

A PRAGMATIC ANALYSIS OF ILLOCUTIONARY SPEECH ACTS IN A PODCAST: A CASE STUDY OF BAWASLU RI

Hamrana Hakim^{1*}, Aslan Abidin², Muh. Hasbi³
^{1,2,3}State University of Makassar, Makassar, Indonesia

hamranahakim111@gmail.com

ABSTRACT

This study examines the forms and functions of illocutionary speech acts in *BAWASLU RI Podcast Episode 32: "Pengawasan Partisipatif"*, featuring Lolly Suhenty. The study is motivated by the growing use of digital media by state institutions, requiring effective language strategies for persuasive public communication. A qualitative case study design was employed, using a descriptive pragmatic approach based on Austin and Searle's speech act classification. The podcast was transcribed, segmented into utterance units, coded, and classified into representative, directive, commissive, expressive, and declarative acts based on speaker intent and context. Data were collected through documentation and analyzed repeatedly to ensure validity, considering situational context and institutional communication goals. The findings reveal three dominant illocutionary acts: directive, representative, and commissive. Directive acts encourage public participation in election oversight, representative acts provide explanations and factual information, and commissive acts reflect institutional commitment to public education and collaboration. These speech acts play a key role in constructing persuasive communication and strengthening the relationship between BAWASLU and the public. This study contributes to pragmatic research in digital institutional communication and offers practical insights for improving public communication strategies. Future research should explore broader data sources across various digital platforms.

Keywords: Illocutionary Acts, Participatory Oversight, Podcast, Pragmatics, Public Communication

INTRODUCTION

Public participation in election monitoring has become an important pillar for protecting democratic integrity in many countries. Worldwide, participatory election monitoring is recognized as an effective way to involve citizens in spotting violations, increasing the accountability of election officials, and strengthening public trust in the electoral process. Digital media such as podcasts, social platforms, and online forums are increasingly used as strategic channels for election watchdogs to send persuasive messages to wide audiences.

In recent years, podcasts have emerged as an increasingly important medium for public communication, including for state institutions. Podcasts are not only used to disseminate information, but also function as spaces where meanings, attitudes, and public perceptions are constructed. One relevant example is the BAWASLU RI Podcast,

particularly Episode 32 entitled “*Participatory Supervision*” featuring Lolly Suhenty. In this episode, BAWASLU does more than explain its programs; it attempts to build public awareness, affirm its institutional role, and invite citizens to actively participate in election supervision. These processes are carried out through language, which can be examined pragmatically through the analysis of illocutionary speech acts.

The research problem addressed in this study arises from the observation that studies on institutional podcasts often focus primarily on content or thematic issues, without sufficiently examining how language operates at the level of utterances. In public communication, however, how something is said is often just as important as what is said. In this podcast, speakers do not merely convey information (representative acts), but also direct, encourage, build commitment, and shape listeners’ attitudes. This indicates that illocutionary speech acts play a central role in constructing the discourse of participatory supervision.

Previous studies on speech acts have been widely conducted in contexts such as political speeches, public debates, and digital media including YouTube and talk shows. Nevertheless, many of these studies tend to be largely classificatory, focusing on identifying types of speech acts without critically engaging with the institutional context and the social purposes behind their use. Moreover, research on speech acts in podcasts produced by state institutions—particularly those related to democracy and election supervision—remains limited. Existing studies also rarely treat podcasts as dynamic discursive practices in which speakers and audiences jointly construct meaning in a dialogic and strategic manner.

Based on these gaps, this study aims to analyze illocutionary speech acts in BAWASLU RI Podcast Episode 32 by focusing on their types, functions, and contextual uses. From the point of view of civic education, involving citizens in election monitoring through podcasts not only improves political literacy but also builds a shared sense of democratic responsibility. A linguistic-pragmatic approach—specifically analysis of illocutionary acts—is useful for revealing intentions, commitments, and persuasive strategies used by Lolly Suhenty when communicating oversight messages to the public. Examining how illocutionary utterances are used to invite action (directives), express commitment (commissives), or assert facts (representatives) can give deeper insight into the dynamics of democratic communication in the digital age. The study is expected to contribute theoretically to pragmatics and discourse analysis, especially in understanding linguistic practices in institutional communication within digital media. Practically, the findings may also provide insights into how state institutions use language to build legitimacy, foster public participation, and communicate democratic values more effectively.

