CHAPTER IV
FINDINGS AND DISCUSSION

This chapter presents the findings obtained from the research and discussion of the result. It deals with the analysis of adjacency pairs in Frozen movie.

4.1 Findings

The explanation of adjacency pairs in the Frozen dialogues is delivered in two parts. First, it is about the types of adjacency pairs. Second, it is about the feedback of dispreferred response. In this study, there are 722 turns in the conversation of the whole characters. The data include 194 types of adjacency pairs. Those data are classified into 11 types based on the dialogues of the characters which paired. For details of the data, it can be seen at appendix 1. In addition, the writer also found 7 of 11 types which have dispreferred responses and the data for feedback of dispreferred response has calculated by amount 55 data. For details of the data about feedback, it can be seen at appendix 2.

4.1.1 Types of Adjacency Pairs

The results of data analysis about types of adjacency pair appears in the following pie chart.
Based on figure 4.1, it can be seen that the highest type of adjacency pairs is Question-Answer, which is 73 data representing 37.6% of all data. While, the lowest number is Invitation-Acceptance/Refusal, which is 3 data representing 1.5% of all data.

For certain types of adjacency pairs, the first parts are not always responded positively (as preferred by the first speaker), some of them are responded negatively (dispreferred responses). The types are elaborated more specifically as shown in the following table.
Table 4.1 Types of Adjacency Pairs (Part 2)

<table>
<thead>
<tr>
<th>Types</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question-Answer</td>
<td>73</td>
<td>37.6%</td>
</tr>
<tr>
<td>Greeting-Response</td>
<td>6</td>
<td>3.1%</td>
</tr>
<tr>
<td>Summons-Response</td>
<td>10</td>
<td>5.2%</td>
</tr>
<tr>
<td>Request-Acceptance</td>
<td>9</td>
<td>4.6%</td>
</tr>
<tr>
<td>Request-Rejection</td>
<td>13</td>
<td>6.7%</td>
</tr>
<tr>
<td>Command-Obedience</td>
<td>9</td>
<td>4.6%</td>
</tr>
<tr>
<td>Command-Disobedience</td>
<td>8</td>
<td>4.1%</td>
</tr>
<tr>
<td>Offer-Acceptance</td>
<td>2</td>
<td>1.0%</td>
</tr>
<tr>
<td>Offer-Rejection</td>
<td>2</td>
<td>1.0%</td>
</tr>
<tr>
<td>Invitation-Acceptance</td>
<td>2</td>
<td>1.0%</td>
</tr>
<tr>
<td>Invitation-Refusal</td>
<td>1</td>
<td>0.5%</td>
</tr>
<tr>
<td>Suggest-Acceptance</td>
<td>2</td>
<td>1.0%</td>
</tr>
<tr>
<td>Suggest-Rejection</td>
<td>8</td>
<td>4.1%</td>
</tr>
<tr>
<td>Assessment-Agree</td>
<td>11</td>
<td>5.7%</td>
</tr>
<tr>
<td>Assessment-Disagree</td>
<td>5</td>
<td>2.6%</td>
</tr>
<tr>
<td>Statement-Agree</td>
<td>10</td>
<td>5.2%</td>
</tr>
<tr>
<td>Statement-Disagree</td>
<td>18</td>
<td>9.3%</td>
</tr>
<tr>
<td>Apologize-Minimization</td>
<td>5</td>
<td>2.6%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>194</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

For example of each type of adjacency pairs in Frozen movie, it can be seen at appendix 3. While, the further discussion for each type of adjacency pairs will be presented in the following below.
4.1.1.1 Question-Answer

Question-Answer type is the biggest amount of adjacency pairs which is found in the data. In this type, the second part will give the answer for the question by the first part. The writer has found 73 data for Question-Answer type. To represent this type, I provide 5 examples as follows:

- **Example 1 (Page 11 Turn (41-42))**
  
  **TEEN ELSA**: Do you have to go?
  **KING**: You’ll be fine, Elsa
  
  In example 1, the first part, Teen Elsa, has uttered a question for her father clearly “Do you have to go?” This utterance is responded by the second part “You’ll be fine. Elsa” is indirect answer that means ‘yes’ the King has to go.

- **Example 2 (Page 24 Turn (117-118))**
  
  **HANS**: (about her white streak) What’s this?
  **ANNA**: I was born with it, although I dreamt I was kissed by a troll.
  
  In example 2, the first part, Hans, asks question about part of Anna’s hair because the color is white “What’s this?” It is answered by Anna by saying that she was born with white streak on her hair, even though she dreamt she was kissed by troll.

- **Example 3 (Page 40 Turn (224-225))**
  
  **OAKEN**: A real howler in July, yah? Where ever could it be coming from?
  **KRISTOFF**: The North Mountain.
In example 3, the first part, Oaken, asks a question to Kristoff about the source of winter in July “Where ever could it be coming from?” It is answered directly by Kristoff in the second part that the source of winter is coming from the North Mountain.

