

## CHAPTER IV

### FINDING AND DISCUSSION

#### A. Findings

This finding is used to answer the first question of the research questions, which is to find out what feature was used by Elsa and Anna in the movie. In this research, the researcher found 172 features used by Elsa and Anna. Which are 58 features used by Elsa and 114 features used by Anna. In this case, precise color terms were not employed by Elsa or Anna in this movie. As explained in the theoretical review, Lakoff's theory was used to analyze the features of women's language that were used by Elsa and Anna.

The detailed frequencies of women's language features used by Elsa and Anna are provided in the table. This table shows how many times Elsa and Anna used women's language features in their conversations. From this table, the researcher found out that Elsa only used seven features out of ten, while Anna used nine features out of ten features. It can be said that in this movie Anna talks more than Elsa does.

This table is the result of the finding in Elsa and Anna's utterances checklist that will attach at the end of this research. Besides that, the explanation of each feature used by Elsa and Anna will be explained below the table. In addition, that explanation contains the example of women's language features used by Elsa and Anna. Here is the table:

**Table 4.1**

*The frequencies of women's language features used by Elsa and Anna  
(Adapted from Apastyle, n.d.)*

Features of Women's Language	The Frequency	
	Elsa	Anna
Lexical Hedges/Fillers	6	16
Tag Questions	4	1
Rising Intonation on Declaratives	5	22
Empty Adjectives	2	3
Intensifier	12	26
Hypercorrect Grammar	18	27
Superpolite Forms	11	16
Avoidance of Strong Swear Words	-	1
Emphatic Stress	-	2
<b>Total Features</b>	<b>58</b>	<b>114</b>

Among the features that Elsa and Anna used, both Elsa and Anna are dominant in using hypercorrect grammar and intensifiers features. This result shows that Elsa and Anna want to convey politeness in their speech by using hypercorrect grammar. Nevertheless, intensifiers are used to show their intended meaning and to strengthen their statement, so the receiver will take their statement seriously.

Moreover, six functions for women's language features are applied by Elsa and Anna. Those functions are to show uncertainty, to emphasize the

utterance, to express feeling or opinion, to start a discussion, to get a response, and to soften the utterances.

## B. Discussion

The discussion explain the detail of women's language features used by Elsa and Anna, also the functions of using it. Anna used nine features out of ten. Those are lexical hedges, tag questions, rising intonation, empty adjectives, intensifiers, hypercorrect grammar, superpolite form, avoidance of swear words, and emphatic stress. Elsa used same features except for avoidance of swear words and emphatic stress. Moreover, the reasearcher find out three influential factor of Elsa and Anna in using women's language features. Here are the women's language features used by Elsa and Anna:

### 1. Lexical Hedges or Fillers

This feature generally shows the person is lack of confidence, they are doubtful of the accuracy of their statement. Elsa and Anna used lexical when they are unsure about their statement or when they need to fill the gap in the conversation, so they can think about what they are going to say. Hedges can appear as a confident depending on the partner's background and situation as well. Here are the examples of this feature used by Elsa and Anna in the movie.

Agnarr : "Save them for another night Anna."  
 Anna : "You know I don't have that kind of patience."

From the citation above Anna used hedges you know when her father wants her to ask him at another time about the enchanted forest, so

she has to keep her mouth shut since it was already late night and it was time for her and Elsa to sleep. Before that, she told Elsa that she was impatient to know more about the Enchanted Forest. Here, Anna used hedges you know to express her confidence, because she believes that Elsa knows that she is an impatient girl. In chapter II the researcher mentions that there are two types of using lexical hedges you know. Women mostly used this kind of hedges to show their confidence, while men used these hedges to show the uncertainty of their utterances. In women's language functions, it can be said to express feeling and to emphasize the utterance. Here Anna emphasizes her statement with hedges. Another example of hedges that are used to reveal confidence:

Anna: "Did we hurt your feeling? I'm so sorry if we did. You know, very few people are actually good at family games. That's just a fact."

Anna confidently said you know at first, she even used 2 intensifiers features to strengthen her statement. She told Elsa that it is a fact that not everyone will be good at playing games. She knows that Elsa knows because it is a fact.

