

**WOMEN'S LANGUAGE FEATURES USED BY FEMALE
CHARACTERS IN *PARADISE HILLS* MOVIE**

THESIS



**BY:
FINNA IFTINAH HAIBAH
REG. NUMBER: A03218019**

**ENGLISH DEPARTMENT
FACULTY OF ARTS AND HUMANITIES
UIN SUNAN AMPEL SURABAYA**

2022

DECLARATION

I am the undersigned below:

Name : Finna Iftinah Haibah
NIM : A03218019
Department : English
Faculty : Arts and Humanities
University : UIN Sunan Ampel Surabaya

Truly state that the thesis I wrote is really original work, and not a plagiarism/fabrication in part or in whole.

If in the future it is proven that this thesis result from plagiarism/fabrication, either in part or in full, then I am willing to accept sanctions for such actions in accordance with the applicable provisions.

Surabaya, 21 March 2022

Who make the statement,



Finna Iftinah Haibah

APPROVAL SHEET

WOMEN'S LANGUAGE FEATURES USED BY FEMALE CHARACTERS IN
PARADISE HILLS MOVIE

by

Finna Iftinah Haibah

Reg. Number: A03218019

Approved to be examined by the Board of Examiners, English Department,
Faculty of Arts and Humanities, UIN Sunan Ampel Surabaya

Surabaya, 21 March 2022

Thesis Advisor



Prof. Dr. Zuliati Rohmah, M.Pd.
NIP. 197303032000032001

Acknowledged by:
The Head of English Department



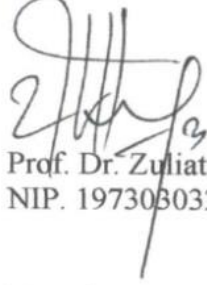
Dr. Wahyu Kusumajanti, M.Hum
NIP. 197002051999032002

EXAMINER SHEET

This thesis of Finna Iftinah Haibah (Reg. Number: A03218019) has been approved and accepted by the Board of Examiners, English Department, Faculty of Arts and Humanities, UIN Sunan Ampel Surabaya on May, 11th 2022.

The Board of Examiners are:

Examiner 1



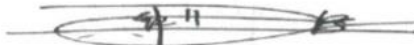
Prof. Dr. Zuliati Rohmah, M.Pd.
NIP. 197303032000032001

Examiner 2



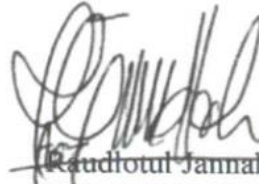
Dr. A. Dzo'ul Milal, M.Pd
NIP. 196005152000031002

Examiner 3



Endratno Pilih Swasono, M.Pd
NIP. 197106072003121001

Examiner 4



Raudhotul Jannah, M.App.Ling.
NIP. 197810062005012004

Acknowledged by:
The Dean of Faculty of Arts and Humanities
UIN Sunan Ampel Surabaya



Agus Aditoni, M.Ag
NIP. 19621002199203100



**KEMENTERIAN AGAMA
UNIVERSITAS ISLAM NEGERI SUNAN AMPEL SURABAYA
PERPUSTAKAAN**

Jl. Jend. A. Yani 117 Surabaya 60237 Telp. 031-8431972 Fax.031-8413300
E-Mail: perpustakaan@uinsby.ac.id

LEMBAR PERNYATAAN PERSETUJUAN PUBLIKASI
KARYA ILMIAH UNTUK KEPENTINGAN AKADEMIS

Sebagai sivitas akademika UIN Sunan Ampel Surabaya, yang bertanda tangan di bawah ini, saya:

Nama : FINNA IFTINAH HAIBAH
NIM : A03218019
Fakultas/Jurusan : ADAB DAN HUMANIORA / SASTRA INGGRIS
E-mail address : finnale99@gmail.com

Demi pengembangan ilmu pengetahuan, menyetujui untuk memberikan kepada Perpustakaan UIN Sunan Ampel Surabaya, Hak Bebas Royalti Non-Eksklusif atas karya ilmiah :

Sekripsi Tesis Desertasi Lain-lain (.....)
yang berjudul :