**Example 4 (Page 45 Turn (256-257))**

KRISTOFF: So tell me, what made the Queen go all ice-crazy?
ANNA: ...Oh well, it was all my fault. I got engaged but then she freaked out because I’d only just met him, you know, that day. And she said she wouldn’t bless the marriage—

In example 4, the first part, Kristoff, asks question or explanation about the reason why Queen made the winter. He asks “…What made the Queen go all ice-crazy?” Anna answered it by explaining the reason of it in the second part “…it was all my fault. I got engaged but then she freaked out because I’d only just met him, you know, that day. And she said she wouldn’t bless”.

**Example 5 (Page 53 Turn (326-327))**

OLAF: Wait, what am I looking at right now? Why are you hanging off the earth like a bat?
ANNA: ...Okay. Wait one second.

In example 5, the first part, Olaf, is confused about his self. He asks “…Why are you hanging off the earth like a bat?” It is answered by Anna in the second part “Okay. Wait one second.” This response seems unrelated with the question. But, the act of Anna after saying “Wait one second” is the answer of the question: Anna changes the position of Olaf’s head.
4.1.1.2 Greeting-Response

Greeting-Response is a type of adjacency pairs which is uttered when the person wants to know each other, such as introduce the name or greeting (‘Hi’, 'Hello’). It occurs because both of the speakers never meet before. Sometimes, the response of greeting is greeting also, or maybe other responses. The writer has found 6 data and only 3 data will represent this type.

- **Example 6** (Page 18 Turn (68-69))

  HANS : Prince Hans of the Southern Isles.
  ANNA : Princess Anna of Arendelle.

  In example 6, the first part, Hans, gives a greeting to Anna by introducing himself as Prince Hans of the Southern Isles. Then, in the second part, Anna replies it by introducing herself as Princess Anna of Arendelle.

- **Example 7** (Page 20 Turn (83-84))

  ELSA : ...Hi.
  ANNA : Hi me...? Oh. Um. Hi.

  In example 7, the first part, Elsa, gives a greeting to Anna by saying “Hi” It is responded by greeting also “Hi me...? Oh. Um. Hi.” The response indicates that Anna hesitates, but at the last she answers the greeting.

- **Example 8** (Page 53 Turn (316-317))

  OLAF : Hi!
  KRISTOFF : You’re creepy.
In example 8, the first speaker, Olaf, gives a greeting to Kristoff by saying “Hi” It is responded by Kristoff as the second speaker “You’re creepy” Although the response of Kristoff is not greeting also, but it occurs in the first meeting and this utterance is produced because Kristoff is shocked when he hold Olaf’s head.

4.1.1.3 Summons-Response

Summons-Response is a type of adjacency pairs which is produced to call someone. It often occurred at the beginning of meeting. Usually, the way of summons is calling the name of person. It means that the interlocutor has known each other. The response of summons can be call the name also or give other response. The writer has found 10 data for this type and only 3 data will represent it.

- Example 9 (Page 13 Turn (55-56))

  KAI : Princess Anna...?
  ANNA : Huh? Yeah?

  In example 9, the first part, KAI, summons Anna from out of the door by calling “Princess Anna...?” It is replied by Anna in the second part by saying “Huh? Yeah?”.

- Example 10 (Page 65 Turn (418-419))

  ANNA : Elsa? It's me...Anna?!
  ELSA : Anna.

  In example 10, the first part, Anna, summons her sister, Elsa, in the Elsa’s castle “Elsa? It's me...Anna?!” Then, it is responded by Elsa with shocked intonation by saying “Anna.”
• **Example 11 (Page 75 Turn (485-486))**

ANNA : Olaf!
OLAF : Hang in there, guys!

In example 11, the first speaker, Anna, summons Olaf because she sees Olaf has fallen into the ravine. It is responded by Olaf in the second part by saying “Hang in there, guys!”.

4.1.1.4 **Request-Acceptance / Refusal**

Request-Acceptance/Refusal type is a type of adjacency pair which is uttered when the person needs or asks someone to do something. There are 2 responses of this type: acceptance and refusal. Acceptance indicates the preferred response, while refusal indicates the dispreferred response. The writer has found 22 data for Request-Acceptance/Refusal type, it consist of 9 data is preferred response and 13 data is dispreferred response. To represent this type, I deliver 3 data as follows:

• **Example 12 (Page 35 Turn 205-207))**

HANS : I’m coming with you.
ANNA : No, I need you here to take care of Arendelle.
HANS : On my honor

In example 12, the first part, Anna, asks Hans to take care of Arendelle when she left to find Elsa. It is responded by Hans in the second part by saying “On my Honor.” This is an example of request which is responded by acceptance or it called by the preferred response.
- **Example 13** (Page 44 Turn (249-250))

  ANNA : Take me up the North Mountain... Please.
  KRISTOFF : We leave at dawn... And you forgot the carrots for Sven.

  In example 13, the first part, Anna, requests Kristoff to take her up to the North Mountain “Take me up the North Mountain... Please.” It is responded by Kristoff in the second part by saying “We leave at dawn...” This response seems accept the request, but it is a refusal. It occurs because in fact, Anna wants to go as soon as possible. This is an example of request which is responded by refusal, or it called by the dispreferred response.

- **Example 14** (Page 91 Turn (582-583))

  ELSA : You have to tell them to let me go.
  HANS : I will do what I can.

  In example 14, the first speaker, Elsa, requests Hans to tell the guard to let her go. It is responded by Hans with indirect meaning. He says "I will do what I can." which indicates that Hans refused the request. This is another example of dispreferred response.

