

## REPAIR IN THE DIALOGUE OF FROZEN MOVIE

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### ABSTRACT

The title of this article is "Repair in The Dialogue of Frozen Movie". This article aims to identify and analyze the types of repair and repair operations in the dialogue of Frozen movie. The data was taken from the dialogue in Frozen movie which was downloaded from the internet and the data are in the form of utterances. In the data collection, it used a qualitative method. This article used the theory proposed by Schegloff, Jefferson, and Sacks (1977) to classify the types of repairs and Schegloff (2013) to analyze the repair operations. The result of this research shows that all of the four types of repairs found in the dialogue of Frozen movie, namely self-initiated self-repair, self-initiated other-repair, other-initiated self-repair, and other-initiated other-repair. The result also shows that the repair operations found in this research, namely replacing, inserting, aborting, and recycling.

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## 1. INTRODUCTION

One of the important things in everyday life is dialogue. As stated by Brennan, S.E (2010) dialogues are conversations between two or more participants. Dialogue can be in the form of written or spoken, it is a kind of literary device and usually used in literature works. The purpose of dialogue is to make an interesting narrative, especially in a movie. Movie is a visual communication. Movie is a story that uses a moving picture and sound recorded in purpose to tell a story and it shown on television or cinema, according to Hornby (2006:950). One example of movie is Frozen movie. Frozen movie is a favorite animation movie. According to BBC News (2014), Frozen movie becomes biggest animation in box office history.

In movie, dialogue is an important element because it used to show the storyline, actions and also, emotions of the characters which is it is useful for the viewers. The dialogue in a movie usually showed a repair. According to Schegloff, Jefferson, and Sacks (1977), repair is used as a tool in conversation to correct an error made by the speaker and also to check whether the participants in the conversation understand the intention of the conversation or not. Repair is belonged to conversation analysis. According to Maynard (2013:2), conversation analysis is the study of talk as a medium for people to perform action. In the conversation analysis, there are turn taking, adjacency pairs, preference organization, sequence organization, and repair.

Repair is the main topic in this study. The study aims to identify and analyze the types of repairs and the repair operations in the dialogue of Frozen movie. The subject of discussion in this study is repair because the writer realizes the importance of the use of repair in dialogue to reach the goal of communication between the speaker and the interlocutor. The writer interested to analyze the types of repairs in the dialogue of Frozen Movie. The dialogue of Frozen movie which in the form of utterances will be the data in this study.

## 2. METHODS

The dialogue of Frozen movie used as a data source in this study which was downloaded from this link <http://167.88.14.147/frozen-1-full-movie-sub-indo/play/?ep=2&sv=1>. In order to collect the data, this study used documentation method and note-taking technique. It started by watching the Frozen movie and

focusing on the character's utterances intensively which contains a repair in it and then taking a picture of that utterance. The next step is by taking note on the utterances which considered as a repair.

This study used qualitative method to analyze the data. There are four steps to analyze the data: 1) Classifying the data based on the types of repairs using the theory from Schegloff, Jefferson, and Sacks (1977), and the repair operation used by the characters using the theory of Schegloff (2013). 2) After classifying the data, the next step is analyzing the data in the form of description. 3) Discussing the results including the detail explanation on the result. 4) Check and recheck, it means rechecking the result one by one intensively. In presenting the data, this study used informal method by presenting the analysis using words and presented descriptively in paragraphs.

### 3. RESULTS AND DISCUSSION

In the discussion, the process of analyzing data to know the cooperative principle in the film "Catch Me If You Can". The analysis is presenting types of cooperative principle based on maxims. In analyzing the data, the theory of cooperative principal types purposed by Grice (1889). From the data of film 'Catch Me if You Can', there are four types of cooperative principal types found. This part mainly discusses about the types of cooperative principle found in the film.

This section discussed about the analysis of types of repair and the repair operations in Frozen movie. There are four types of repair found in the dialogue of Frozen movie according to Schegloff, Jefferson, and Sacks (1977), namely self-initiated self-repair, self-initiated other-repair, other-initiated self-repair, and other-initiated other-repair. Schegloff (2013) proposed ten types of repair operations, however in this study only found four types of repair operations, namely replacing, inserting, aborting, and recycling.

#### a. *The Analysis Self-Initiated Self-Repair*

Self-initiated self-repair usually begin with cut-offs, lengthening of sounds, and quasi-lexical fillers. This type of repair means when the speaker makes an error in his/her utterance, then realizing the mistake, he/she initiates to repair it directly in order to make clear statement. The data analysis of self-initiated self-repair in the dialogue of Frozen movie can be seen below.

Data 1 (13:18 - 13:24)

Kai : "Your sister's coronation, ma'am."

Anna : "My sister's cor-neration... Coronation Day! Ha ha!"

Data 1 classifies as self-initiated self-repair, it can be seen that Anna makes a mistake in her utterance. Anna wants to say "Coronation" but she makes a mistake by saying "Cor-neration". After she realizes that she made a mistake, she initiates to repair her utterance in order to completes her utterance. It happens because Anna was so sleepy while Kai tries to wake up Anna on her sister's coronation day. This made Anna mispronounce in her utterance.

#### b. *The Analysis of Self-Initiated Other-Repair*

Self-initiated other-repair is a type of repair which means when the speaker makes an error in the conversation, sometimes the interlocutor need to repair it. In the conversation, repair is not always do by the speaker itself, but it can be repaired by the interlocutor. The data analysis of self-initiated other-repair in the dialogue of Frozen movie can be seen below.