WOMEN'S LANGUAGE FEATURES USED BY FEMALE CHARACTERS IN *PARADISE
HILLS* MOVIE

beserta perangkat yang diperlukan (bila ada). Dengan Hak Bebas Royalti Non-Eksklusif ini Perpustakaan UIN Sunan Ampel Surabaya berhak menyimpan, mengalih-media/format-kan, mengelolanya dalam bentuk pangkalan data (database), mendistribusikannya, dan menampilkan/mempublikasikannya di Internet atau media lain secara *fulltext* untuk kepentingan akademis tanpa perlu meminta ijin dari saya selama tetap mencantumkan nama saya sebagai penulis/pencipta dan atau penerbit yang bersangkutan.

Saya bersedia untuk menanggung secara pribadi, tanpa melibatkan pihak Perpustakaan UIN Sunan Ampel Surabaya, segala bentuk tuntutan hukum yang timbul atas pelanggaran Hak Cipta dalam karya ilmiah saya ini.

Demikian pernyataan ini yang saya buat dengan sebenarnya.

Surabaya, 04 Juli 2022

Penulis

(Finna Iftinah Haibah)

ABSTRACT

Haibah, F. I. (2022). *Women's Language Features Used by Female Characters in the Paradise Hills Movie*. English Department, UIN Sunan Ampel Surabaya. Advisor: Prof. Dr. Hj. Zuliati Rohmah, M.Pd.

Keywords: language and gender, women's language features, *Paradise Hills* movie.

This study aims to analyze the women's language features in the female characters in the *Paradise Hills* movie using Robin Lakoff's theory. This study discovers the investigation of types, functions, and factors of women's language used by female characters in the *Paradise Hills* Movie. This study presents three problems of study: (1) what are the women's language features found in the female characters in the *Paradise Hills* movie? (2) what are the functions of women's language features in the female characters in the *Paradise Hills* movie? (3) What are the factors that caused the use of women's language features in the female characters in the *Paradise Hills* movie?

This study applied a descriptive-qualitative method to analyze the data of the female characters in the form of words, phrases, clauses, and sentences. The data were collected through the female characters' utterances transcription of the movie script. Then, the researcher identified, categorized, and discussed the data found using Robin Lakoff's theory. Moreover, the researcher chose several data to be analyzed and discussed the type, function, and factor of women's language features.

As a result, the researcher found eight women language features uttered by the female characters. The researcher found 101 data uttered by female characters consisting of women's language features. Those features are lexical hedges or filler, tag question, rising intonation, empty adjective, intensifier, hypercorrect grammar, superpolite form, and empathic stress. The most used feature is lexical hedges or filler and the least used are precise color terms and avoidance of strong swear words. Furthermore, the researcher found five language functions used by female characters in the *Paradise Hills* movie. Those are to express uncertainty, to get responses, to soften an utterance, to start a discussion, and to express feelings or opinions. Moreover, the researcher discovered the psychological and social factor shapes the characters' language features.

ABSTRAK

Haibah, F. I. (2022). *Fitur Bahasa Wanita yang Digunakan oleh Karakter Wanita dalam Film Paradise Hills*. Program Studi Sastra Inggris, UIN Sunan Ampel Surabaya. Pembimbing : Prof. Dr. Hj. Zuliati Rohmah, M.Pd.

Kata kunci: bahasa dan gender, fitur bahasa wanita, film *Paradise Hills* .

Penelitian ini bertujuan untuk menganalisis fitur bahasa wanita dalam karakter wanita dalam film *Paradise Hills* menggunakan teori Robin Lakoff. Studi ini menemukan investigasi tentang jenis, fungsi, dan faktor bahasa wanita yang digunakan oleh karakter wanita dalam Film *Paradise Hills*. Penelitian ini menyajikan tiga masalah penelitian: (1) apa fitur bahasa wanita yang ditemukan dalam karakter wanita dalam film *Paradise Hills*? (2) apa fungsi fitur bahasa wanita pada karakter wanita dalam film *Paradise Hills*? (3) apa faktor-faktor yang menyebabkan penggunaan fitur bahasa wanita pada karakter wanita dalam film *Paradise Hills*?