The examples above show certainty, it is because of someone's background and the situation. Common functions of this feature are to express uncertainty and lack of confidence. Here are some examples of those functions:

Elsa : "Hhmm...."

Anna : "Oh! Uhh, alarmed? Distracted? Umm, worried? Panicking? Disturbed? Oh, come on, you definitely look disturbed."

In the example above, Elsa, Anna, Kristoff, and Olaf were playing a game that they had to guess words by gesture. So it was Elsa's turn to do a gesture and others will try to guess, which keyword was Ice. In the first place, Elsa used fillers when she thought about what she should do. While Anna used fillers as a breath gap, as she thought about what exactly the answer Elsa meant through her gesture. The fillers that Anna used also show her uncertainty, doubt, and confusion about her answers. She was lack of confidence in answering the game. Another example of hedges;

Anna : "Rematch?"

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

After hearing the magical voice in the play game, Elsa thought that she will just take a rest since she was not sure about the voice. She was confused about whether she will follow the voice or not, instead of that, she just ignored the voice. But not Anna, she asked Elsa if she would like to rematch the person on the team. However, Elsa felt not good after hearing the voice but since it was only Elsa who heard the voice, so she did not think to tell Anna. Elsa said "you know what? I think" because she felt unsure about what she was saying. She doubted whether she will play the game again or take a rest or tell Anna that she heard the voice.

## 2. Tag questions

Tag questions are used when a woman states a claim but is not sure enough about the statement or opinion. This feature shows that women are usually insecure about their opinions. This feature can

function to start a discussion, to express uncertainty, or to get a response.

An example of this feature;

Elsa : “They’re looking at us, aren’t they? Got any advice? Nothing?  
hmm, should I know what that means?”

Elsa used this feature as she talk with the magical fire for the first time. She was applied this feature as a function to get a response and to start the discussion. she said it to open the conversation with the magical fire. Elsa also said that when she was not sure enough whether people really looking for them or not since the people were behind Elsa. So she used tag question because she was believed that the magical fire has a better view since the magical fire was facing the people. Another conversation of tag question:

Olaf : “But that goes against everything Arendelle stands for.”  
Anna : “It does, doesn’t it? I know how to free the forest.”

In this situation Anna was unsure, will she do the right thing by damaging the dam which is will against everything that Arendelle stands for. Anna used tag question to confirm her feeling and opinion about damaging the dam to Olaf. She thinks that Olaf would have other alternatives to free the forest. She appreciated Olaf’s perception since they were alone in a pit without a way out. She was lack of confidence in her statement that she should damage the dam.

### 3. Rising Intonations on Declarative

Rising intonation is employed when women seek confirmation. They tend to raise their intonation because they are hesitant while giving

information or a statement. The characteristic of this feature that women like to raise their intonation to answer a question mostly because they could not believe their partner's statement. Even though sometimes they are answering the question with the question but in different forms and raise the intonation. In the written script, they use question marks on their declarative sentence as a sign that they are raising their intonation. Here are examples of this feature;

Kristoff : "When I said you'd have to be crazy to want to marry a  
man you just met?"  
Anna : "Wait, what? Crazy? You didn't say I was crazy.  
You think I'm crazy?"

In that conversation, Anna raised her intonation to Kristoff after hearing Kristoff's statement. Anna said "you think I'm crazy?" since she was not sure what she has heard Kristoff thought about her, so she employed this feature in order to seek confirmation from him whether it was true or not about what she heard.

Agnarr : "What are you playing?"  
Elsa : "Enchanted forest"  
Agnarr : "That's like no enchanted forest I've ever seen"  
Anna : "You've seen the enchanted forest?"

Anna raised her voice after she heard her father's statement that he had ever seen the enchanted forest for real, but he never told them. So, she raised her intonation to get a confirmation of whether she misheard it or something else.

It can be concluded that a statement becomes a question when they raised their intonation at the end of the statement. In other words,

they are answering the question with the question. The answer of the question is in a declarative sentence.

#### 4. Empty Adjectives

Women tend to express and convey their feelings. This feature is used when women want to show their affection and want to please the ears of their partner, especially when they are talking to another woman. It is because women tend to show understanding of other woman's feelings. In Indonesia, women are like to be praised especially by adding words that pleased to hear. Here is the dialog that uses this feature;

Elsa : "This forest is beautiful."  
 Anna : "The dam. It still stands. It was in grand Phabbie's visions, but why?"

