

POLITENESS STRATEGIES USED BY THE CHARACTERS IN FROZEN II MOVIE

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ABSTRACT

Communication is important for people in daily life. To start a good communication, people should know several ways to make a good conversation with each other. However, there are some difficulties in applying the polite language to do a communication. Based on those phenomena, this study of politeness strategies was conducted. This study was conducted using the movie script of Frozen II movie to analyze the utterances of the characters, in order to find out the types of politeness strategy used by the characters. The data were classified using the theory of politeness by Brown and Levinson (1987). The result showed that the characters in Frozen II movie applied Positive politeness, Off Record, Bald-on record, and Negative politeness.

Keyword : Politeness strategies, Frozen II, Movie

ABSTRAK

Komunikasi merupakan hal yang sangat penting dalam kehidupan sehari-hari. Untuk memulai komunikasi yang baik, seseorang hendaknya mengetahui beberapa cara untuk memulai komunikasi dengan manusia lainnya. Namun, ada kesulitan dalam menerapkan bahasa yang sopan saat memulai komunikasi. Berdasarkan fenomena tersebut, penelitian tentang strategi kesopanan ini dilakukan. Penelitian ini dilakukan menggunakan transkrip film Frozen II untuk menganalisa percakapan masing-masing karakter, untuk menemukan tipe strategi kesopanan yang digunakan oleh masing-masing karakter. Data dikumpulkan berdasarkan teori kesopanan yang dicetuskan oleh Brown and Levinson (1987). Hasilnya memperlihatkan bahwa karakter pada film Frozen II menggunakan kesantunan positif, strategi tidak langsung, tanpa strategi, dan kesantunan negatif.

Kata kunci: Strategi kesantunan, Frozen II, Film

I. INTRODUCTION

Language is an important in a communication. People deliver speech to other by using language. Besides to make a speech, language is also use to connecting people. If know one language it would be easier to connecting with other people that used that language too. Politeness is an interaction can be defined as the means to show awareness

of another person's face (Yule 1996:60). Politeness is claimed to be universal which has been used by many linguists to study politeness in many different language (Brown and Levinson, 1987). Politeness will make people feel more enjoy to do the communication. Being polite is a complicated business in any language. The communication will be ran smoothly when we are talk with politeness, because it show careness with

other person feeling. Therefore, good communication will depends on the speaker in order to save the hearer “face”, which is here face refers to how we respons or react about the communication. Politeness is a complex system for face threat, when the speaker and hearer are communicate to each other, they should be aware of their face in order to maintain the relationship with other, stated by Brown and Levinson (1987).

Politeness strategies are developed for the main purpose of dealing with FTA (Face Threatening Acts). The strategies of politeness mean the use of words or sentences that the speaker and hearer use in a conversation. According to Brown and Levinson (1987), there are four types of politeness strategies, such as Bald On-Record, Positive Politeness, Negative Politeness, and Off Record Strategies.

However, this study focuses on the analyzing the politeness strategies and factors influencing choices of politeness strategies used by the characters using Brown and Levinson (1987) theories. Based on Brown and Levinson (1987), there are ten strategies of politeness; being conventionally indirect, question hedge, being pessimistic, minimize imposition, give deference, apologize, impersonalize things (Speaker and Hearer) state the FTA as a general rule, go on record, and nominalization. Meanwhile, there is also some factors influenced in the use of strategies. There are two factors that influence the choices of strategies. The factors are the payoffs a priori consideration, and the circumstances sociological variables (Brown and Levinson 1987). The strategy depending on the circumstances sociological variables can divided into three dimensions; the social distance, relative

power, and the absolute ranking of imposition.

Politeness is not only applied in our daily life, but also in the script and turn it into movies. This study of politeness strategies use a movie script as the data sources. It is show the all communication-related to the politeness strategies. This movie also displayed how someone status affects their way to communicate, which is common in our social environment. This study is related to the topic of the study of politeness strategies. In this research, the study focuses on the analyzing the politeness strategies in the movie “Frozen II”. This movie is about princess lives story, and ends up with they found the hiding mystery by their ancestor in the past.

II. METHOD

This study were collected the data by documentation method and note-taking technique. All data taken in this study was collecting by one source : Frozen II movie. the researcher used descriptive method to analyze the data. The study used Brown and Levinson’s book, Politeness. Some universal in language usage (1987) as a reference. This study used a qualitative research in order to conduct the data.