Penelitian ini menggunakan metode deskriptif-kualitatif untuk menganalisis data tokoh perempuan berupa kata, frasa, klausa, dan kalimat. Data dikumpulkan melalui transkripsi ucapan karakter wanita dari naskah film. Kemudian, peneliti mengidentifikasi, mengkategorikan, dan mendiskusikan data yang ditemukan dengan menggunakan teori Robin Lakoff. Selain itu, peneliti memilih beberapa data untuk dianalisis dan dibahas jenis, fungsi, dan faktor fitur bahasa wanita.

Hasilnya, peneliti menemukan delapan fitur bahasa wanita yang diucapkan oleh karakter wanita. Peneliti menemukan 101 data yang diucapkan oleh karakter wanita yang terdiri dari fitur bahasa wanita. Ciri-ciri tersebut lexical hedges atau filler, tag question, rising intonation, empty adjective, intensifier, hypercorrect grammar, superpolite form, and empathic stress. Fitur yang paling sering digunakan adalah lexical hedges atau filler dan yang paling jarang digunakan adalah precise color terms dan avoidance of strong swear words. Selanjutnya, peneliti menemukan lima fungsi bahasa yang digunakan oleh tokoh perempuan dalam film *Paradise Hills*. Yaitu untuk mengungkapkan ketidakpastian, untuk mendapatkan tanggapan, untuk melunakkan suatu tuturan, untuk memulai suatu diskusi, dan untuk mengungkapkan perasaan atau pendapat. Selain itu, peneliti menemukan faktor psikologis dan sosial yang membentuk fitur bahasa karakter.

TABLE OF CONTENTS

Cover Page	
Declaration	ii
Approval Sheet.....	iii
Examiner Sheet	iv
Publication Agreement Sheet	v
Abstract	vi
Abstrak	vii
Table of Contents	viii
List of Tables.....	xi
List of Figures	xii
CHAPTER I INTRODUCTION	1
1.1 Background of the Study.....	1
1.2 Problems of the Study	6
1.3 Significance of the Study	6
1.4 Scope and Limitation of the Study.....	7
1.5 Definition of the Key Terms	7
CHAPTER II REVIEW OF RELATED LITERATURE	8
2.1 Women’s Language Features.....	8
2.1.1 Lexical Hedges or Filler.....	9
2.1.2 Tag Question	10
2.1.3 Rising Intonation.....	11
2.1.4 Empty Adjective.....	11
2.1.5 Precise Colour Terms.....	12
2.1.6 Intensifier	12
2.1.7 Hypercorrect Grammar	13
2.1.8 Superpolite Form.....	14
2.1.9 Avoidance of Strong Swear Words.....	14
2.1.10 Emphatic Stress.....	15
2.2 Function of Women’s Language Features	15
2.2.1 To Express Uncertainty.....	16

2.2.2 To Get a Response	16
2.2.3 To Soften an Utterance.....	16
2.2.4 To Start a Discussion	16
2.2.5 To Express Feeling or Opinion	17
2.3 The Factors of Women Language Features	17
2.3.1 Physiological Factor.....	17
2.3.2 Psychological Factor	17
2.3.3 Social Factor.....	18
2.4 <i>Paradise Hills</i>	19
CHAPTER III RESEARCH METHODS	20
3.1 Research Design.....	20
3.2 Data Collection.....	20
3.2.1 Research Data.....	20
3.2.2 Data Source and Subject of Study.....	21
3.2.3 Instrument	23
3.2.4 Data Collection Techniques	23
3.3 Data Analysis	24
CHAPTER IV FINDINGS AND DISCUSSION	28
4.1 Findings.....	28
4.1.1 Types of Women Language Features.....	28
4.1.1.1 Lexical Hedges or Filler.....	30
4.1.1.2 Tag Question	33
4.1.1.3 Rising Intonation.....	35
4.1.1.4 Empty Adjective.....	37
4.1.1.5 Intensifier	38
4.1.1.6 Hypercorrect Grammar	40
4.1.1.7 Superpolite Form.....	42
4.1.1.8 Emphatic Stress.....	43