In this situation, Elsa showed her admiration for the forest. Elsa used the empty adjective beautiful to show her emotional feeling. The researcher assumed that Elsa used the empty adjective to emphasize her utterance. So she admired the forest and wanted others to realize it because the first look in this movie when little Elsa and Anna played the enchanted forest, they described the forest as something scary. Another example:

Anna : "Oh no, the princess is trapped to the snow goblin is an evil spell."  
 Anna : "Quick Elsa, make a prince, a **fancy one**."

From the citation above, Anna uses an empty adjective to describe something more that has much adjective meaning in it. Women tend to use the word fancy which can be described as something good,



expensive, handsome, and elegant. So here Anna wants Elsa to make a prince from ice that is handsome, cool, expensive, and things that would make a perfect prince.

## 5. Intensifiers

Intensifiers are known as boosting devices that make stronger the intended meaning and how strong their feeling are. By emphasizing the statement, a woman can be able to get someone's attention. In Frozen II movie, Anna and Elsa are used intensifier word '*just*' frequently. Here are the examples of intensifiers:

Anna : "Are you okay?"  
 Elsa : "Just ... just tired. Good night."

Elsa used an intensifier just to strengthen the word tired. It is used to express her emotional opinion and feeling to Anna. She thought that she might be tired that she heard the magical voice alone and it annoyed her. She used intensifiers to stronger her opinion so that Anna can understand that she did not want to continue the game. She also used it just to make sure Anna that she was okay, she just needed some rest.

Elsa : "I woke the magical spirits at the enchanted forest"  
 Anna : "Okay, that's definitely not what I thought you were gonna say"

Here is Anna not expecting Elsa would wake the spirits up. The spirits in the Enchanted Forest that they played when they were young. The word definitely included as a part of intensifiers. Anna implies intensifier's word definitely to strengthen her intend meaning, that she really was not expecting what Elsa did.

Anna : “Arendellian soldiers?”  
 Anna : “Why does that soldier look so familiar?”

As they arrived at the Enchanted forest, they meet with Arendelian and Northuldra people. When Anna examined Arendellian soldiers, she found someone like she knows who he is. She emphasizes the word ‘familiar’ using an intensifier so. She strengthens her word about the person she really knows about.

#### 6. Hypercorrect Grammar

Women applied hypercorrect grammar to make them somehow more polite. Women are supposed to use correct grammar and correct pronunciation because of their social status. To convey their politeness, they used standard verb forms, while men usually take off the ‘G’ sound at the end of the word, like goin’, workin’, etcetera. However, nowadays the way women used correct pronunciation sometimes made them sound old and too formal in men’s perception. Besides that, they still used it in some parts of their conversation to show their kindness and politeness. Since Elsa and Anna used many hypercorrect grammars, the researcher will be numbering some examples and giving an explanation. The examples of hypercorrect grammar features used by Elsa and Anna are provided in the table below;

**Table 4.2**

*The examples of Hypercorrect Grammar features used by Elsa and Anna  
(Adapted from Apastyle, n.d.)*

<b>Elsa/Anna</b>	<b>Hypercorrect Utterances</b>
Anna	“ <b>You’ve been hearing</b> a voice and you didn’t think to tell me?”
Elsa	“ <b>You’ve seen the Enchanted Forest?</b> ”
Elsa	“ <b>We’ve got to find the voice.</b> We’re going now”
Elsa	“ <b>someone has called me here.</b> ”
Anna	“Don’t do this alone. <b>Let me</b> help you, please.”
Anna	“Olaf, help me stop. <b>Give me</b> a hand. Hang on!”

From the table of examples above, it can be seen that Anna and Elsa used standard English form. They used the correct present perfect tense form as seen in excerpts (2), (3), and (4). Anna used the present perfect continuous tense form as seen in excerpt (1). In excerpts (5), and (6) Elsa and Anna avoid using rough words. Elsa said “want to” instead of “wanna”, Anna said “let me” instead of “lemme” and “give me” instead of “gimme”. They revealed their politeness through standard English form and correct pronunciation. They want to keep their reputation since they are the queen and the princess of Arendelle. They should have good language and attitude because they are the example for their people.