Although there are several studies on participatory monitoring from legal and policy perspectives—for example, a legal study by Rahmalika, Priyandita, & Hidayat (2024) on preventing election violations through public oversight (jurnalfasya.iainkediri.ac.id)—pragmatic studies that focus on illocutionary acts by BAWASLU speakers in digital media remain very limited. Qualitative research that examines BAWASLU’s speech in podcasts, especially illocutionary analysis, has not widely appeared in the literature. Therefore, an in-depth study is needed to fill this gap so we can better understand how BAWASLU’s

communication strategies through modern narrative media can be designed more effectively.

This study aims to analyze the illocutionary speech acts conveyed by Lolly Suhenty in BAWASLU RI Podcast Episode 32, "*Pengawasan Partisipatif*." The focus of the analysis includes the types of illocutionary acts (such as representative statements, directive invitations, commissive commitments, and others), the pragmatic functions of each utterance, and how these acts contribute to encouraging public participation. Theoretically, this study enriches the literature on political pragmatics and public communication by offering an illocutionary analysis within the context of democratic oversight. Practically, the findings are expected to serve as a valuable reflection for BAWASLU and other democratic institutions in designing more persuasive and inclusive communication strategies to strengthen citizen involvement in election monitoring.

METHODS

This study employs a qualitative approach using a case study design, as its main focus is to explore in depth the illocutionary speech acts produced by Lolly Suhenty in BAWASLU RI Podcast Episode 32: "*Pengawasan Partisipatif*." The case study approach was chosen because it allows the researcher to understand the specific communication context (a public institutional podcast), the speaker's intentions, and persuasive strategies with rich detail, aligning with the research objective of examining the pragmatic functions of illocutionary acts. Podcast aim to attract a wide range of people from different backgrounds. This means speakers need to formulate their thoughts in a clear, convincing, and effective way. Practically speaking, this makes TED Talks a fertile ground for linguistic expression.

The research was conducted in a digital setting, namely the recorded BAWASLU RI podcast duration 14 minute. It was taken from November 10 to 25, 2025 which was then transcribed verbatim. The primary subject of the study is Lolly Suhenty as the featured speaker in the episode. From the entire transcript, the researcher selected 19 speech excerpts that were considered relevant to the research focus. These excerpts were selected based on the following criteria: (1) the speech has a clear pragmatic context and functions importantly in conveying the speaker's main message. Thus, not all speech is explained, but rather speech that is functionally significant. Due to the highly specific focus, the selection of the data source applies purposive sampling: the researcher intentionally chose the relevant episode and its main speaker. No additional participants were involved because the analysis centers solely on the speaker's utterances and does not require in-person field interaction.

The analysis was conducted through a series of systematic steps. Initially, the study focused on the discourse context, using the transcripts as the primary data while also considering relevant contextual aspects surrounding the communication. The discourse was then segmented into analytically meaningful units to facilitate detailed examination. In the subsequent step, each unit was analyzed by applying the selected theoretical framework.

This study aims to systematically describe the types and functions of illocutionary acts within the context of participatory political communication, drawing on John Searle's (1975) speech act theory, which distinguishes among locutionary acts (the literal meaning of an utterance), illocutionary acts (the intended function of the utterance), and perlocutionary acts (the effect of the utterance on the audience). Using this framework, the analysis specifically focuses on illocutionary acts to address the central research question concerning how BAWASLU RI employs speech acts in a podcast to persuade the public to engage in election monitoring.

Data collection and transcription were conducted in several stages, including accessing the podcast "BAWASLU RI Episode 32: Pengawasan Partisipatif" from the official YouTube channel, listening to and transcribing the conversation, identifying utterances containing illocutionary acts, and classifying these utterances based on Searle's (1975) taxonomy.

The transcript was then analyzed systematically to mark segments containing illocutionary acts. Data analysis used the Miles & Huberman (2014) interactive model, which includes three stages: data reduction, data display, and conclusion drawing/verification. In the reduction stage, the researcher filtered relevant utterance segments and coded them by illocutionary type (for example, directive, commissive, representative). In the display stage, the researcher arranged code-and-theme matrices and created thematic narratives to describe pragmatic patterns. Using Miles & Huberman's model provides a systematic and iterative analytical framework well suited to qualitative research that requires deep interpretation. (Ebizmark)

With this methodology, the study is expected to produce a valid and credible pragmatic analysis of how Lolly Suhenty uses illocutionary acts in the podcast dialogue to build persuasion and commitment to participatory oversight. The researchers also included tables for transparency and makes it easier for the readers' of analysis. In the tables the researchers provided snippets of the utterances along with their contextual and pragmatic analyses. Further, the researchers engaged in an iterative analytic process in an effort to minimize subjectivity, ensuring that all classifications were supported by explicit discourse contexts and were aligned with the theory.