4.1.2 Functions of Women Language Feature	44
4.1.2.1 To Express Uncertainty	45
4.1.2.2 To Get a Response	46
4.1.2.3 To Soften an Utterance.....	48
4.1.2.4 To Start a Discussion	49
4.1.2.5 To Express Feeling or Opinion	50
4.1.3 Factors of Women Language Feature	51
4.1.3.1 Psychological Factor	52
4.1.3.2 Social Factor.....	55
4.2 Discussion	57
CHAPTER V CONCLUSION AND SUGGESTION	62
5.1 Conclusion	62
5.2 Suggestion.....	63
REFERENCES.....	64



 UIN SUNAN AMPEL
 S U R A B A Y A

LIST OF TABLES

Tables	Pages
Table 3.1 The codes of the Women's Language Features	25
Table 3.2 The codes of the Women's Language Functions	25
Table 3.3 The codes of the Women's Language Factors	25
Table 3.4 Women's Language Features	26
Table 3.5 Frequency of the Language Functions	26
Table 3.6 Frequency of the Factors	26
Table 4.1 Women's Language Features	29
Table 4.2 Women's Language Functions	45



UIN SUNAN AMPEL
S U R A B A Y A

LIST OF FIGURES

Figure	Pages
Figure 3.1 Data Highlighting	24
Figure 3.2 The Example of Coding Data	25



UIN SUNAN AMPEL
S U R A B A Y A

CHAPTER I

INTRODUCTION

In the first chapter, the researcher intends to present primary concepts related to the study. Those are the background of the study, the problem of the study, the significance of the study, the scope and limitation of the study, and the definition of key terms.

1.1 Background of the Study

A language is a tool for communication that expresses human thoughts and emotions. In conveying language, men and women tend to express themselves differently. Holmes (2013) states that men and women apply different linguistic forms in speech communities as they don't share precisely the same way to express something. Certain linguistic features refer to women's and men's speech only (Holmes, 2013). According to Lakoff, language differences between men and women can arise due to several factors (cited in Retiningrum, 2020).

Wardhaugh (2006) argues that a language used daily is influenced by linguistic as well as social aspects such as education, social status, age, sex, and gender (cited in Lubis & Bahri, 2020). Lakoff argued that female language is inferior to male language (cited in Gu, 2013). According to Gu (2013), males are more oriented toward power than women, as evidenced by several results. When expressing a message, males talk directly, but women communicate sentiments indirectly, implicitly, and softly. Holmes (2013) states that women who speak standard form signal social status awareness. Women seem to lack status in society, so they use

it to claim higher status. Women are assumed as a subordinate position in society as they are powerless. They are supposed to have 'better' behavior, speak more carefully and politely than men as they are the model of society. Zhu (2019) argues that women lack competitiveness over men as women focus on maintaining a good relationship rather than having a conflict. Men tend to do the best in everything but women content with what they have. Women tend to lack confidence because they like to ask for advice or confirmation before doing something. However, this lack of confidence can be interpreted as politeness because they leave an open opinion or their statement less harsh. According to Pan (2011), women have unique characteristics that distinguish them from men, whether in speaking or writing. The significant features reflected in women's use of language on phonology, vocabulary, grammar, topics, and conversation styles. These features tend to mark as women's language because it's influenced not only physiology and psychology but also the society and the culture of civilization.

El-daly (2011) said that the field of language and gender study was dominated from 1973 to the end of the twentieth century (cited in Han, 2014). The idea of the difference between women's and men's language began to gain interest among linguists, psychologists, and communication researchers. They researched the possible source of linguistic variation (Crawford, 1995). Early feminist work on language and gender was proposed by Robin Lakoff. Her book, *Language and Woman's Place*, had a significant impact and triggered other studies relating to language and gender. Lakoff proposed ten features of women's language that women generally use to distinguish between women's and men's language. These

are lexical hedges or filler, tag question, precise color terms, rising intonation, empty adjective, intensifier, hypercorrect grammar, super polite form, avoidance of strong swear words, and empathic stress (cited in Holmes, 2013). Her study was based on her own intuitions and observations.