III. RESULT AND DISCUSSION

This section describe the result the analysis of the utterances by the three main characters of Frozen II movie, namely Elsa, Anna, and Kristoff. Based on the analysis, the writer identified that all of the main characters used the four politeness strategies in their utterances as stated by Brown and Levinson theory (1987). The theory applied in this study were Bald on Record, Positive Politeness, Negative Politeness, and Off Record.

3.1 Bald On Record (BOR) strategies in Frozen II Movie

Bald on record is a direct strategy. It mostly refers to the expression of an act in the direct way. The main usage of this strategy is related to speaker's want of ignoring the face of the hearer.

Data 1

Time : 01:43:28 – 01:43:04

Anna : Uh oh! The princess is trapped in the snow goblin's evil spell! Quick Elsa, make a prince, a fancy one! Oh no, the prince is stuck too! "Who cares about danger when there's love?"

Elsa : Ugh, Anna, blegh... Kissing won't save the forest! The Lost Fairies are crying out! What sound does a giraffe make? Nevermind! They wake the Fairy Queen, who breaks the spell and saves everyone!

One night, Anna just played with Elsa in their rooms. Anna was making a kingdom by using snow, Afterwards, Anna asked Elsa to make a prince to completed the kingdom with her magic hand. After Elsa helped her make a prince with snow, Anna continued to play with the snow princess and prince that she had made. After heard the dialogue by princess and prince that stated by Anna, Elsa felt that the context was irrelevant that kissing won't save the forest. Elsa reacted with her expression in direct way.

In data 1, Anna and Elsa's utterances will be analyzed. Anna and Elsa used Bald-on record strategy in this onversation. Using such strategy will shock or embarrassed the addressee, but in this case it does not happened for them as they have a close relationship as sisters (family). The strategy was used when Anna asked Elsa to help her make a prince by using some snow. Elsa used bald on record strategy by saying "Ugh, Anna, blegh.. Kissing won't save the forest!" the statement showed that Elsa used the FTA-oriented bald-on record

usage because in this case Elsa showed her shocked face to Anna. Brown and Levinson (1987) stated that bald on record strategy is used in different situations since the speaker can have a different motives in doing face threatening acts.

Data 2

Time : 01:42:54 – 01:42:46

Elsa : You've seen an Enchanted Forest?

Anna : Wait, what?

Agnarr : I have. Once.

Anna : And you never told us before? While Anna and Elsa played a snowy kingdom, her father and mother (the King and Queen) entered the room. Her father heard that their children talked about an Enchanted forest asked what they were sayin', Elsa and Anna answered Enchanted forest. Then tthe father (King Agnarr) answered that the kind of Enchanted forest that talked by his children was not the enchanted forest that he had seen. King agnarr remembered his childhood that he went to enchanted forest with his late father and the soldier of his kingdom.

In data 2, Elsa said a question, "You've seen an Enchanted Forest?" to her father. Then elsa shocked then said "Wait, what?". The conversation above showed that Anna applied Bald-on record politeness strategy, the cases of FTA-oriented bald-on record usage. Bald-on record politeness strategy is applied because Elsa wanted to know the answer from her father. This strategy also gave an impact to Anna as the hearer. She was shocked heard that her father knew something about an Enchanted forest. So, here Elsa used Bald-on record strategy by directly saying one sentence and shocking Anna.

Data 3

Time : 01:30:33 – 01:30:24

Kristoff : We won.

Anna : Rematch?

Elsa : Oh, you know what, I think I'll turn in.

Anna : Are you OK?

Elsa : Just..Just tired. Good night.

On that night, they were played a game to imitated something. There were two groups in that game, the first group was Olaf with Kristoff and the second group was Anna and Elsa, after several round of the game. The first group, which Kristoff and Olaf won the game and Kristoff demonstrated that they won. Anna disagreed with the result and want to did a rematch. Elsa was tired at that time and said "Oh. You know what, I think I'll turn in."

In dialogue above, Elsa utterance will be analyzed. Elsa used Bald-on record strategy in this conversation. Using such strategy using face threatening acts oriented. The strategy was used when Elsa showed her faces and Anna know there was something wrong with her sister. Anna's opinion has been proved after Elsa answered with "Just.. just tired. Good night". It showed that she was override face concerns. Brown and Levinson (1987) assert that this strategy refers to the expression of an act in the most direct way.

3.2 Positive Politeness (PP) strategies in Frozen II movie

Positive politeness is one of the politeness strategies that confirms about the relationship of both speakers and hearers are friendly and expressing group reciprocity to minimize the distance among them and also made the hearer felt wanted, accepted, and felt good about himself.