RESULTS

Research Findings

The analysis of the transcript from BAWASLU RI Podcast Episode 32 reveals three dominant themes of illocutionary speech acts: (1) assertive/representative, (2) directive, and (3) commissive. These three forms appear repeatedly and serve as the main communication strategies used by the speaker to explain the concept of participatory election monitoring to the public. A total of 19 data points were identified, consisting of 9 directive utterances, 8 assertive/representative utterances, and 2 commissive utterances.

Based on this theoretical framework, the illocutionary acts found in the podcast can be seen through several excerpts from the conversation. The researcher presents selected

dialogue segments in a table (not included here) to illustrate the analysis results for each classified category.

Illocutionary Speech Acts in Lolly Suhenty’s Statements on the Podcast “BAWASLU RI Episode 32: Pengawasan Partisipatif” on YouTube

Directive Speech Acts: Encouragement and Public Participation Appeals

The first and most dominant theme is directive speech acts, particularly those that encourage the public to actively participate in election monitoring. Lolly Suhenty consistently uses utterances that guide listeners toward taking specific actions, such as:

“If they are able to mobilize... it means they are applying what they’ve learned by encouraging others to spread awareness...”

This utterance directs and motivates listeners to spread awareness. These directive acts are not merely instructional; they are strongly persuasive. The speaker often complements directives with explanations of how citizens can participate in election oversight. For example:

“...No need to aim too high—start with your own family... your own surroundings...”

This pattern shows that directive acts function as a rhetorical strategy to build a sense of ownership among the public toward maintaining electoral integrity.

Directives also emerge in the context of participatory supervisory cadre training, such as encouraging them to report daily activities or fostering habits of democratic oversight. This pattern demonstrates that language is used as a tool to mobilize social action, not simply to convey normative discourse.

Table 1. Coding of directive speech acts in the BAWASLU RI podcast episode 32

No	Time	Quoted Utterance	Type of Speech Act	Classification Reason
1	00:09:15	“If they are able to mobilize... it means they are applying what they’ve learned by encouraging others to spread awareness...”	Directive	Directs and motivates listeners to take awareness-raising actions.
2	00:09:24	No need to aim too high—start with your own family... your own surroundings...”	Directive	A direct instruction or suggestion to the audience.
3	00:09:57	“Don’t worry...”	Directive	A reassurance that guides listeners toward a certain attitude.
4	00:10:13	“Please check at least in my personal account.”	Directive	Direct invitation to listeners to take action.
5	00:11:06	“Keep following all of BAWASLU’s social media	Directive	Directs listeners to follow the institution’s social media.

		accounts..."		
6	00:13:36	"So, let's take care of it together."	Directive	A collective call to maintain commitment and responsibility.
7	00:13:50	"Are the volunteers ready? Of course they must be ready."	Directive	A rhetorical question combined with encouragement for volunteers to be prepared.
8	00:14:26	Together with the people, oversee the election—together with BAWASLU, uphold justice."	Directive	A slogan functioning as a collective call to action.
9	00:14:33	"See you in the next episode of BAWASLU RI Podcast..."	Directive	An invitation to follow upcoming episodes.

Assertive / Representative Speech Acts: Delivering Facts and Clarifications

In addition to delivering information, representative speech acts also frequently appear in the form of explanations, statements of fact, and presentations of data related to the role and activities of BAWASLU during the non-stage period. These utterances serve to check the public perception that BAWASLU only operates during the election stages. For example, the speaker states that "during the non-stage period, BAWASLU still has a lot to do." This utterance not only conveys information but also builds institutional legitimacy by emphasizing the commitment to oversight work. The speaker uses representative statements to strengthen the institution's legitimacy, as seen in the statement, "This has become one of BAWASLU's serious areas of focus during the non-election period." This utterance provides an informative clarification about the institution's work priorities.