The study related to women's language features has developed since researchers have discussed them in several sources and media. Lakoff's women's language theory has been discussed in talk shows (Sabela, 2020; Lubis & Bahri, 2020), blogs (Pebrianti, 2013; Pratiwi, 2019), seminars (Lestari, 2018), drama (Khoirot, Rohmah & Puspitasari, 2016) and movie (Safitri 2017; Sudewi & Sedeng, 2018; Retiningrum, 2020). Women's language features study has been combined into many subjects, such as a comparative study between American and Thai movies (Phoophet, 2017). These researchers prove that women's language features can be portrayed through many media in society.

There are some previous studies that collected data from movies. The study was conducted by Safitri (2017) entitled "Women's language in *Tangled* movie: A sociolinguistic study". The researcher applied the descriptive-qualitative method and was supported by the quantitative approach. The researcher analyzed Rapunzel's utterances using Lakoff's theory of women's language features and language function. The researcher found eight women's language features and their functions. The researcher also discovered the portrayal of the gender-neutral movie by analyzing the features in Rapunzel's utterances. The features that didn't exist in this study reduce feminine in the character.

Furthermore, another study was conducted by Sudewi & Sedeng (2018) entitled “Women’s language used by female characters in the movie *How To Be Single*.” The researchers analyzed data using the women's language features theory from Lakoff (1975) and employed the conducting documentation method and descriptive-qualitative method. The researchers found 9 out of 10 features produced by the female characters in *How To Be Single* movie. However, this study didn’t cover the women’s language function.

Moreover, the study from Retiningrum (2020) entitles “Women’s language features used by Lara Jean in the movie *To All The Boys I’ve Loved Before* (2018)”. The researcher investigated the women’s language features theory proposed by Lakoff and the descriptive-qualitative method to analyze the data. The researcher only focused on one character and found 9 out of 10 women’s language features in Lara Jean's character. The researcher also examined two women’s language functions as strengthening and weakening functions.

These previous studies above have examined women's language features and function in several works and media. However, few of them pay attention to investigating women's language features and the factor of women's language features as well. Therefore, this study explores Lakoff's women's language features as the main theory and Pearson's language function theory through the female characters in the *Paradise Hills* movie. Furthermore, the researcher investigates factors that influence women's language features in *Paradise Hills* movie.

This study analyzes the female characters in the *Paradise Hills* movie. *Paradise Hills* is a Spanish science fiction fantasy thriller movie that tells about a beautiful island called *Paradise Hills*. This place is an island where a group of women is shaped to be perfect women. This place is an enchanting place with an aesthetic setting identical to the taste of women. This place provides physical care, manners lessons, and also therapy sessions. The character Uma who realizes the Duchess brainwashed her, invites her friends, Armana, Yu, and Chloe to escape from the place. Uma and her friends discover the secret about *Paradise Hills*. *Paradise Hills* provides a substitute and replaces the real person to be a clone with the perfect shape. This movie is mainly characterized by women and it relates to women's lives should be in society. This study examined the female characters in the *Paradise Hills* movie. The researcher analyzed women's language features from five characters: Uma, Yu, Chloe, Armana, and The Duchess. These characters express themselves differently as they have from different personalities and backgrounds. The differences in status and conditions will affect how they speak and treat a particular situation. Therefore, it is interesting to observe how they apply women's language features in various cases.

This study focuses on women's language features and their function in the utterances of selected female characters in the *Paradise Hills* movie. The researcher applies theory from Robin Lakoff's women's language features and Judy Pearson's language functions. Moreover, the researcher examines the factors that underlie the women's language features used by the characters in *Paradise Hills* movie. The researcher chooses Robin Lakoff's women's language features

theory as the main theory because the theory appears to be specific and easy to investigate. Thus, these theories are applied to investigate women's language features in the *Paradise Hills* movie.

1.2 Problems of the Study

Regarding the background above, the researcher formulated the research questions into:

1. What are the women's language features found in the female characters in the *Paradise Hills* movie?
2. What are the functions of women's language features in the female characters in the *Paradise Hills* movie?
3. What are the factors that caused the use of women's language features in the female characters in the *Paradise Hills* movie?