Data 2 (21:03 – 21:07)

KAI : "Your majesty [introducing] The Duke of Weaseltown"

Duke : "Weselton! Duke of Weselton"

Data 2 classifies as self-initiated other-repair, it can be seen that KAI make a mistake in pronouncing the name of the duke. KAI says "The Duke of Weaseltown", which is not the correct name. Then, Duke as his interlocutor completes KAI's mistakes by saying "Weselton! Duke of Weselton". It happens because KAI does not remember the name of duke and his utterance need to be repaired by the interlocutor in order to make a clear conversation.

### c. *The Analysis of Other-Initiated Self-Repair*

Other-initiated self-repair is a type of repair that happens when an error initiated by the interlocutor and repaired by the speaker. As stated by Schegloff, Jefferson, and Sacks (1977: 367-69), other-initiated self-repair usually used the words such as “sorry? pardon? huh? excuse me? and what?” in the utterance. The data analysis of other-initiated self-repair in the dialogue of Frozen movie can be seen below.

Data 3 (37:06 – 37:11)

Kristoff: “Carrot”

Anna: “Huh?”

Kristoff: “Carrot, behind you”

Anna: “Oh! Alright. Excuse me.”

Data 3 classifies as a type of other-initiated self-repair, it can be seen that Anna makes an error in the conversation by mishearing about what Kristoff just said to her. Anna initiates her error by saying “Huh?” and then Kristoff repairs by repeating the word “Carrot”.

### d. *The Analysis of Other-Initiated Other-Repair*

Other-initiated other-repair is a type of repair that happens when the interlocutor makes an error in the conversation and the interlocutor notices that, therefore the interlocutor does the repair in order to make a clear conversation. The data analysis of other-initiated other-repair in the dialogue of Frozen movie can be seen below.

Data 4 (37:22 – 37:25)

Oaken: “That’ll be forty”

Kristoff: “Forty? No, ten”

Data 4 classifies as a type of other-initiated other-repair, it can be seen that Kristoff makes an error by mishearing and repeating the amount that just said by Oaken. He thinks that Oaken said the wrong amount of the bill. Therefore, he says the right amount.

### e. *The Analysis of Replacing in Repair Operation*

Replacing in repair operation means that the speaker substitutes the word partially or the whole word in the conversation. Replacing can be substituted into synonym/antonym in the conversation. The data analysis of replacing in repair operation in the dialogue of Frozen movie can be seen below.

Data 5 (17:16 – 17:19)

Anna: “Yeah, I just wasn’t looking where I was going. But I’m okay. I’m great, actually”

Data 5 classifies as a replacing in repair operation because it can be seen that Anna replaces the word “Okay” into “Great”. She substitutes her utterance by replacing it into the synonym of the word in order to emphasize her statement.

### f. *The Analysis of Inserting in Repair Operation*

Inserting in repair operation happens when the speaker inserts one word or more in the utterance in order to give detail explanation. The added word used to complete the previous words that uttered by the speaker. The data analysis of inserting in repair operation in the dialogue of Frozen movie can be seen below.

Data 6 (36:29 – 36:30)

Anna: “How about boots. Winter boots”

Data 6 classifies as an inserting in repair operation because it can be seen that Anna adds one word in her utterance after saying the word “Boots”. She inserts the word “Winter” in order to give a clear statement. As a result, after she did an inserting in her utterance, it completes her previous words and makes her interlocutor easy to understand.

**g. *The Analysis of Aborting in Repair Operation***

Aborting in repair operation happens when the speaker difficult to express what she/he wants to say, then the speaker abandons the ongoing utterance incompletely. The data analysis of aborting in repair operation in the dialogue of Frozen movie can be seen below.

Data 7 (17:53 – 18:01)

Anna: “No. No – no. It’s fine. I’m not that Princess. I mean, if you hit my sister Elsa, that would be... yeash! Cause you know... [patting the horse] Hello.”

Data 7 classifies as aborting in repair operation because it can be seen that Anna leaves her utterance incompletely. She abandons her utterance twice by saying “That would be... yeash!” and “Cause you know...[patting the horse] Hello”. She starts a new utterance while the previous utterance abandoned incompletely.

**h. *The Analysis of Recycling in Repair Operation***

Recycling in repair operation happens when the speaker repeats a word or more in her utterance. The data analysis of aborting in repair operation in the dialogue of Frozen movie can be seen below.

Data 8 (18:16 – 18:21)

Anna: “The bells. The coronation. I-I-I better go. I have to. I better go”

Data 8 classifies as a recycling in repair operation because it can be seen that Anna repeats the word “I better go” twice in her utterance in order to emphasize her statement.

#### **4. CONCLUSION**

Based on the analysis on this study, it can be concluded there are two things conducted in this study. First, the types of repair that found in the dialogue of Frozen movie. According to the data analysis above, it shows that there are all of four types of repair proposed by Schegloff, Jefferson, and Sacks (1977) found in the dialogue of Frozen movie namely, self-initiated self-repair, self-initiated other-repair, other-initiated self-repair, and other-initiated other-repair.

Second, the repair operations that found in the dialogue of Frozen movie. This study used the theory of repair operations proposed by Schegloff (2013). From ten types of repair operations, it only found four types of repair operation in the dialogue of Frozen movie namely, replacing, inserting, aborting and recycling. The repair operations that found in the dialogue of Frozen movie mostly used to emphasize and give a detail explanation by the characters in Frozen movie.

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