Furthermore, representative speech is also used to describe concrete programs, such as participatory supervisory education (P2P), continuous voter data updates, and the number of cadres that have been formed. The mention of numbers, field experience, and regional examples serve as discursive strategies to strengthen the credibility of the message and demonstrate that the program is real and working.

Table 2. Coding of representative speech acts in the BAWASLU RI podcast episode 32

No	Time	Quoted Utterance	Type of Speech Act	Classification Reason
1	00:03:00	"The ongoing voter data updating process is a mandate of the law..."	Assertive / Representative	Conveys regulatory facts; states something considered true.
2	00:03:21	"Enhancing participatory monitoring from the public is also an inherent obligation because it is part of BAWASLU's duties as mandated by law."	Assertive / Representative	Provides information about the topic; contains no directive, commitment, or emotional expression.
3	00:03:31	"The best time to cultivate public awareness... is during the non-election period..."	Assertive / Representative	Expresses the speaker's belief and viewpoint regarding the most effective timing.

4	00:04:05	“This is something the public needs to know—that during the non-election period, there are still many things BAWASLU must do.”	Assertive / Representative	Gives factual information and clarification about BAWASLU’s activities outside the election period.
5	00:04:57	“...the commitment to involve at least 30% women continues to be a serious focus...”	Assertive / Representative	Representative Explains an internal policy of BAWASLU; informative rather than commissive.
6	00:07:15	“...participatory monitoring education is a BAWASLU commitment that continues to be updated each period.”	Assertive / Representative	Describes factual information about institutional policy development.
7	00:09:31	“That is the meaning of why the theme works and moves.”	Assertive / Representative	Provides an interpretive explanation to strengthen conceptual understanding.
8	00:12:09	“That responsibility becomes inherent when we share the same awareness...”	Assertive / Representative	Explains a conceptual understanding of responsibility.

Commissive Speech Acts: Commitment to Collaboration and Public Education

The third theme highlights the use of commissive speech acts that demonstrate the institution’s commitment to future actions, particularly in expanding public education on participatory election oversight. This commitment is evident when Lolly Suhenty states, “we are, of course, striving for this to be carried out in all provinces and districts/cities.” The statement contains elements of a promise and a readiness to take concrete steps, reflecting the defining feature of commissive acts—namely, the speaker’s obligation to a future action. In addition, the commissive form also appears through the willingness to open deeper channels of dialogue with the public as part of strengthening collaboration. This attitude affirms that election oversight is not merely positioned as a structural duty of BAWASLU, but as a shared process that relies on commitment, participation, and active public engagement through continuous communicative interaction.

Table 3. Coding of commissive speech acts in the BAWASLU RI podcast episode 32

No	Time	Quoted Utterance	Type of Speech Act	Classification Reason
1	00:03:52	"We are certainly striving to implement this in all provinces and cities in Indonesia."	Commissive	Maintain the speaker's commitment to carrying out efforts in the future; demonstrate institutionalism.
2	00:11:31	The public can still access the BAWASLU office, so the BAWASLU office is open, my friends.	Commissive	Commitment to Collaboration and Public Education

Discourse Patterns and Social Context

The speech patterns in the podcast illustrate the practical integration of language and socio-political context. In the podcasts, language serves to close the distance between state institutions and the public, and employs a conversational, dialogic style that is anchored in the lived experience of the everyday. Their use of greetings, reference to fieldwork, and personal anecdotes illustrate the point that election oversight is not only the responsibility of the state, but of the people.

The study also shows that the use of podcasts as a digital medium offers the possibility of greater flexibility and a more humanistic approach to language than other media, and is therefore a powerful tool for the articulation of democracy and the fostering of a collective consciousness.

DISCUSSION

The study indicates that there are specific patterns of intentional communicative acts to achieve persuasive public communication in BAWASLU RI Podcast Episode 32. For instance, the dominance of directive acts shows that the podcast is intended to serve a role in the public education process. The prevalence of podcasts as directive speech acts is consistent with much of the pragmatics literature, which states that institutional communication media tend to use this type of illocutionary act to direct audience action (Searle, 1979; Yule, 2020). In the context of the Elections Supervisory Agency (BAWASLU), the use of directive acts is to encourage public participation in the election monitoring process as a form of democratic implementation noted that a type of illocution in which the speaker tries to make the listener perform a certain action in accordance with the speaker's wishes or intentions. Concerning BAWASLU, the acts of representatives serve to reiterate the activities of the institution during the non-election period.