4.1.1.5 **Command-Obedience / Disobedience**

This is a type of adjacency pairs which is produced when the person wants to give instruction to other. There are 2 responses of this type: acceptance and refusal. Acceptance indicates the preferred response, while refusal indicates the dispreferred response. The writer has found 17 data for this type, it consists of 9 data is preferred
response and 8 data is dispreferred response. There are 3 data to represent this type as follows:

- **Example 15** (Page 7 Turn (26-27))

  KING : Do what you must.
  GRAND PABBIE : I recommend we remove all magic, even memories of magic to be safe.... But don’t worry, I’ll leave the fun.

  In example 15, the first part, King, gives a command to Grand Pabbie to do what the best for Anna’s condition by saying “Do what you must.” It is responded by Grand Pabbie in the second part by removing all magic on Anna’s mind. The response shows that Grand Pabbie is obey to the King. This is one of preferred response example.

- **Example 16** (Page 92 Turn (586-587))

  KRISTOFF : Stay out of sight, Olaf!
  OLAF : I will!

  In example 16, the first speaker, Kristoff, gives a command to Olaf to keep hide from people by saying “Stay out of sight, Olaf!” It is responded by Olaf as the second speaker with saying “I will!” The response points out that Olaf obey to Kristoff. This is another example of preferred response.

- **Example 17** (Page 47 Turn (284-285))

  KRISTOFF : Stop talking.
  ANNA : No, no, no. I’d like to meet these—

  In example 17, the first part, Kristoff, gives a command to Anna to stop talking because he listens to something suspicious by saying
“Stop talking.” Anna responds it in the second part by saying “No…”
The response shows that Anna did not obey to Kristoff. This is one of
dispreferred response examples.

### 4.1.1.6 Offer-Acceptance / Rejection

Offer-Acceptance / Rejection is a type of adjacency pair which is
produced when the person wants to do something with intend to offer
aid, service or etc. There are 2 responses of this type; acceptance and
rejection. Acceptance indicates the preferred response, while rejection
indicates the dispreferred response. The writer has found 4 data for
Offer-Acceptance/Rejection type, it consists of 2 data is preferred
response and 2 data is dispreferred response. There are only 2 data for
representing this type.

- **Example 18** (Page 25 Turn (126-127))

  **ANNA**: Okay, can I just say something crazy?
  **HANS**: I love crazy.

  In example 18, the first part, Anna, offers to say something crazy
to Hans “…can I just say something crazy?” It is responded by Hans
with saying “I love Crazy.” The response points out that Hans accepted
what Anna’s offer. This is one of preferred response example.

- **Example 19** (Page 21 Turn (92-93))

  **DUKE**: Your Majesty, as your closest partner in trade, it
  seems only fitting that I offer you your first dance
  as queen.
  **ELSIA**: Thank you…only I don’t dance.
In example 19, the first part, Duke, offers Elsa to dance with him “...I offer you your first dance as queen.” It is replied by Elsa in the second part by saying “Thank you...only I don’t dance.” The response indicates that Elsa refused what Duke’s offer. This is an example of dispreferred response.

4.1.1.7 Invitation-Acceptance/Refusal

Invitation-Acceptance, it is the type which is uttered when the person wants to invite someone to follow or to come, usually using ‘come on’, ‘come with me’, or etc. There are 2 responses of this type; acceptance and refusal. Acceptance indicates the preferred response, while refusal indicates the dispreferred response. The writer has found 3 data for this type and all of them are representing it.

- **Example 20** (Page 80 Turn (524-525))

  ANNA : Oooh... That’s nice.

  In example 20, the first part, Kristoff, invites Anna to follow him to through the way “Wait. Come here.” It is responded by Anna in the second part by saying “Oohh... That’s nice.” It indicates that Anna accepted the invitation. This is the example of preferred response.

- **Example 21** (Page 58 Turn (358-359))

  OLAF : So, **come on**! Elsa’s this way. Let’s go bring back summer!
  ANNA : I’m coming!
In example 21, the first part, Olaf, invites Anna to follow him through the way which Elsa ever passed “…come on! Elsa’s this way. Let’s go bring back summer.” It is responded by Anna with saying “I’m coming.” The response shows that Anna accepted Olaf’s invitation. This is another example of preferred response.

- **Example 22** (Page 52 Turn (313-314))

  ANNA: ...Yeah. *Now come on. This way to the North Mountain.*
  KRISTOFF: More like this way.

  In example 22, the first part, Anna, invites Kristoff to follow him through the way by saying “…Now come on. This way to the North Mountain.” In the second part, Kristoff refuses it by saying “More like this way.” This is one of dispreferred response example.

4.1.1.8 **Suggest-Acceptance / Refusal**

  Suggest-Acceptance / Refusal is a type of adjacency pairs which produced when the person want to give a suggestion to others. There are 2 responses of this type; acceptance and refusal. Acceptance refers to the preferred response, while refusal refers to the dispreferred response. The writer has found 10 data for this type, it consists of 2 data is preferred response and 8 data is dispreferred response. To represent this type, I provide 3 data as sampling to represent this type.

