CHAPTER II
REVIEW OF LITERATURE

This chapter presents the theoretical framework, the relevant theories which consist of discourse analysis; conversation analysis; adjacency pairs and preference structure, and Frozen movie.

2.1 Theoretical Framework

2.2 Relevant Theories

2.2.1 Discourse Analysis

Discourse analysis is a study of the relationship between language and the context in which it is used. Discourse analysts study language in use: written texts of all kinds, and spoken data, from conversation to highly institutionalized forms of talk (McCarthy, p 5).
Discourse analysis focused on the constituent units and the structure of the sentence. In addition, it also analyzes the larger units and structures which are implicitly recognized by speakers and hearers at the level of discourse, rather than at the level of the sentence.

Discourse analysis can be used in analyzing conversation. Mills (1997, p. 136) explains conversations can be seen to be structured, and can be analyzed in terms of the moves which participants make to signal that, for example, they are initiating a new topic of conversation or that they are reviving an older topic of conversation; these are using discourse markers with phrases such as ‘well’, ‘OK’ and ‘anyway’. These discourse markers only have a function at the level of discourse, not at the level of the sentence. It is signalling the end of an exchange or the initiation of a new topic.

Gee (1999) also adds discourse analysis is based on the details of speech (and gaze and gesture and action) or writing that are arguably deemed relevant in the situation and that are relevant to the arguments the analyst is attempting to make. A discourse analysis is not based on all the physical features present, not even all those that might, in some conceivable context, be meaningful, or might be meaningful in analyses with different purposes (p 88).

From the explanation above, it can be seen how important discourse analysis in the production of language. Mills (1997, p. 142) states discourse analysis has provided a range of tools for describing
the structures and functioning of language within utterances, and it has forced many mainstream and traditional linguists to shift their attention from words in isolation to words within context.

2.2.2 Conversation Analysis

Conversation Analysis is an approach to the study of natural conversation. Peräkylä (2015) in The Blackwell Encyclopedia of Sociology Online, state that Conversation analysis (CA) is a method for investigating the structure and process of social interaction between humans. Sacks, Schegloff, and Jefferson in Coulthard (1985, p. 59) also states “conversational analysis as a first step towards achieving a ‘naturalistic observational discipline’ to deal with details of social interaction in a rigorous, empirical and formal way”.

Conversation analysis learns about the descriptions of recurrent structures and practices of social interaction. Given (2008, p. 130) stated that the researchers in Conversational Analysis work on audio- or video recordings of interactions that are naturally occurring. Litosseliti (2010, p. 121), also assumed that in the conversation analysis, the use of audio or video recordings produced as transcripts, will help the analysts in examining directly how talk organizes the world within specific social settings. According to her, these following are the key features of the Conversational Analysis approach:

a) Orderliness in talk-in-interaction: Ordinary, everyday speech exhibits a high level of regularity or orderliness. This
orderliness is not governed by innate cognitive structures of language (although grammatical features clearly inform the structure of utterances), but reflects a socially organized structure of interpersonal action. This orderliness, known as ‘the speech-exchange system’ is apparent in the pattern of sequential turn-taking.

b) A data-centred approach: Conversational Analysis has a primary interest in transcript data and what these data reveal.

c) A neutral and objective stance: Analysts are discouraged from bringing any theoretical or philosophical presuppositions to the data, in order to allow these to ‘speak for themselves’. A priori speculation in terms of speaker ‘orientations’, motivations and identities, social settings and cultural norms, are regarded as distracting and irrelevant. Factors ‘external’ to the data, such as gender inequalities or cultural misunderstandings may be ‘made relevant’ by the participants in the transcript data. It is on this basis alone that external factors become available to the analyst for comment and interpretation.

### 2.2.3 Adjacency Pairs

Yule (1996, p. 77) states “adjacency pairs are the automatic patterns in the structure of conversation”. It constantly contains a first part and a second part, formed by dissimilar speakers. In same line with that, Rymes (2008, p. 55) defined that adjacency pairs as a two
part interactional sequence in which the first part produces the expectation for the second part.

Some characteristics in adjacency pairs are presented by Schegloff and Sacks (1973), they are (i) adjacent; (ii) produced by different speakers; (iii) ordered as first part and second part; (iv) typed, so that a particular first part requires a particular second or range of the second part (see at Levinson, 1983, p. 303).

Sacks and Schegloff (1973) described that the basic rule of adjacency pairs operations is to give the recognizable production of a first pair part, on its first possible completion its speaker should stop and a next speaker should start and produce a second pair part from the pair type of which the first is recognizably a member (p. 74).

There are some types of adjacency pairs. According to Yule (1996, p. 77) they includes greeting-greeting, question-answer, a thanking-response, and request-accept. Whereas, Rymes classified that some typical of adjacency pairs are greeting/ greeting; question/ answer; invitation/ acceptance; assessment/ disagreement; apology/ acceptance; and summons/ acknowledgement (2008, p. 38). In addition, Majid stated that there may be a large number of different types of adjacency pairs in a conversation and some of them might give more freedom for response as there are several options available as the second part. (2011, p. 142).


### 2.2.4 Preference Structure

Levinson (1983, p. 332) stated that there is an element in adjacency pairs called as preference organization. It is divided into preferred and dispreferred. The first is preferred action, which is the action of the second part which gives an expected response to the first parts. While, the second one is dispreferred action, which is the action of the second part which gives an unexpected response to the first part.