## 7. Superpolite Form

Women used a superpolite form to avoid using strong sentences and indelicate commands. Women tend to ask a favor indirectly. They want their partners to do something for them but ask for it indirectly and make their statement forceless. The word please is often used by Elsa and Anna. Here is an example;

Mattias : “Soldiers! We may be getting on in years, but we’re still strong and proud to serve Arendelle.”  
 Elsa : “Wait. Please. Someone has called me here.”

In this situation, the Northuldra people could not trust Elsa since Elsa was the queen of Arendelle with magic from nature. When the soldiers were ready to save the queen, Elsa asked the soldiers to not attack any person of the Northuldra people. Elsa wants them to give her time to explain politely. She implied the word please to show them that Elsa and the gang here are not to harm anyone. They were in Enchanted Forest because they need to solve the problem that caused Arendelle in danger. They were also there to help the Northuldra people free from the forest since they know that no one can go back from the Enchanted Forest. The word please also indicates a superpolite form characteristic. Another example;

Anna : “Hey, Olaf, um, maybe just one of you should do it?”  
 Olaf : “I agree. She’s a little pitchy.”

When Elsa sang the magical voice, Olaf would sing after her but not in a good voice. So Anna asked Olaf politely to keep silent and just let Elsa sing alone because she was the only one who can hear the voice.

Instead of saying “Keep silent, Olaf” or “Your voice is .....” she said, “Maybe just one of you should do it”. If Anna said keep silent to Olaf, Olaf might feel sad. So she asks Olaf indirectly and in a polite way.

Elsa : “Anna, I need to ask you a question.”  
 Anna : “Okay.”

Here is Anna being touched after knowing that Elsa is still alive. To cheer Anna up, Elsa wants to give Anna a gift which is a snowman. Instead of asking directly the question, Elsa showed her respect to Anna after being a hero to her and the people. She asks Anna’s permission to ask her a question even though she knows that she can just drop the question immediately.

In short, Anna and Elsa used a superpolite form to show their politeness. They do not want to hurt someone’s feelings and be rude to people. They appreciate people around them. Hypercorrect grammar and superpolite form are the same for the researcher, which is to reveal their politeness as a woman. But there are characteristics that differentiate them. We should learn more so we can differentiate it.

#### 8. Avoidance of Strong Swear Words

Women know with a polite image, they are not supposed to convey their strong emotions. Strong swear words are considered as male habit and not suitable for use by women or children. Here is an example:  
 Anna: Oh! Hello. Hi. Sven, don’t you look nice. Oh, my Godness! Olaf!

Here Anna was surprised by the look of Olaf. Anna was surprised that Olaf would dress for her ceremony. Instead of saying a strong

emotional word like “shit” or “fuck” she prefers to use proper words to express her feeling considering herself as a woman also as the new queen of Arendelle.

In this movie, there is only one time that Anna uses this feature, while Elsa never used this feature. It can be said that Elsa or Anna is very careful to choose the words that they are going to say.

#### 9. Emphatic Stress

Emphatic stress is special stress spoken by the speaker to clarify things. This feature is used to strengthen the meaning of their utterance. This feature can be used to emphasize and soften women’s utterances. Here is an example:

Elsa : I promise you I will free this forest and restore Arendella.  
 Anna : That’s a pretty big promise, Elsa.

The setting of this conversation is when Elsa and Anna know that their mother was a Northuldra. Elsa was asking Yelena to believe in her, believe that she was not going there to make a problem. Elsa convinced Yelena and Northuldra people that she was there because she wanted to help them free the forest and find the truth. Instead of supporting her sister, Anna reminded Elsa about her promise, she used emphatic stress pretty big to strengthen her meaning of the promise. She reminded Elsa that at first they were going there to find the magical voice and made a promise to free people and restore the forest was just out of their hands. Anna wanted Elsa to be more careful about what she said because it was a promise.

Besides the women's language features, Elsa and Anna used the features for some reasons as a function. Women's language functions is the functions that made to indicate what function that is possible when Elsa and Anna used women's language features. There are six functions of these features. Those functions are to express uncertainty, to get response, to express feeling or opinion, to emphasize the utterance, to soften the utterances, and to start a discussion. In this movie, both Elsa and Anna are used all of the functions of this women's language features.