- **Example 23** (Page 87 Turn (568-569))

  KRISTOFF: Anna, we’ve got to get you back to Hans.
  ANNA: ...Hans.
In example 23, the first speaker, Kristoff, utters “Anna, we’ve got to get you back to Hans.” which means that Kristoff gave a suggestion to get Anna back because Anna in weak condition. Then, it is responded by Anna as the second speaker by saying “…Hans.” From the utterance and expression, it indicates that Anna accepted the suggestion. This is one of preferred response examples.

**Example 24** (Page 69 Turn (446-447))

ANNA : It’s okay, you can just unfreeze it
ELSA : No, I can’t. I don’t know how

In example 24, the first part, Anna, suggests her sister, Elsa, to make a better condition by saying “…you can just unfreeze it.” It is responded by Elsa by saying "No, I can’t…" The response points out that Elsa refused the suggestion. This is an example of dispreferred response.

**Example 25** (Page 102 Turn (662-663))

OLAF : No, no, no, no, no. You need to stay by the fire and keep warm.
ANNA : I need to get to Kristoff.

In example 25, the first part, Olaf, suggests Anna to keep close to the fire and keep warm by saying “…You need to stay by the fire and keep warm.” It is responded by Anna by saying "I need to get to Kristoff." The response indicates that Anna refused the suggestion because she has an opinion to meet Kristoff. This is another example of dispreferred response.
4.1.1.9 **Assessment-Agree / Disagree**

Assessment-Agree / Disagree type is a type of adjacency pairs which is produced when a person assesses something/ someone. There are 2 responses of this type; agree and disagree. Agree refers to the preferred response, while disagree refers to the dispreferred response. The writer has found 16 data for this type, it consists of 11 data is preferred response and 5 data is dispreferred response. There are 3 data to represent this type.

- **Example 26** (Page 25 Turn (122-123))

  HANS  : Twelve older brothers. Three of them pretended I was invisible... literally...for two years.
  ANNA  : That’s horrible.
  HANS  : It’s what brothers do.

  In example 26, the first part, Anna, assesses Hans story by saying “That’s horrible.” It is responded by Hans by saying “It’s what brothers do.” The response indicates that Hans agreed with the assessment about his brother. This is one of preferred response examples.

- **Example 27** (Page 65 Turn (420-421))

  ANNA  : Elsa, you look different.... It’s a good different.... And this place is amazing.
  ELSA  : Thank you, I never knew what I was capable of.

  In example 27, the first part, Anna, assesses her sister by saying that Elsa looks different and the place is amazing. It is responded by Elsa in the second part by saying “Thank you…” The response shows
that Elsa agreed with Anna’s assessment. This is another example of preferred response.

- **Example 28 (Page 35 Turn (204-205))**

  HANS : Anna, no. It’s too dangerous.
  ANNA : Elsa’s not dangerous. I’ll bring her back, and I’ll make this right.

  In example 28, the first part, Hans assesses that Anna’s decision is dangerous. It responded by Anna by saying “Elsa’s not dangerous…” The response points out that Anna disagreed with Hans’s assessment. This is an example of dispreferred response.

4.1.1.10 **Statement-Agree / Disagree**

This is a type of adjacency pairs which is produced when the person wants to state or assert something. It is like the assertive sentence. There are 2 responses of this type; agree and disagree. Agree refers to the preferred response, while disagree refers to the dispreferred response. The data of this type was found by amount 28 data, it consists of 10 data is preferred response and 18 data is dispreferred response. There are 3 data to represent this type.

- **Example 28 (Page 102 Turn (663-664))**

  ANNA : I need to get to Kristoff.
  OLAF : Why…? (realizing) Oh, oh, oh. I know why.

  In example 28, the first speaker, Anna, states that she needs to meet Kristoff. It is responded by Olaf as the second speaker by asking "Why…?" then, when he realized Anna’s purpose, he immediately
agreed with saying "Oh, I know why." This is one of preferred response examples.

- **Example 29** (Page 107 Turn (688-689))

  OLAF : An act of true love will thaw a frozen heart.
  ELSA : Love... will thaw... (realizing) Love... Of course.

  In example 29, the first part, Olaf, states that an act of true love will thaw a frozen heart. It is uttered when Olaf sees Anna’s body has thawed. It responded by Elsa as the second part “...Love... Of course.” The response means that Elsa realized about an act of true love, she agreed with the statement. This is another example of preferred response.

- **Example 30** (Page 56 Turn (353-354))

  OLAF : Summer? (sinking into wistfulness) Oh, I don’t know why but I’ve always loved the idea of summer, and sun, and all things hot.
  KRISTOFF : Really? I’m guessing you don’t have much experience with heat.

  In example 30, the first part, Olaf, states his feeling that he always loved the idea of summer and sun, and all things hot. It is responded by Kristoff by saying "Really? I’m guessing you don’t have much experience with heat." The response indicates that Kristoff disagreed with the statement. This is one of dispreferred response examples.

- **Example 31** (Page 67 Turn (439-440))

  ELSA : I’m just trying to protect you.
ANNA: You don’t have to protect me. I’m not afraid. Please don’t shut me out again.

In example 31, the first part, Elsa, states that she just trying to protect Anna, it uttered as her reason why she can’t live with Anna. Then, it is responded by Anna in the second part "You don’t have to protect me..." The response shows that Anna disagreed with Elsa’s statement. This is another example of dispreferred response.