The findings illustrate that directives acts are not used in isolation. The role of the podcast is enhanced by the presence of representatives and commissive speech acts as an informative and transformative medium. Centering directives illustrate a change of strategy to a more conversational and accessible style of institutional communication. The podcast transcripts show expressions such as “let us make use of this” or “please feel free to visit,” which suggest an attempt to demonstrate an increased proximity or closeness of the institution to its audience. The representative speech acts identified in this study also align with previous research showing that public institutions in the digital media context use factual speech to legitimize themselves and gain public trust (Pratama, 2022; Rahmawati & Nugroho, 2021). Therefore, the representative acts of podcast speakers represent a distinctive and tactical form of institutional communication.

The identification of commitment utterances in the BAWASLU podcast also adds dimension to these findings, demonstrating that BAWASLU's communication is not only informative but also focused on future ideas. This adds to the growing body of public communication studies in pragmatics by demonstrating that the use of commitment utterances is a way to signal an institution's future focus, a focus not previously considered by most previous studies, which have considered state institutions to emphasize informational illocutionary forms over commitment (Putri, 2020).

From a theoretical perspective, this research advances understanding of the pragmatic function of language and the role of podcasts as a tool for institutional communication. The meaningful use of illocutionary acts suggests that podcasts can be an effective means of shaping an institution's image, promoting public literacy, and encouraging citizen engagement in government practices. Practically, these findings can help BAWASLU strategically create a more dialogic and communicative format for future podcast episodes.

In the podcasts, the use of language shows and explains the commitment of institutions. It shows how the language of commitment operates. Also, it shows defensively the accountability of the institution. The sustainability of the participatory supervision education program and the minimum 30% involvement of women is a public commitment. It is a moral commitment, a public commitment. Sustainability of the participatory supervision education program is public morality. Sustainability of the participatory supervision education program is a public moral commitment. That is defensively less informative. From the participatory supervision education program. From the sustainability of the participatory supervision education program, I mean, it is more informative. It is an accountability commitment, as a defensively public relative.

In summary, a speech act analysis should account for the media context and the social motivations of the speaker, and for the purposes of this study, the use of speech acts by podcasts represents a relatively novel phenomenon in digital media, offering ample opportunity for the analysis of the speech acts within the series, and therefore represents a potential rich source for analysis in the areas of pragmatics and discourse analysis. Furthermore, this study argues that speech act analysis should involve more than classification. It should address the social context and the ideological role of the language utilised in the particular context.

CONCLUSION

The study illustrates how illocutionary speech acts used in BAWASLU RI Podcast Episode 32 “Participatory Supervision” exemplify a particular pattern of meaning and strategy in institutional communication. The findings show the use of representative, directive, and commissive speech acts, and how each of them complements the others in constructing public understanding, motivating civic engagement, and reinforcing the commitment of BAWASLU to the supervision of elections during non-election periods. Through the informative, persuasive and dialogic speech, the podcast is used, and in addition to serving as an information dissemination tool, it serves as a tool to raise public consciousness and mobilise.

This research offers an enhancement of Pragmatics and Discourse Analysis as it calls for an understanding of illocutionary speech acts in relation to the contextual use of digital media and the social objectives of the speaker. The findings provide a new avenue for the study of institutional discourse as it illustrates how podcasts as a communication tool provide greater scope for flexible and human-centred linguistic resources in contrast to the more formal channels of communication. It is also a justification for the position that speech acts should focus more on the social and ideological dimensions of discourse as opposed to the mere activity of classifying speech acts.

Findings construct possible scenarios state agencies can enhance their public communication strategies. Podcasts, as their public communication strategies, can employ more inclusive and persuasive language and foster less symbolic public/institutional distance, more public involvement in civic (democratic) monitoring, and more democratic communication from the public. From their public communication strategy point of view, state agencies and the study promote digital resources for democratic education and civic engagement as viable and sustainable resources.

Future research is needed in speech act studies in institutional communication to expand the understanding of speech act practices in institutional discourse by looking at more podcasts, other institutions, or other media of public communication. This will enable pragmatics to advance and remain relevant in describing public communication in the digital age.