#### 1. To Express Uncertainty

According to the finding in this research, Anna and Elsa show uncertainty through three features. They are lexical hedges, rising intonation, and tag questions. Eventhough Elsa is the main character, but Anna used more women's language features. It is because Anna talk more than her sister. To make it clear, the researcher represent the example and an explanation about this women's language function.

For example when Anna said, "You think I am crazy?". In that example, she used rising intonation feature because she felt unsure about what she heard. She never thought that Kristoff would think of her like that. She decided to ask a confirmation of him using rising intonation so he can take her words seriously. Another examples with lexical hedges feature:

Anna	:	"Rematch?"
Elsa	:	"Oh, you know what? I think I'll turn in"

The dialog above happened when Elsa heard the magical voice in the middle of their game when it was her turn to play to be exact. However, similar to the previous example, she is hesitant. She was not sure about what she heard since it was only her that can hear the voice. Elsa used 'I think' in her utterance to reduce the credibility of the statement and it indicates that she was hesitant. She hesitated to tell Anna the truth that she heard the magical voice or make an excuse that she want to take a rest.

## 2. To Get Response

Women like when their statements are responded to, especially by saying things that pleased to hear. When their partner responds to their statement, it shows them that their partner is all ears and takes their statement seriously. Women would think and take it as rude also impolite when their partner is not paying attention when they are talking. Men might like to get a response, but mostly talk to get a response purposely. Women tend to build a relationship, for example using tag questions or lexical hedges. While men are not supposed to build relationship, they tend to talk to the point. They talk about what they need.

Elsa and Anna used four features so they can get response from their partner. Those features are intensifier, lexical hedges, tag question, and rising intonation. Here is the example and the explanation.

Anna : "They're both asleep. So, what do you wanna do?"



The word *so* here indicates lexical hedges even though it is one of the characteristics of an intensifier. Based on the situation, Anna used the word ‘*so*’ to fill the gap when she was thinking about the words she was going to say, not to strengthen or emphasize her statement as the intensifier meaning. Anna used the lexical hedges feature ‘*so*’ to get a response from Kristoff. Since Anna lacked the confidence to start the conversation to make the situation more romantic, so she asked Kristoff what he want to do because it was only them that awake. She wanted to make a romantic situation but acted and said it indirectly.

Here are another examples when Elsa said, “They’re all looking at us, aren’t they? Got any advice? Nothing?”. After fighting with the fire spirit, Elsa found that it was a little cute animal. She starts her first conversation with the fire spirit by using tag questions along with rising intonation on a declarative feature. She intends to get a response from the fire spirit. She already know that people were looking at them. She asks that for clarification and of course to get response, she wanted to get close to the fire spirit. She adds a rising intonation feature to get more attention.

### 3. To Emphasize Utterance

Elsa and Anna used intensifiers and emphatic stress features to make their utterance stronger. So the interlocutor received what they really mean. Elsa and Anna often used intensifiers to emphasize their word such as ‘*just*’ or ‘*very*’. They want to show their intended meaning in a forceless way. Here is the example and the explanation:

Anna : “You chose a nice, cold greeting.”

When they arrived at the enchanted forest, little did they know that there are many eyes watching them. When Northuldra and Arendellian people showed themselves with weapons, Elsa immediately used her power to protect Anna, Kristoff, Sven, and Olaf. She iced the area around her, so no one can approach them. Anna used emphatic stress to the word ‘greeting’ by adding words nice and cold because Elsa use her power to greet them. In other words, Anna tries to tell Elsa that she could use another way to give a good first impression to them.

Anna: “Okay, that’s definitely not what I thought you were gonna say.”

Here is Anna using the intensifier ‘definitely’ to strengthen her intended meaning. She emphasizes that she never thought Elsa would wake up the enchanted forest that they were playing in the past. She already forgot about that enchanted forest thing, that is why she was using an intensifier to emphasize that she really had no clue about what Elsa just said.

Elsa : “Trust me, I just want to help.”