1.3 Significance of the Study

The researcher expects to give contribute to the field of linguistics regarding women's language features and functions. The researcher is concerned to provide an explanation and understanding of women's language features through female characters in the *Paradise Hills* movie following Robin Lakoff's women's language features theory. Furthermore, the researcher intends to cover language function and factors through Judy Pearson's theory and Zhu's research. The researcher hopes that this recent study may help and give the knowledge as an example of how women's language features implied in the movie for the future researcher.

1.4 Scope and Limitation of the Study

The scope of this study focused only on the sociolinguistics field concerning women's language features theory proposed by Robin Lakoff (1975) and language function theory proposed by Judy Pearson (1985). Both theories were applied to analyze selected female characters in the *Paradise Hills* movie. The data were taken from the words, phrases, and clauses uttered by selected female characters in the *Paradise Hills* movie. Therefore, the limitation only focuses on female characters' utterances relating to women's language features.

1.5 Definition of the Key Terms

1. Women's language feature: the characteristic or style of women's speech on expressing something.
2. Language function: the purpose of a language used.
3. *Paradise Hills*: a Spanish science fiction fantasy thriller movie that was released on 11 October 2019 in Spain and on 25 October 2019 in the U.S.

UIN SUNAN AMPEL
S U R A B A Y A

CHAPTER II

REVIEW OF RELATED LITERATURE

In the second chapter, the researcher provides the related theories regarding this study. The researcher gives a theoretical reference that explains women's language features, language functions, and influence factors of women's language feature.

2.1 Women's Language Features

Early in the 1970s, linguists began to attach great importance to differences between the language of men and women in various ways (Gu, 2013). Deborah Cameron divided three beliefs regarding possible differences between men's and women's ways of expressing themselves (Karlsson, 2007). Deficit theory considers that women's language is inferior to men's language. Dominance theory points out that men dominated the language as men had more power. The last difference theory believes that men's and women's languages merely have different cultures. It assumes that women's speech patterns are different from men's.

The research regarding gender differences began with Robin Lakoff in her book *Language and Woman's Place*. She claimed specifically the distinctive features of women's language that distinguishes men. Women's language features are characterized as lexical hedges or filler, tag question, precise color terms, rising intonation, empty adjective, intensifier, hypercorrect grammar, superpolite form, avoidance of strong swear words, and emphatic stress (cited in Holmes,

2013). It views that these features are more associated with women rather than men. Lakoff defined women's communication styles as hesitating, ingratiating, and weak (Weatherall, 2002). Moreover, women's speaking style is associated with women and their subordinates' social status in society.

Lakoff's research has a significant influence on the later linguists' research. A lot of research was initiated by Lakoff's speculations. Years later, another linguist, Coates, investigated in-depth single-sex female groups and referred to storytelling, hedging, questioning, repetition, and establishing a collaborative floor as women's linguistic strategies in talking with friends (Alami, 2016). Moreover, Lakoff's book aroused interest in language and gender despite the view of women's features.

2.1.1 Lexical Hedges or Filler

Lexical hedges indicate women's hesitation, insecurity, and lack of confidence when facing a particular statement or situation (Murti, 2018). Coates states that the way women utter hedges shows they avoid stating or saying something definitively and leave their choices open (cited in Retiningrum, 2020). The use of hedges in women has various kinds. Lakoff (2004) states that hedges of "well", "y'know", "kinda", and so forth indicate the speaker's uncertainty about what she is saying. The hedging "sort of" might be used to soften the impact of a potentially offensive statement, as in "John is sorta short". The function of "I guess", "I think", and "I wonder" is to preface declarations and questions. According to Lakoff, women's usage of these hedges arises from the concern of appearing too masculine by being strong and speaking clearly (Talbot, 2020).

The filler is a meaningless word, sound, or phrase utter to fill the silence in speech. The examples of fillers are 'uh', 'right', 'like', 'ah', 'um', and 'so'. Both hedges and fillers indicate the speaker's doubt, unsure, and lack of confidence. These features also reduce or weaken the power of an utterance in speech (Retiningrum, 2020).