Data 4

Time : 01:41:58 – 1:41:32

Elsa : Were the Northuldra magical, like me?

Agnarr : No Elsa, they were not magical, they just took advantage of the forest gifts. Their ways were so different from

ours. But still, they promised us friendship. In honor of that, your grandfather, King Runeard, built them a mighty dam to strengthen their waters. It was a gift of peace.

Anna : That's a big gift of peace.

King Agnarr tell his daughter about an Enchanted forest. While he tells the stroy about Northuldra, Elsa asked the question, "were the Northuldra magical, like me"?. King Agnarr answered those question that they were not magical. After King Agnarr explained it to his daughter, Anna was really interested with the story and she was really amazed and responded to her fathe "That's a big gift of peace". This utterances can be considered as positive politeness strategy.

The conversation above showed that Anna employed the positive politeness strategy, used Exaggerate by saying "That's a big git of peace". The address form was used to convey the approval terms of address. The conversation showed that Anna had approved the statement stated by her father.

Data 5

Time : 01:40:40 – 1:39:38

Agnarr : ... was lost. The fighting enraged the sprits. They turned their magic againts us all. There was this... voice. And someone saved me. I'm told, the spirits then vanished. And a powerful mist covered the forest, locking everyone out. And that night, I came home, King of Arendelle.

Anna : Whoa, Papa, that was epic. Whoever saved you, I love them.

Agnarr : I wish I knew who it was.

King Agnarr flashed back about the situation to the past, when he was child as a prince of Arendelle. He seen the war himself. He was attacked by the spirits in the war. After a while, he listened a mysterious voice and it wake him up. Prince Agnarr wakes up and

saved by someone, so he was safe from the war. After that, Prince Agnarr went to the kingdom as a King of Arendelle.

After heard the story from King Agnarr, Elsa was silence and so speechless and Anna responded her father by sayin' "Whoa, Papa, that was epic. Whoever saved you, I love them." It can be considered as positive politeness strategy. Anna used strategy of Exaggerate, which has interest in it. Same like what Anna did. She was just express her interest by the first sentence "Whoa". So, it showed that Anna used the positive politeness strategy.

Data 6

Time : 01:39:08 – 01:38:59

Anna : Oh, but I still have so many question!

Agnarr : Save them for another night, Anna.

Anna : Ugh, you know I don't have that kind of patience. Why did the Northuldra attack us anyway? Who attacks people who gave them gifts?

The conversation happened when king Agnarr finished tell the story to his daughter. After that, the Queen, Iduna, asked her daughter to say goodnight to her father. But, Anna said she have so many questions and King Agnarr requested to Anna to save her question for tomorrow because those time to sleep already. Anna was keep pushing her father to answer those question, but the king was already exit the room and only the Queen and her daughter in the room. Then, Elsa Asked her mother , whether the forest will wake again or not, and Queen Iduna answered that Only Attohalan knows.

Positive politeness was conveying that the speaker and the hearer were cooperators. It deal with conveying the cooperation that existed between the speaker and the hearer. In this case, the substrategy that Anna used based on the positive politeness strategy was Give (or

ask for) reason. The use of Give (or ask for) reason indicated the cooperation between the speaker to the hearer. By ask for reason, the speaker wanted to ask to the hearer about something that the hearer know that hopefully could lower the hearer curiosity.

Data 7

Time : 01:35:48 – 01:35:16

Olaf : Forgive me, maturity is making me poetic. Tell me, you're older and thus all-knowing. Do you ever worry about the notion that, nothing is permanent?

Anna : Uh.. no.

Olaf : Really? Wow, I can't wait till I'm aged like you. so I don't have to worry about important things.

Anna : That's not what I mean. I don't worry because... well, I have you, and Elsa, and Kristoff, and Sven and the gates are open wide and... And I'm not alone anymore.

The conversation above showed positive politeness strategy. Anna and Olaf just having a talk about maturity that Olaf thinks the most. Olaf said to Anna about his worries. He was really afraid of temporary things. The reason was because Olaf was made by Elsa's magic that his body was made from snow. It become his overthingking, because Snow was not permanent. Slow but sure his body will melt because of one and another reason. Anna used positive politeness strategy as she said "Well, I have you, And Elsa, And Kristoff, and Sven and the gates are open wide and... And I'm not alone anymore." She used substrategy in group identity markers. She made Olaf felt good of himself and saved his positive face, by giving him a powerful words. Olaf really touched with Anna's answer. It means that Anna minimizing the expression of disagreement between herself and Olaf and maximizing the expression of agreement between them.

