders. In this study using a psycholinguistic approach related to the topic of autism spectrum disorder which is the main study related to language use, namely the process of language acquisition, production and acquisition, information processing strategies, memory or memory factors and motor control processes related to communicating in social life.

The communication problems of people with autism spectrum disorder

The data found in the films which shows communication problems. Communication problems that have been classified into 4, namely: repetition, rule, conversation and sensitivity, all four of which are found in this film. One of the data found

Mom: mandy, daddy's here Mandy: daddy daddy daddy's here

In this film, the character of Mandy's father comes to visit, then her mother says one word, followed by Mandy repeating those words. It is certain that with what he heard, he stored the memory by repeating the same words to understand what was meant. Mandy repeated the words that after being said "daddy, daddy, daddy's here" over and over, indicating that the communication problem Mandy faced was repetition. She repeats in 3 times which indicates the communication problems experienced by Mandy's character by solving communication problems that by repeating words or sentences, a person with autism can learn to remember things

from what other people have said before so that he follows it by repeating the word or sentence

The problem solving strategies of people with autism spectrum disorder

The researcher have found several data related to the topic raised for research, namely the communication strategy faced by the characters in the films which has a disorder of Autism Spectrum Disorder. The data found in the films which shows communication problems. Communication problems that have been classified into 4, namely: skill, task, learn and rule. one of the data found

Jack: "I want you to give a jelly bean to that lady"

In this scene, Jack as Glory's caregiver helps Glory give small assignments that she can learn for everyday life so that Glory can understand how a person's role in social life is. Jack gives Glory to the task of understanding her role in life with small tasks given to train Glory to recognize and understand her own role in the social environment. The problem solving strategy that is Glory is given tasks by Jack to help her understand her role. Problem solving strategies that are involving these component doing tasks independently so as to reduce dependence on others.

The reason of the characters use problem solving strategies

In this research, a researcher found 2 classifications of reasons for characters with autism spectrum disorder using problem solving strategies in communication problems experienced by people with autism spectrum disorder. 2 reasons include social adaptation and interaction. one of the data found

Arnie: Can I have these two? Owner: sure, go ahead Gilbert: say Thank You

It shows a character who is assisted by other characters in giving rules as problem solving as said "say thank you" as a sign that it is necessary to say thank you after getting something from someone else. it aims for characters with autism to adapt to their social environment. According to Uta Frith and Elizabeth Hill in 2003, that one of the reasons for the importance of solving verbal and non-verbal

communication problems experienced by people with autism is social adaptation and interaction with various elements such as situations, emerging patterns

Discussion

In this research, the researcher reaches the discussion that presents some of the data found by researcher. In this research, the results of the analysis show that there are several types of problems and several types of strategies as a solution to the problems that are carried out by each character with Autism Spectrum Disorder in the films *Fly Away*, *Jack of The Red Hearts*, *What's Eating Gilbert and The Night Clerk*. The total number of data found is 45 data. This study focuses on analyzing the problems of verbal and non-verbal communication and the strategies used by each character in the four films. This research uses a psycholinguistic approach which is concerned with how language is processed. The researcher uses a psycholinguistic approach because it relates to the topic under study, namely how people with autism spectrum disorders communicate, what communication problems they experience from the use of the language they use, the acceptance of what they hear. It is all related because psycholinguistics discusses language processes, namely production and reception.

In this research, the four films analyzed, there are 2 types of Autism Spectrum Disorder found in the characters, namely autistic disorder and Asperger's disorder. *The first is Fly Away*

film by Mandy's character belongs to the type of autistic disorder. The second film, entitled *Jack of the Red Hearts* by the character Glory, is included in the type of autistic disorder. The third film, *What's Eating Gilbert Grape* by Arnie, is included in the type of autistic disorder. The last film is *The Night Clerk* by the character of Bart is included in the type of Asperger's disorder.