2.1.2 Tag Question

Jakobsson (2010) states that women use tag questions more frequently than men, but the results are not much different. Lakoff (1975) states that a tag question is midway between an outright statement and a yes-no question. The tag question indicates that the speaker lacks confidence in stating a claim or the speaker unsure about the truth of a claim. Lakoff argues this feature can cover insecurity and doubt about the speaker's speech toward the claim (cited in Sabela, 2020). Also, this feature sometimes shows that the speaker is looking for information, clarification, or confirmation from the statement. Tag question appears at the end of the statement in the form of aren't you?, right?, etc.

As Lakoff's speculation about tag questions always has the same function. Another linguist, Holmes, argues that tag questions may be referential or affective. The referential tag indicates uncertainty towards an utterance's information. The facilitative tag encourages a participant to contribute to the conversation, and the softening tag indicates softening the threatening nature of criticism or command (Talbot, 2020).

2.1.3 Rising Intonation

Lakoff (1975) argues that rising intonation in the declarative form is used to answer typical of a yes-no question, as well as being hesitant. Women focus more on social/emotional characteristics, and women lack a sense of security and strong certainty (Zhu, 2019). Rising intonation turns a statement into a question, thereby weakening its force and making the speaker sound uncertain (Talbot, 2020).

(A) When will dinner be ready?

(B) Oh ... around six o'clock... ?

Based on the examples above, speaker B seems unsure about responding to A's question. Speaker B seems to show an unwillingness to assert an opinion. This speech reflects that the speaker takes responsibility seriously even though the speaker is uncertain about something. However, this feature might show women's language is more polite than men's because it leaves an open opinion rather than enforcing opinions, beliefs, or demands on others (Retiningrum, 2020).

2.1.4 Empty Adjective

Lakoff (1975) states that 'Empty Adjective' implies the speaker's approbation or admiration toward something. The empty adjective has distinctions, which are neutral and women's vocabulary. The examples of neutral adjectives are great, terrific, cool, and neat, and the women's adjectives are adorable, charming, sweet, lovely, and divine. Women can utter the adjectives freely. On the other hand, men need to avoid using the women's adjective vocabulary. Men might use empty adjectives, but it can damage men's reputation,

which remains masculine. The empty adjectives indicate that women tend to be more aware of and sensitive to their surroundings and want to describe their feeling (Wahyuningsih, 2018).

2.1.5 Precise Colour Terms

Rahmawati, Citraesmana, and Indrayani (2019) state the precise colour term mean to name or mention colour. A sense of feminism usually belongs to women. Thus, they tend to use colour terms to make things more vivid and colourful than males (Wahyuningsih, 2018). Women tend to put more detail on naming colours as they establish their emotions through colour naming. Lakoff (1975) argues that women tend to express greater accuracy in naming colours than men, as women use beige, ecru, aquamarine, lavender, etc. Thus, the various colour vocabularies don't exist for most men. Women probably have a larger and richer colour corpus (Zhu, 2019) as Arliss (1991) argues that women have extended vocabularies of colour than men as it is an essential thing in women's life. Women are stereotypically associated with decoration and fashion (cited in Murti, 2018).

2.1.6 Intensifier

The intensifier is often found in women's speech. Lakoff (2004) argues that intensifiers are a way to back down from a commitment to an opinion. Intensifier strengthens meaning and confirms an opinion or statement to convey an expression. Holmes (1992) argues that an intensifier indicates the speaker's anticipation of a situation as a statement to support the listener's unsureness (cited

in Rahmawati, Citraesmana & Indrayani, 2019). As the listener might be unsure about the speaker's statement, thus the speaker strengthens the power of the statement by using intensifiers. The use of an intensifier can be seen in the example below,

(a) We feel really enjoy!

(b) Your performance is so beautiful!

The words really and so extend the strength of the statement which convinces the listener to see how much the speaker loves the situation (Rahmawati, Citraesmana & Indrayani, 2019). The other words categorized as intensifiers are very, just, quite, such, etc.