Data 8

Time : 01:18:04 – 1:18:01

Anna : Promise me, we do this together, okay?

Elsa : I promise.

The conversation happened when Anna, Elsa and Friends were tried to enter the enchanted forest. On their ways, they found a magic gate to entered the enchanted forest. All of them are amazed by the gate. As a man, Kristoff tried to enter it first, but he cannot entered it and fell. The gate is blocked off until Elsa open the fog. After Kristoff failed to pass the gate, Anna was so afraid and said “Promise me, we do this together, okay?”. She was really afraid if she be separated to each other. Anna asked with positive politeness strategy to Elsa that she do not want their group separated in this journey, and Elsa was accepted it and said that she promise.

The mechanism of positive politeness was conveying that speaker and the hearer were cooperators. This mechanism deal with conveying the cooperation that existed between the speaker and the hearer. It means that the speaker and the hearer were related in relevant activity and they were cooperatively connected. The substrategy of conveying that the speaker and hearer were cooperators was the use of offer and promise.

By giving an offer or a promise, the speaker wanted the hearer to give what the speaker wants and would help to obtain the hearer wants. The use of promise revealed positive politeness strategy. Elsa promised to Anna that she would not leave Anna alone. Brown and Levinson (1987) state that when the speaker made a promise to the hearer, the speaker had the intention to fulfill hearer wants.

Data 9

Time : 01:04:01 – 01:03:42

Elsa : Anna. Are you okay? What were you doing? you could have been

killed, you can't just follow me into fire

Anna : You don't want me to follow you into fire, then don't run into fire.

You're not being careful Elsa.

Elsa : I'm sorry, are you okay?

Anna : I've been better.

The conversation above happened when Elsa met the fire spirits. She was run into the fire spirits and she successfully to turn off the fire spirits. After the fire was down, It was showed that the fire spirit only a lick, one cute lick. After Elsa done with the lick, Anna hugged her sister and say thankful for her safety. Elsa was panick with her sister condition then asked for her sister condition. Was she did fine, and explained that she might been killed with the fire. Anna became little bit anger of the question stated by Elsa. Anna Answer “You don't want me to follow you into fire, then don't run into fire. You're not being careful Elsa.” The conversation above showed that Anna employed the positive politeness strategy, used in give gift to hearer. The address form was used to convey that Anna gave understanding to her sister that if she would not her sister burnt, then do not come into fire. The conversation showed that Elsa and Anna had a close relationship as a sister.

3.3 Negative Politeness (NP) Strategy in Frozen II Movie

Negative politeness strategy was a strategy that addressed to hearer's negative face. Brown and Levinson (1987, p. 131) defined that negative politeness as “the heart of respect behavior” and it is “more specific and focused.”

Data 10

Time : 01:15:53 – 01:15:43

Kristoff : In case we die.. No! No! No, we will die at some point, Not even any

reason time we will die, but.. Way far in the future we will die...

Anna :You think we're gonna die?! I swear that I will not leave her side! (runs away) Elsa?

In the dialogue above, Kristoff explained with Anna about the reason why did he said that they would not make it out of the enchanted forest. Kristoff talked about how if they were die there. To keep Anna calm, Kristoff said that it was not right, they would make it out of enchanted forest and said if they will die in the future. Anna became dissapointed after heard Kristoff's statement that he was being pessimistic at that time.

The dialogue above showed that Kristoff used Negative politeness strategy, by being pessimistic. He said pessimistic statement to Anna. Brown and Levinson (1987) stat that be pessimistic give the hearer by expressing doubt about the condition of speaker's utterance act obtain.

3.4 Off Record (OR) strategy in Frozen II Movie

Brown and Levinson (1987) explained that Off record or indirect strategy is done to let speakers figure out the unclear communicative intention.

Data 11

Time : 01:28:46- 01:28:38

Elsa : What would I do without you?

Anna : You'll always have me. I know what you need. Come on, come here.

The conversation above happened in Elsa's room. Elsa was sad because she heard mysterious voice while they were played a game. After she heard the mysterious voice, she was shocked and sad so she went to her room and quit the game. Anna was confused about what happened with her sister. She went to Elsa's room and met Elsa. Anna tried to cheers Elsa up because she know that Elsa was stressed about those voice.

Anna tell Elsa a good word, she gave a compliment to her and Elsa felt the calmness of her sister words.

Elsa said to Anna "What would I do without you?". The dialogue above showed that Elsa used Off-record strategy, she used rhetorical question. Elsa was used rhetorical question to express that she do not know what to do without Anna. Brown and Levinson (1987:223) state that Use rhetorical question is mostly used to ask a question with no intention of obtaining an answer is to break a sincerity condition on question.