4.1.1.11 Apologize-Minimization

This is a type of adjacency pair which is uttered when the person wants to apologize to others. The response of apologies is minimization. The writer has found 5 data for this type. To represent this type, I provide 2 data as follows:

- **Example 32** (Page 13 Turn (57-58))

  KAI: Sorry to wake you, ma’am but--
  ANNA: No, you didn’t. I’ve been up for hours.

  In example 32, the first speaker, Kai, utters “Sorry to wake you, ma’am...” means that he apologized to Anna because he has to wake Anna. This utterance is responded by Anna as the second speaker by saying "No, you didn’t, I’ve been up for hours." The response points out that Anna forgive and minimized the problem.

- **Example 33** (Page 66 Turn (422-423))

  ANNA: ...I’m so sorry about what happened. If I’d known—
  ELSA: No, it’s okay. You don’t have to apologize.... But you should probably go, please.
In example 33, the first part, Anna, apologize to Elsa about her mistakes which make a big problem by saying “I’m so sorry about what happened…” It responded by Elsa in the second part “No. It’s okay, You don’t have to apologize.” The response shows that Elsa forgive and minimized the problem.

To sum up, there are 11 types of adjacency pairs which found in the data. They are Question-Answer, Greeting - Response, Summons - Response, Request - Acceptance/Refusal, Command - Obedience/Disobedience, Offer - Acceptance/Rejection, Invitation - Acceptance/refusal, Suggest - Acceptance/refusal, Assessment - Agree/Disagree, Statement - Agree/Disagree, and Apologize - Minimization.

### 4.1.2 Feedback of Dispreferred Response

Feedback of dispreferred response is the reaction of the first speaker about the unexpected response which is uttered by the second speaker. Some reactions can be accompanied by the utterance. The writer has classified feedback of dispreferred response based on the data analysis into 7 forms; they are an act, expression, attitude, act + expression, act + attitude, attitude + expression and no response. The terms of these forms are created by the writer herself based on the existing data.

The writer found 7 types of adjacency pairs which have dispreferred responses. It has calculated by amount 55 data. To describe it more clearly, it can be seen from the following table.
Table 4.3 Feedback of dispreferred response

<table>
<thead>
<tr>
<th>Dispreferred Response</th>
<th>Act</th>
<th>Expression</th>
<th>Attitude</th>
<th>Act+Expression</th>
<th>Act+Attitude</th>
<th>Attitude+Expression</th>
<th>No Response</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Req-Ref</td>
<td>-</td>
<td>4</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>-</td>
<td>13</td>
</tr>
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<td>Com-Dis</td>
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<td>-</td>
<td>1</td>
<td>1</td>
<td>-</td>
<td>3</td>
<td>9</td>
</tr>
<tr>
<td>Off-Rej</td>
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<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>2</td>
</tr>
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<td>-</td>
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<td>-</td>
<td>1</td>
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<td>1</td>
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<td>15</td>
<td>2</td>
<td>7</td>
<td>6</td>
<td>7</td>
<td>55</td>
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</tbody>
</table>

Figure 4.3 Feedback of dispreferred response in percentage

Based on the diagram above, it appears that the highest form of feedback of dispreferred response is attitude, with the frequency 15 and the
percentage 27.3%. While the lowest form of feedback of dispreferred response is Act + Expression, with the frequency 2 and the percentage 3.6%. The following diagram will explain more detail:

![Form of Feedback Diagram](image)

**Figure 4.4 Feedback of dispreferred response**

The diagram explains that in Request-Refusal adjacency pair, it is found 13 forms of feedback: 4 expressions, 4 attitudes, 1 act + expression, 3 acts + attitudes, and 1 attitude + expression. Then, in Command-Disobedience, is responded by 9 forms of feedback: 2 acts, 2 expressions, 1 act + expression, 1 act + attitude, and 3 no responses. Next, the writer has found 2 forms of feedback in Offer-Rejection, they are 1 expression and 1 no response. Fourth, there is only one type of feedback in Invitation-Refusal, it is attitude + expression. Fifth, in Suggest-Refusal, it is found 8 forms of feedback: 2 acts, 3 attitudes, 1 act + attitude, and 2 no responses.
Sixth, there are 5 forms of feedback that found in Assessment-Disagree, they are 2 expressions, 1 attitude, 1 attitude + expression, and 1 act + attitude. And the last is Statement-Disagree, it is the biggest forms of feedback. The writer has found 17 forms of feedback: 2 acts, 3 expressions, 7 attitudes, 1 act + attitude, 3 attitude + expression, and 1 no response.

4.1.2.1 Act

It is the form of feedback to a dispreferred response to the previous turn in the form of doing something. The feedback can be clamps, fights, gives, explains and walks. There are 6 data which found in this form, with the percentage of 11%. To represent this form, I provide 2 examples as follows:

- **Example 34 (Page 89 Turn (575-576))**

  ELSA: Stay away!
  *Elsa shoots ice at the thugs. They duck out of the way and continue the attack.*
  THUG: Get her! Get her!
  *Elsa fights for her life.*

  This example is taken from the data analysis of command-disobedience. The first part, Elsa, gives a command to Thug to stay away from her, but the thug disobeys. He still attacks Elsa by giving a command to his friend to get Elsa. The feedback of this dispreferred response is Elsa fights the Thug to save herself. In this example, ‘fight’ includes a kind of act.
- **Example 35** (Page 96 Turn (628-629))

  ANNA: You won’t get away with this.
  HANS: Oh, I already have.