REFERENCES

- Austin, J. L. (1962). *How to do things with words*. Oxford University Press.
- Ebizmark. (2024). Model teknik Miles dan Huberman dalam penelitian kualitatif. *Ebizmark Blog*.
- Grice, H. P. (1975). Logic and conversation. In P. Cole & J. L. Morgan (Eds.), *Syntax and semantics*, Academic Press, 3, 41–58.
- Handayani, V. (2025). Locutionary and Illocutionary Acts by Anies Baswedan in Political Speeches. *STAIRS: Journal of Interpersonal Pragmatics*.
- Hidayat, N. T. S., Sudaryat, Y., & Hernawan, H. (2023). Tindak tutur ilokusi dalam novel *Budak Teuneung* karya Samsodi (kajian pragmatik). *Jurnal IKADBUDI*, 11(2), 123–136.
- Jatiningrum, W., Suyoto, & Awan, R. Y. S. B. (2022). Tindak tutur ilokusi dalam pidato naskah Presiden Jokowi mengenai COVID-19 di media YouTube sebagai bahan ajar pembelajaran teks pidato kelas IX SMP. *Dwijaloka: Jurnal Pendidikan Dasar dan Menengah*, 3(2).
- Kahfi, F. (2025). Tuturan Ilokusi dalam Berita *Meet Nite Live* Bertema Politik. *JURRIBAH: Jurnal Bahasa dan Sastra*. PRIN
- Nabila, A. A. (2025). Tindak Tutur Ilokusi dalam Video “Membedah 100 Hari ...”. *Tuturan: Jurnal Pragmatik dan Linguistik*. E-Journal Nalanda
- Pratama, A. R. (2022). Institutional discourse and public trust in digital communication: A pragmatic perspective. *Jurnal Bahasa dan Sastra*, 18(2), 145–158.
- Putri, D. A. (2020). Speech acts in government communication: An analysis of public institutional discourse. *Journal of Pragmatics and Society*, 12(1), 67–82.
- Q. Qomaruddin and H. Sa'diyah, “Kajian Teoritis tentang Teknik Analisis Data dalam Penelitian Kualitatif: Perspektif Spradley, Miles dan Huberman,” *Journal of Management, Accounting, and Administration*, vol. 1, no. 2, pp. 77–84, Dec. 2024.
- Rahmawati, L., & Nugroho, A. P. (2021). Digital media and institutional legitimacy: A discourse-pragmatic approach. *Journal of Communication Studies*, 9(3), 201–214.
- Rohmah, S. A., Widodo, J., & Asrini, H. W. (2025). Analisis pragmatik tindak tutur ilokusi dalam video Tempo.co tentang Revisi UU TNI. *Jurnal Onoma: Pendidikan, Bahasa, dan Sastra*, 11(3), 210–224.
- Saputra, K. J., Yulianti, U. H., & Nugroho, B. A. P. (2025). Tindak tutur ilokusi dalam drama auditif Radio Republik Indonesia Purwokerto: Kajian pragmatik. *Jurnal Basataka*, 8(2), 1728–1740.
- Searle, J. R. (1969). *Speech acts: An essay in the philosophy of language*. Cambridge University Press.

- Searle, J. R. (1979). *Expression and meaning: Studies in the theory of speech acts*. Cambridge University Press.
- Spinelli, M., & Dann, L. (2022). *Podcasting: The audio media revolution*. Bloomsbury Academic.
- Ulya, M. T., & Huda, M. C. (2022). Pengawasan Partisipatif Pemilihan Umum: Kajian Perspektif Tujuan Hukum dan Masalah Mursalah. *Jurnal Darussalam: Pendidikan, Komunikasi, dan Pemikiran Hukum Islam*, 16(1).
- Yule, G. (2020). *The study of language (7th ed.)*. Cambridge University Press.
- Yusanti, G. (2022). Speech Act Analysis on Joe Biden's Speech about Covid-19: A Case Study. *Arbitrer: Jurnal Bahasa dan Sastra*.
- Zuliyanti, & Utomo, A. P. Y. (2025). Analisis Tindak Tutur Ilokusi: Teori dan Aplikasi dalam Komunikasi Digital. (Referensi teoretis terkait pragmatik dan analisis ilokusi, bersumber dari kajian pragmatik kontemporer). "Model Teknik Miles dan Huberman dalam Penelitian Kualitatif," Ebizmark Blog, 2024.