In this scene, Elsa was trying to get close to the Northuldra people. She wanted them to believe in her and that she came there not to fight or do something bad. She comes there to solve their kingdom’s problem and also to help them to free the forest. She emphasizes her help by using the intensifier’s word ‘just’ to show her sincerity.

Another example is when Elsa said, “There is .... I just don’t wanna mess things up.” Here is Elsa using the intensifier feature to emphasize her intention meaning that she did not tell Anna about the Enchanted forest because she did not want to put anybody in danger as last time in frozen I when she almost lost Anna. In other words, it can be said that Elsa also apologized to Anna because she did not tell Anna earlier. She did not want Anna to think that Anna was not important which made her not tell Anna.

#### 4. To Express Feelings or Opinion

Three features functioned to express their feeling, which are empty adjectives, tag questions, and intensifiers. Currently, women are honest or open up to their partners and no doubt tell them about their feelings. They just sometimes do not show it directly. Women usually share their feeling freely with their partners. Women also feel free when they want to share their opinion. Women like to show that they are smart and have knowledge as men do. So they had no doubt to ask what is in their head, even if sometimes they need a little clarification.

When Elsa said, “This forest is beautiful”, she expressed her admiration toward the enchanted forest after she and the others were forced to enter the forest by employing the empty adjective ‘beautiful’. The word ‘beautiful’ is indicated as part of an empty adjective feature.

Elsa : “No. Just their death.”

Elsa used the intensifier ‘just’ to emphasize her utterance about her parents’ death, besides that she also showed her feeling. It revealed that she blames herself for what happened to their parents. She also showed her feeling through her facial expression.

#### 5. To start a discussion

Women tend to start a discussion when they are trying to make themselves comfortable or when they are trying to get close to someone. Most women start a discussion when they felt uncomfortable with the situation around them. Tag question, rising intonation, and lexical hedges can be used for this function. For example:

Anna : “They’re both asleep. So, what do you wanna do?”

Anna used lexical hedges ‘so’ to start a discussion. She was trying to get Kristoff’s attention. The way she said ‘so’ showed that she wanted to have a conversation with Kristoff. In short, she said it in a flirting way.

Another example is when Elsa said, “They’re all looking at us, aren’t they? Got any advice? Nothing?” After fighting with the fire spirit, Elsa found that the fire spirit was a little cute animal. She starts her first conversation with the fire spirit by using tag questions along with rising intonation on a declarative feature. It indicated as start discussion function since it was the first time Elsa met with the fire spirit.

#### 6. To Soften an Utterance

Women are known as polite and soft people. Since Anna and Elsa are women and honored people, so they tend to use features that will

soften their utterances. They modified their intonation and word choices just to make it polite and forceless as it should be. In this research, Anna and Elsa used superpolite form, avoidance of strong swear words, and hypercorrect grammar features for this function. The explanation of this function will be discussed below:

When Anna said, "Please make sure they stay out of the kingdom until we return". In order to give a less offensive and forceful effect, Anna used a superpolite form to show her politeness in her utterance. She needs Phabbie to help her to keep their people safe when they were gone.

Anna : "Don't do this alone. Let me help you, please."

Anna employed both superpolite form and hypercorrect grammar at the same time to make sure that she ask it politely and forceless. She did not force Elsa directly even though she ask for it indirectly because they were promised that they will do everything together. No one would stop Elsa from drowning deep into the Ahtohallan if she went alone. She add the word please as she begging to Elsa to not go alone because she did not want to lose Elsa in the end. She also added the word 'please' to make Elsa consider her decision again to bring Anna with her.

Moreover, there are some influential factors of using women's language features by Elsa and Anna. These factors were found as the researcher analyzed Elsa and Anna's utterances. The factors are gender, psychological perception, and social rules and norms. For example, when Elsa and Anna used women's language features to emphasize their statements

to show that they were serious about what they are saying. Since Elsa and Anna are queens and a princess, they either have to be confident about what they are going to say, no doubt about showing their feeling. Shorty, here are some factors that influenced their language based on the finding of the research:

#### 1. Gender

Sex and gender are two different things that some people might think that they have the same terms, which is not. In chapter two, which talked about language and gender to be exact, the researcher concluded that gender is about feminism and masculinism. Gender is about someone's behavior while sex is about biological maleness and femaleness that belongs to men and women since she/he was born.