  *Hans leaves and shuts her in, locking the door. Anna struggles to the door, yanks on the locked handle.*

  This example is taken from the data analysis of statement-disagree. The first part, Anna, asserts that Hans's expectation is never occurs. Hans disagree, he refutes by stating in the second part "Oh, I already have." then he leaves Anna in the room. The feedback of this dispreferred response is Anna tries to walk towards the locking door and asks for help. This feedback is a form of the act which performed by Anna.

4.1.2.2 Expression

It is the form of feedback to a dispreferred response to the previous turn in the form of showing the feeling of the speaker, such as disappointed, despair, worry, offend, angry, hesitate, shocked and confused. There are 12 data has found in this form and the percentage of 22%. I provide 2 examples to represent this form.

- **Example 36** (Page 105 Turn (675&678))

  ELSA: ...Just take care of my sister.
  HANS: I tried to save her, but it was too late. Her skin was ice. Her hair turned white...

  This example is taken from the data analysis of request-refusal. The first part, Elsa, requests Hans to take care of Anna, but
Hans refuses. It can be shown in the second part, the statement of Hans about Anna’s condition "I tried to save her, but it was too late. Her skin was ice. Her hair turned white.” The feedback of dispreferred response, Elsa is shocked about Hans’s statement “What? No.” In such instance, shocked is indicated as a kind of expression.

**Example 37 (Page 51 Turn (310-311))**

KRISTOFF : It’s completely frozen.
ANNA : ...But it’ll be fine. Elsa will thaw it.
KRISTOFF : Will she?

This example is taken from the data analysis of assessment-disagree. The first part, Kristoff assesses that Arendelle has completely frozen, but Anna disagrees. She believes that it will be fine because Elsa will thaw it. The feedback of this dispreferred response, Kristoff feels hesitate, it can be seen from the utterance “Will she?” In this example, hesitate is indicated as a kind of expression.

4.1.2.3 **Attitude**

It is the form of feedback to a dispreferred response to the previous turn in the form of a tendency to do an act. This type also influences someone to do something such as approves, ignores, constraints, refuses, protests, and disagrees. The writer has found 15 data for this type, with the percentage of 27%. There are 2 examples will represent this type.
### Example 38 (Page 30 Turn (148-149))

ELSA : May I talk to you, please. Alone.
ANNA : No. Whatever you have to say, you-you can say to both of us.
ELSA : Fine. You can’t marry a man you just met.

This example is taken from the data analysis of the request-refusal. The first part, Elsa, requests Anna to take a secret conversation. It is responded by saying “No, Whatever you have to say, you-you can say to both of us.” This utterance indicates that Anna refused. The feedback of this dispreferred response, Elsa approves Anna's desire by saying “Fine. You can’t marry a man you just met.” The form of the attitude is indicated by approving Anna's desire.

### Example 39 (Page 66 Turn (425-426))

ELSA : ...You belong in Arendelle.
ANNA : So do you.
ELSA : No, I belong here. Alone. Where I can be who I am without hurting anybody.

This example is taken from the data analysis of the statement-disagree. The first part, Elsa, states that Anna’s live in Arendelle, but Anna disagrees by saying “So do you.” The feedback of this dispreferred response, Elsa directly refuses to live in Arendelle. She opines that she must live alone and be herself without hurting someone. In such instance, refuse is indicated as the form of attitude.
4.1.2.4 Act + Expression

It is the form of feedback to a dispreferred response to the previous turn in the form of combination between the act and expression of the speaker. There are only 2 data for this form, with the percentage of 3%. Both of the data are representing this type.

- **Example 40** (Page 31 Turn (156-157))

ELSA : The party is over. Close the gates.
ANNA: What? Elsa, no. No, wait!
- Anna grabs Elsa’s hand. She pulls off Elsa’s glove. Elsa gasps, spins around and reaches for the glove in panic.-
ELSA : Give me my glove!

This example is taken from the data analysis of statement-disagree. The first part, Elsa, states that party is over and commands to close the gates, but Anna disagrees by saying “What? Elsa, no. No, wait!” It is shown by grabbing Elsa’s hand until the gloves off. The feedback of this dispreferred response, Elsa panics and asks Anna to give her gloves back. The form of act + expression is indicated by ‘panic’ as an expression and ‘ask to give the gloves back’ as an act.

- **Example 41** (Page 91 Turn (582-583))

ELSA : You have to tell them to let me go.
HANS : I will do what I can.
- Elsa, distraught, hears cracking. She looks down as her shackles begin to freeze over. The storm outside picks up.-

This example is taken from the data analysis of the request-refusal. The first part, Elsa, asks Hans to tell the guards to let her
free, but Hans refuses her by saying “I will do what I can.” The feedback of this dispreferred response is Elsa feels distraught, and she tries to escape from the jail. The form of act + expression is indicated by ‘distraught’ as an expression and ‘try to escape from the jail’ as an act.