The researcher uses the theory as a reference in finding data in this study. Various kinds of communication problems in people with Autism Spectrum Disorder are mentioned in the theory of Botting and Conti Ramsden (2003) that there are 7 communication problems in people with Autism

Spectrum Disorder, but the researcher found only 4 problems that were found in the 4 films studied in this research. The following problems found are repetition, past knowledge, and repetition of sentences. Non-word repetition tasks involve repeating nonsensical words with between two and five syllables immediately upon hearing them, poor understanding of roles, limited conversation topics, lack of sensitivity to social cues. For other problems, 3 of them are sensorineural hearing loss in which there is a theory from Beers (2014) that this sensorineural hearing loss problem is indeed rare for people with Autism Spectrum Disorder, and it is unlikely that it will occur, so the data found from these four films does not contain sensorineural hearing loss problems. Then 2 problems, namely people with Autism spectrum disorder has a poor understanding of functional communication including turn-taking and a tendency to provide too much or too little information into problems in conversation so that the researcher make one to minimize and search for data that is more effective and efficient. In this study, the dominant communication problem was found, namely problems in conversation. The number of data found showing communication problems, namely conversations from the four films analyzed. According to Tager (2000) states that an autistic in mastering language has a disorder in the use of knowledge in conversation or other discourse contexts, as is known in social context problems, conversation is one of the most problems experienced by people with autism.

In this discussion, the researcher explains the relationship between what is being studied and each character which is the source of the data in this study. The researcher examines the communication problems experienced by people with autism spectrum disorders and strategies in solving these problems by analyzing the characters in the four films, namely *Fly Away*, *Jack of The Red Hearts*, *What's Eating Gilbert Grape* and *The Night Clerk* and the reasons for the characters. Using strategies to solve problems. Here, the characters in the research are characters who do have a mental disorder,

namely Autism Spectrum Disorder, where each character in these four films has a different age, starting with children, teenagers to adults who have autism. In this research can show the age difference in each character and the communication problems and strategies of each of them shown in the film which shows a little difference. However, the researcher took data with communication problems that are generally experienced by people with autism as they experience it in their social life, how they deal with these communication problems on the grounds that problem solving strategies for people with autism can interact in their social environment. Problem solving strategies that appear and are more dominant are learn. Learning is a strategy that often arises because as a person with autism in all limitations, especially in terms of communicating, it is necessary to learn through everything around them so that by learning, they can better understand and understand their situation, how they communicate with other people and so on. According to Picard (2009), states that people with autism have excessive cognitive states that make them more interested in learning and communicating. They can learn from anywhere, from home, school, and so on.

CONCLUSION AND SUGGESTIONS

Conclusions

The researcher describes some conclusions that describe the entire data analysis. The dominant communication problem was found, namely problems in conversation. The number of data found showing communication problems, namely conversations from the four films analyzed. According to Tager (Lora et al., 2020) states that an autistic in mastering language has a disorder in the use of knowledge in conversation or other discourse contexts, as is known in social context problems, conversation is one of the most problems experienced by people with autism. The second highest problem is poor understanding of roles followed by repetition and the last is lack of sensitivity to social cues

Problem solving strategies that appear and are more dominant is learn. Learning is a strategy that often arises because as a person with autism in all limitations, especially in terms of communicating, it is necessary to learn through everything around them so that by learning, they can better understand their situation, how they communicate with other people. According to Picard (Williams et al., 2013) states that people with autism have excessive cognitive states that make them more interested in learning and communicating. They can learn from anywhere, from home, school, and so on. The second highest strategy is giving rules, the third is giving tasks and the last one is skill

There is one reason that makes people with autism use strategies in solving problems, namely to be able to adapt and interact in the social environment as normal people, so that they can communicate with other people around them.

Suggestions

In life, everyone has their own problems. But in this study, the problems experienced by people with Autism Spectrum Disorder where the problems they experience are related to communication which is basically very important in social life. Therefore, it is important for readers to know what communication problems are experienced by people with autism and also what strategies they do in solving these communication problems as knowledge that can be applied or for researchers who are indeed researching matters related to the theme. This research can allow this research to be used as another data source for researchers.

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