In frozen II movie, Elsa and Anna applied women's language features to distinguish them from men. However, Elsa and Anna used women's language to show their characteristics as women. Based on what gender is, Elsa and Anna know their position in society as women, the words they choose and the purposes they have when they utter a statement approve that women have different vocabulary for their speech.

In the result of table 4.1, the researcher finds out that both Elsa and Anna are dominant in using hypercorrect grammar features in their conversation and intensifiers feature in the second place. As women, Elsa and Anna used hypercorrect grammar to show their politeness, not only because they are women but as a leader of Arendelle as well. For example

when Anna said, “Let me help you, please”. A man might say, “Ok. Lemme help you”, we can see a different pattern of grammar. Anna’s statement shows that she is begging her sister, while the man’s statement is more like a command than a request.

Elsa and Anna are using the intensifier feature frequently to show their intended meaning. They want the people they are talking with to take their speech seriously. Men like to say something directly, so they do not add intensifier words. They want to the point. For example when Anna said, “Okay, that’s definitely not what I thought you were gonna say”. A man might say, “Okay, that’s not what I thought you were gonna say”.

Gender shows that women and men have different words for their speak, different expressions when they want to show their feelings, or different body language when they want to hide or to show something. Women’s vocabulary is more abundant, polite, and euphemistic than men’s. It is totally distinguished by their behavior and it can be changed.

## 2. Psychological Perception

People’s behavior is mostly influenced by their environment, because they imitate the way people talk, dress, or think which they spend their time mostly with. They talk and act on how the environment taught them, so they can be accepted in the group of the environment (society).

Psychology perception influenced Elsa and Anna in using women’s language features. The perception of being a role model for

their people made them more careful in choosing words they are going to say and how they should act in public. In short, the perception of being a woman should be polite, elegant, and emotional, and indirectly made them use women's language features.

The way women used women's language features was influenced by their psychological perception of language. Elsa never used avoidance of strong word features because she is being careful about what she is going to say. Anna applied this feature once when she was surprised by Sven and Olaf being dressed. It shows she is being careful to choose the words as well.

Anna used rising intonation on declarative sentences frequently in her conversation than Elsa does. It conveys that she is no doubt to spill what is inside her head and ask it. She raised her intonation mostly because she is surprised by people's opinions.

Anna used more rising intonation than Elsa because she barely can handle her emotion. Meanwhile, Elsa mostly used hypercorrect grammar to show her politeness as a queen of Arendelle. Moreover, Anna used intensifiers frequently to convey her intend meaning and want the others to take her speech seriously. The way their psychological perception influenced them in using women's language features. Edward (2009) concludes in his book chapter 7 Language, Gender, and Identity that someone's perception of language affected their speech, treats, and vocabulary choices.



Recently, a video come by an educational Youtuber named Linguamarina with 5.33M subscribers (Linguamarina, 2021). In the video, she told that nowadays American people just drop the formalities. When they should say, “do you want some coffee?” it becomes, “wanna some coffee?”. It proves that even though Frozen II movie is about a kingdom that usually really used formal language and form, it still inserted the language that presented what people nowadays used. People in the Western used this kind of form when they were not want to sound old or like old people just because of the formalities, and they think it is not cool.

### 3. Social Rules and Norms

Women should act and talk based on how they should be, so they can be accepted in society. Elsa and Anna should follow the social rules and norms as they are the queen and the princess. Besides what their parents taught them, they also have to follow how Arendelle’s people behave, which Elsa and Anna easily adapted.

Since Elsa and Anna are role models and examples, they should show some attitudes toward their people. Social and norms limit their action and vocabulary. They should be more careful when they want to do something or say something. When they are giving a speech or talking to their people as a leader, women, and humans, it should be polite and elegant.

The example in social and norms when it comes to asking a favor, women (Elsa and Anna) would ask indirectly, while men like Kristoff or Olaf would ask directly. In society, asking indirectly have more value than asking directly. In Indonesia, it takes as being impolite to ask directly. In order to ask indirectly, women like to use women's language features such as tag questions, intensifiers, hypercorrect grammar, superpolite form, and hedges.