4.1.2.5 Act + Attitude

It is the form of feedback to a dispreferred response to the previous turn in the form of combination between the act and attitude of the speaker. There are 7 data for this form, with the percentage of 13%. To represent this form, I provide 2 examples as follows:

- **Example 42 (Page 43-44 Turn (245-246))**

  ANNA : I want you to take me up the North Mountain.
  KRISTOFF : I don’t take people places.
  ANNA : Let me rephrase that...
  -A sack of supplies lands in Kristoff’s lap.-

  This example is taken from the data analysis of the request-refusal. The first part, Anna, asks Kristoff to take her up to the North Mountain for finding Elsa. It is responded by Kristoff by stating “I don’t take people places.” The feedback of this dispreferred response is Anna constrains, it is shown by the utterance “Let me rephrase that...” then she also gives a sack of supplies lands. The form of act + attitude is indicated by
‘constrains’ as an attitude and ‘give a sack of supplies lands’ as an act.

- **Example 43** (Page 67 Turn (436-437))

  ANNA: He’s just like the one we built as kids.... We were so close. We can be like that again.
  ELSA: No, we can’t.
  *Elsa turns and heads up the second story steps.*
  ELSA: Goodbye, Anna.
  ANNA: Elsa, wait—

  This example is taken from the data analysis of assessment-disagree. The first part, Anna, assesses that she and her sister were so close and they can be like that again, but Elsa disagrees then says good bye to Anna. She remembered the bad memories when she was young. The feedback of this dispreferred response is Anna rebels and pursues Elsa. The form of act + attitude is indicated by ‘rebel’ as an attitude and ‘pursue’ as an act.

4.1.2.6 **Attitude + Expression**

  It is the form of feedback to a dispreferred response to the previous turn in the form of combination between the attitude and expression of the speaker. There are 6 data, with the percentage of 11%. I provide 2 examples to represent this form.

- **Example 44** (Page 23 Turn (110-111))

  ANNA: I’ve never been better. *This is so nice. I wish it could be like this all the time.*
  ELSA: Me too...But it can’t.
  ANNA: Why not? If—
  ELSA: It just can’t.
This example is taken from the data analysis of assessment-disagree. The first part, Anna, assesses that being together with her sister is very nice and she wishes it will be like that all the time, but Elsa disagrees, she refuses it even though she also wish. The feedback of this dispreferred response, Anna feels shocked with Elsa’s refusal and she protests “Why not?” The form of attitude + expression is indicated by ‘shocked’ as an expression and ‘protest’ as an attitude.

- **Example 45 (Page 10 Turn (37-38))**

  ELSA : I’m scared. It’s getting stronger.
  KING : Getting upset only makes it worse.
  The King goes to hug her.
  ELSA : No. don’t touch me. I don’t want to hurt you.

This example is taken from the data analysis of assessment-disagree. The first part, Elsa, states that she feels scared about her magic, but King disagrees, he tries to calm Elsa by saying “Getting upset only make it more danger.” The feedback of this dispreferred response is Elsa feels fear when her father wants to hug her and she refuses directly by saying “No. don’t touch me. I don’t want hurt you.” The form of attitude + expression is indicated by ‘fear’ as an expression and ‘refuse’ as an attitude.

4.1.2.7 No Response

It is the form of feedback to a dispreferred response to the previous turn in the form of response is empty, it doesn’t show any
response. It is because the story moves on another topic of conversation, the setting has changed, and there is another speaker interrupts the conversation. There are 7 data which found in this form, with the percentage of 13%. To represent this form, I deliver 2 examples as follows:

- **Example 46** (Page 49 Turn (302-303))

  KRISTOFF : You almost set me on fire!
  Anna reaches out a hand, pulls Kristoff back onto the sled.
  ANNA : But I didn’t.
  Sven cries out. There is a massive gorge ahead.

  This example is taken from the data analysis of the statement-disagree. The first part, Kristoff, asserts that Anna almost set him on fire when Anna throws the flaming blanket to hit the wolves, but Anna disagrees. The feedback of this dispreferred response is absent / no response. It occurs because the setting has changed: they are in a bad situation.

- **Example 47** (Page 87 Turn (564-565))

  KRISTOFF : So remove it, Grand Pabbie.
  GRAND PABBIE : I can’t. If it was her head, that would be easy. But only an act of true love can thaw a frozen heart.
  ANNA : An act of true love?

  This example is taken from the data analysis of command-disobedience. The first part, Kristoff, gives a command to Grand Pabbie to remove the magic, but Grand Pabbie refuses by saying “I can’t…” and he also states that only an act of true love can thaw a
frozen heart. The feedback of this dispreferred response is absent / no response, because this dialogue interrupted by Anna, she repeats part of the Grand Pabbie statement “An act of true love?” shows that Anna didn't understand what the means act of true love.

In short, there are 7 forms of feedback of dispreferred response which found in this data, it consist of Act, Attitude, Expression, + Attitude Act, Act + Expression, Expression + Attitude, and No Response.

4.2 Discussion

The findings in this study point out that almost all dialogues in frozen movie include the types of adjacency pair. It can be seen from the amount of data found by the writer. There are 11 types of adjacency pairs that appear. The question-answer is the highest type of adjacency pairs with 73 data representing 37.6 % of all data, whereas the lowest type of adjacency pairs is Invitation-Acceptance/Refusal, which is 3 data representing 1.5 % of all data as shown in figure 4.1.