Data 12

Time : 01:21:16 – 01:21:14

Elsa : The next right thing, is for me to go to the Enchanted Forest and find that voice. Kristoff, can I borrow your wagon, and Sven?

Kristoff : I'm not very comfortable with the idea of that.

Anna : You are not going alone.

Elsa met the Pabbie, and asked about what does this all of this have to do with Arendelle? The Grand Pabbie started to 'see' using her magic eyes and said to Elsa and Anna that they should found the truth or there would be no future of Arendelle. Because he saw no future, and only one right thing that could save Arendelle, Elsa decided to do the right thing and went to the Enchanted forest, she asked Kristoff to lend his wagon and Sven (the buffalo).

Kristoff and Sven was really shocked about Elsa's question. He seems unbelievable to gave Sven and his wagon to accompany Elsa to the Enchanted forest. Kristoff answered Elsa's statement and said "I'm not very comfortable with the idea of that". Kristoff felt afraid to gave Sven to Elsa because Kristoff thinks that it was really unbelievable journey. Anna said to Elsa that they were went to the enchanted forest together.

From the utterance, Kristoff applied Off-record politeness strategy, using overstate. In this case, Kristoff gave the answer of Elsa's question more than what it was expected. He answer with the statement "I'm not very comfortable with the idea of that." Which has the same meaning with the answer that he would not gave his wagon and Sven to her, but answered with Overstate statement to keep Elsa feelings, whereas Elsa only need the answer yes or no. It seem from his statement that Kristoff said 'not very comfortable'. It gave enough reason to stated that Kristoff used Off-record strategy by used the substrategy overstate.

Data 13

Time : 01:21:13 – 01:21:03

Elsa : Anna, no. I have my powers to protect me, you don't.

Anna : Excuse me, I climbed to the North Mountain, survived a frozen heart, and saved you from my ex-boyfriend, and I did it all without powers, so, you know, I'm coming.

After Elsa decided to went to the enchanted forest, Anna asked to went with her sister. Elsa stopped Anna with said that she has powers to protect her but not with Anna because Anna has no power. Elsa afraid of Anna's safety if she follow Elsa to went to the enchanted forest. Anna still want to went with Anna to found the answer of the mysterious voice to save their kingdom.

Therefore, she used the presuppose by saying "Excuse me, I climbed to the North Mountain, survived a frozen heart, and saved you from my ex-boyfriend, and I did it all without powers, so you know, I'm coming". From her utterance, she showed that she still keep herself and even Elsa without any power. She convinced Elsa that she would not be a troublemaker in her journey.

The dialogue above showed that Anna used off-record politeness strategy, by using the presuppose. She stated using the presuppose which meant a sentence can be almost wholly relevant in context, and yet violate the relevance Maxim just at the level of its presuppositions.

Data 14

Time : 01:16:29 – 01:16:04

Kristoff : Nothing gonna to happen to Arendelle, Anna, It's gonna be fine. Come here, You know, under different circumstances, this would be a... very romantic place. Don't you think?

Anna : Different circumstances? You mean like with someone else?

Kristoff : What? No, no, I'm saying, just in case we don't make it out of here...

The conversation above happened when they were discussed about the future of Arendelle if the Dam broken. Kristoff said that if the Dam broke, there would send a tidal wave so big, it would wash everything on this fjord. Then anna was shocked because of Arendelle was located on the fjord. Kristoff was gave further explanation to Anna, that was not what he meant. Then, Kristoff said "Nothing gonna to happen to Arendelle, Anna, It's gonna be fine. Come here, You know, under different circumstance, this would be a...very romantic place. Don't you think?".

The dialogue above showed that Kristoff depicted off-record politeness strategy, for produced an ambiguos utterance. Kristoff's utterance was ambiguous on the part of different circumstance. The words state by Kristoff made Anna confused about what it was really meant. It proved because Anna got different perception about those words. Anna thought that different circumstance means with someone else, but the fact Kristoff meant with different circumstance was the condition of them.

IV. CONCLUSION

Related to the application of politeness strategies used by the characters in Frozen II movie, the result show that there are politeness strategies can be found in the characters utterances such as bald on record strategies, positive politeness strategies, negative

politeness strategies, and off record strategies. Based on fourteen utterances that found in this study, There are three utterances of bald on record, six utterances of positive politeness, one utterance of negative politeness, and four utterances include off-record strategies

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