Yule (1996, p. 79) also has the same idea, preference structure divides second parts into preferred and dispreferred social act. The preferred is structurally expected next act and the dispreferred is the structurally unexpected next act.

The general pattern of preference structure according to Levinson in Yule (p. 79):

<table>
<thead>
<tr>
<th>First Part</th>
<th>Second Part</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Preferred</td>
</tr>
<tr>
<td>Assessment</td>
<td>Agree</td>
</tr>
<tr>
<td>Invitation</td>
<td>Accept</td>
</tr>
<tr>
<td>Offer</td>
<td>Accept</td>
</tr>
<tr>
<td>Proposal</td>
<td>Agree</td>
</tr>
<tr>
<td>Request</td>
<td>Accept</td>
</tr>
</tbody>
</table>

Usually, the giving response by the second speaker will make the first speaker takes his turn to produce the response, is called feedback. The rules are the utterances from the first speaker, then it
followed by a response from the second speaker, and terminated by a further utterance from the first speaker (Mishler in Tsui, 1989, p. 548).

The similar opinion is delivered by Coulthard (1992) in his research, he points out that there are three-part exchanges in classroom discourse: an initiation from the teacher, then followed by a response from the pupil, and then followed by a feedback from the teacher which evaluates the response provided by the pupil (p. 3).

Rankema (2004) also assumed that the sequence of the adjacency pair not only limited on the two adjacent sequences of utterances. There are also other sequences that often occur and need to be acknowledged as important as well, such as three-part sequences. According to her, the three-part structure is the response from the first speaker as a result of the act of the second speaker (p. 166). For example:

Student 1 : Can you help me?
Student 2 : I’m sorry, I’m still busy.
Student 1 : Please.

The example above explains about dispreferred response produced by the second speaker, then it followed by feedback of the first speaker.

To describe the feedback, the terms used are inspired from psychological context. The basic terms are Act, Attitude, and Expression. Act is known as a response arises as the result of external stimulus. Susanti et al. (2014) concludes
“Tindakan adalah mekanisme dari suatu pengamatan yang muncul dari persepsi sehingga ada respon untuk mewujudkan suatu tindakan” (p.46).

Meanwhile, Attitude is identified as “a disposition to react favorably or unfavorably to a class of objects” (Sarnoff in Sadighi & Zarafshan, 2006, p. 72). Attitude also identified as one’s readiness to act, it means that attitude can affect someone to act. The next term is expression. According to Darwin in Russel and Dolz (1997, p. 7), the notion of expression was extremely general. It is not only about a small set of facial "signal", but also describes any state of mind or feeling. It is intended by the writer as a response used by the speaker by showing the feeling or emotion.

2.3 Frozen Movie

Frozen is an animated film served with 3D quality and produced by Walt Disney Studio Motion Pictures. Frozen is starring by Elsa as the queen, Anna as a little sister of the queen, Kristoff as the mountain man, Olaf as a snowman and Hans as a prince of the southern isles.

The movie is a commercial success. This is evidenced by the amount over $1.2 billion in worldwide box office revenue, $400 million of which were earned in the United States and Canada and $247 million of which were earned in Japan. It ranks as the highest-grossing animated film of all time, the ninth highest-grossing film of all time, the highest-grossing film of 2013, and the third highest-grossing film in Japan. Besides, Frozen also won two
Academy Awards for Best Animated Feature and Best Original Song ‘Let It Go’ (http://disney.wikia.com).

Besides, this movie also has an interesting story. The story of this movie tells about the relationship of two sisters, Elsa and Anna. The story begins on their close relationship when they were little, they love to make a snowman with ice magic Elsa. One day, the ice magic injured Anna's head while they are playing, so Anna fainted. Elsa is very shocked, She and her parents (the king and queen) are looking for the trolls to cure Anna. Grand Pabbie, as an elder troll, heals Anna by removing all memories of the magic, so Anna can not remember that Elsa has a magic. Because of the incident, Elsa always avoids and be indifferent to Anna.

The complication of this story occurs in the coronation day. Anna asked for the blessing to be married to Hans. When Elsa disapprove it, Anna protests and urged Elsa, finally, Elsa angry and accidentally ice magic was thrown out of her hand. It makes all people in shocked. Elsa feels fear and runs out from the castle. Anna feels guilty and tries to pursue Elsa. She meets Kristoff and Olaf in the middle of the way. At the last, they are looking for Elsa together.

When they meet Elsa, Anna asks Elsa to come back and stay in Arendelle, but, Elsa refuses it. When they are debating each other, accidentally, the magic of Elsa injures Anna’s heart. Anna becomes weak and her hair slowly white. Because of this effect, Grand Pabbie says that Anna can not be cured, except by an act of true love. They assume that an act of true
love is about kissing by someone who loves Anna. They assume that Hans is an intended person.

When Anna met Hans, she realizes that Hans does not really love her. In fact, Hans just wants to take over her kingdom. Hans leaves Anna at the locked room, but Anna can escape because Olaf helps her. Before this scene, Hans and Thugs find and caught Elsa after fighting, then locked her in prison. However, Elsa can escape because of her magic power.

Finally, when they escape in the storm of snow, Anna sees her sister in a danger. It is because Hans will kill her. Anna runs and saves her sister in the weak condition. Because of the magic effect, Anna’s body become froze when she arrest Hans's sword. Elsa realizes it, she cries and hugs Anna. This act makes the frozen thawed. So, the act of true love which referred in the story is not about kissing, but about two sisters who love each other. From the statement above, it shows that Frozen was the famous movie of the year.