The question-answer type is often arises because it is known that all characters in this movie are directly involved in asking question to his interlocutor. It is the easiest type which is uttered by someone when they are interacting. Generally, it occurs because of the response needed is an information. Such as in example 4, the utterance “What made the Queen go all ice-crazy?” indicates that the first speaker need to get an information or explanation. Then, the second speaker takes her turn to give the answer or the
information by saying “Oh well, it was all my fault. I got engaged but then she freaked out because I’d only just met him, you know, that day. And she said she wouldn’t bless the marriage.” This is an explanation response. Of course, someone will ask the question because they assume that the interlocutor has the information they need. So, the answer presented is the things that the interlocutor already knows. However, if the interlocutor does not know the information, of course, they would easily say the truth that they didn't know indeed.

In answering the question, the writer also found the indirect answers. Maybe the answer seems unrelated, but if understand the meaning or the intent of the utterance, we will get the real answer. So, we need to consider all contexts before assessing the answer, such as in example 1. The first speaker uttered a question clearly “Do you have to go?” While the response of the second speaker is indirect answers by saying “You’ll be fine. Elsa” means ‘yes’ the King has to go.

In previous studies, especially in Fuad's research (2015), the question-answer is also the highest type found in the data analysis. This may occur because in the movie, a question-answer always appears with the aim of providing information to the audience through the dialogue of characters about the background of the characters, plot, or even about the movie itself. It will be more attractive when the audience enjoys the movie.

Whereas, in Makassau’s research (2015), the type that often arises is giving information / acknowledge. This occurs because the object analyzed is
the learning process between teachers and students. In addition, the theory used is also limited: she uses only Rymes theory. The different results are also found in Fitriana’s research (2013), she found that 'request' as the highest number that appears. This occurs because the research problem refers to the pattern of adjacency pair.

The interactions in this movie occur because the new characters appear in every scene. So, when they are meeting, they will get to know each other. Of course, the simple way to know each other is asking the questions. As shown in the movie, there are some introductions occurred between characters, such as, when Anna meets with Hans. They start by introducing themselves, then asking each other about the origin, family, habits, hobbies, or even something more intimate.

From the explanation above, it shows that humans need to interact and know each other, in order to build the relationship. As Allah says in surah Al-Hujurat ayat 13:

يَا أَيُّهَا النَّاسُ إِنَّا خَلَقْنَاهُمْ مِنْ ذَكَرٍ وَأُنْثىٍ وَجَعَلْنَاهُمْ شَعُوْبًا وَقَبَائِلٍ لِتَعَارَفُوا إِنَّ أَكْرَمَكُمْ عِندَ اللَّهِ أَكْرَمُكُمْ عِندَهُ ۚ إِنَّ اللَّهَ عَلِيمٌ خَبِيرٌ

“O mankind, indeed We have created you from male and female and made you peoples and tribes that you may know one another. Indeed, the most noble of you in the sight of Allah is the most righteous of you. Indeed, Allah is Knowing and Acquainted.”

To make a good relationship, we need to understand each other when interacting. Especially, understand about the feeling of interlocutor. In this study, the writer found the forms of feedback of dispreferred response. The
highest number of feedback is attitude with the frequency 15 data and the percentage of 27%. It means that the important thing to make a good relationship is keeping the attitude. As shown in example 39, Anna doesn’t want to leave her sister, because she wants to live together in Arendelle. But, the response of her sister is unexpected. Elsa refuses by saying that she wants to live alone without hurting the people. Of course, this refusal makes Anna sad and spoils the relationship between them.

Therefore, people need to keep the attitudes in social life, either attitudes to respond to something or attitude to determine an action. This will make their relationship more harmonious. As in Al-Qur’an surah An-Nisa’:36

وَاعْبُدُوا اللَّهَ وَلَا تُشْرِكُوا به شَيْئًا وَبِالْوَالِدَيْنِ إِحْسَانًا وَبَيْنِ الْفَرْزِيِّينَ وَالْيَتَامَى وَالمُسَاكِينَ وَالْجَارِ ذِي الْقُرْبَى وَالْجَارِ اﻟْجُنُبِ وَالْوَلَّدِ ﻢَلَكَتِ أَيْمَانُكُمْ إِنَّ اللَّهَ لَا يُحِبُّ ﻣَنْ كَانَ مُخْتَالًا فَخُورًا

“Worship Allah and associate nothing with Him, and to parents do good, and to relatives, orphans, the needy, the near neighbor, the neighbor farther away, the companion at your side, the traveler, and those whom your right hands possess. Indeed, Allah does not like those who are self-deluding and boastful.”

This surah refers to the important of making relation between human and Allah, and relation between humans. Relation between humans can be formed by being nice to everyone, such as giving a good response to the interlocutor. The good response means that the speaker able to respond without hurting the feeling of interlocutor.
In brief, Question-Answer is the basic way of interaction. To establish a good interaction, the speaker needs to understand more about the interlocutor, especially about the intent of utterance. The aim of understanding the interlocutor is giving the expected and suitable response, in order to get the good feedback. Thus, the good interaction will create the harmonious relationship between people.