2.1.7 Hypercorrect Grammar

Lakoff defines hypercorrect grammar as the consistent use of standard verb forms (cited in Oktapiani, Natsir, & Setyowati, 2017). Using this feature involves avoiding terms considered vulgar or offensive and using proper pronunciations. Women tend to use the correct form of a word such as going instead of goin'. The use of the standard form is considered a polite form as women stereotypically do not speak rudely or harshly and are more polite than men (Retiningrum, 2020). Trudgill argues that women utilize the prestige variations more frequently than males because they are more concerned with their status (Talbot, 2020). Women tend to use the standard form because it is considered an overtly prestigious form (Holmes, 2013). As society expects women to be role models, thus, they need to behave in their attitudes and talk nicely which affect the image of women (Al Arsyi, 2020).

2.1.8 Superpolite Form

Women are stereotyped with polite images as women's speech sounds much more 'polite' than men's. Women have a feature that indicates politeness that portrays their image as role models in society. Zhu (2019) argues that women like to use complex and indirect requests when asking for a favour. Women tend to communicate more polite as Rahmawati, Citraresmana & Indrayani (2019) state that women express their polite form in several ways, such as indirect requests, euphemisms, and hypercorrect grammar. By expressing polite form, women portray their side of morality and civility of themselves.

2.1.9 Avoidance of Strong Swear Words

A swear word is an offensive word which used to express strongly the speaker's feeling, for instance, an expression of anger. Lakoff (1973) argues that women express expletives or avoidance of strong swear words to show how strongly they feel about something (cited in Murti, 2018). Swear words are mostly associated with men rather than women and are considered men's language. Men say swear words more than women do in society. As the examples below,

(a) Oh dear, you've put the peanut butter in the refrigerator again.

(b) Shit, you've put the peanut butter in the refrigerator again.

These examples are classified (a) as women's language and (b) as men's language. The difference is how men and women choose meaningless particles (Lakoff, 1975). To express how strong their emotion is, men and women utter different swear words. Men use words like damn, bloody hell, and shit as abusive

and illicit invectives. Meanwhile, women prefer to use swear words softer, such as oh dear, my dear, my goodness, goodness (Retiningrum, 2020). However, Coates (2004) states that the stereotypes about the tough-talking of the male and never-swearing female are false. Zhu (2019) says that nowadays, women begin to utter phrases formerly banned by societal morals, especially among young ladies or female teens.

2.1.10 Emphatic Stress

Emphatic stress is a feature used to emphasize and strengthen women's expressions in a speech. Women use emphatic stress to convey the specific meaning in their utterances. For instance,

"It was a BRILLIANT performance".

The capitalizing word 'brilliant' shows how the speaker wants to strengthen the meaning of utterance. The emphatic stress is usually marked in capital letters (Al Arsyi, 2020).

2.2 Function of Women's Language Features

Women and men have their characteristics in society while interacting. The differences are seen to have different patterns of behaviour. Based on Pearson, there are functions of women's language features, including express uncertainty, get responses, soften an utterance, start a discussion, and express feelings or opinions (cited in Al Arsyi, 2020).

2.2.1 To Express Uncertainty

Women often use elements to express their uncertainty about a particular situation. These features indicate women's doubt, hesitation, or lack of confidence. The features might appear in a variety of contexts, for instance, the utterance "Really? You can make it?". This utterance shows that the speaker is uncertain about a situation.

2.2.2 To Get a Response

Women tend to ask others to do things indirectly. Women want to be understood and acknowledged by others. Women may question indirectly in order to get a response or answer from the addresser. As a result, women often use tag questions to elicit an answer from the addressee (Murti, 2018).

2.2.3 To Soften an Utterance

People assume that women are socially inferior (Murti, 2018). Therefore, women tend to speak more politely. Women typically soften their words to maintain politeness in conversation. The women's features reflect politeness, such as hypercorrect grammar and super polite forms. These features make women's utterances sound less demanding and powerful.

2.2.4 To Start a Discussion

Women like to express their thought enthusiastically. They often use lexical hedges/filler words to start a conversation. They use this feature in various contexts (Sabela, 2020). Besides, women use tag questions to initiate a conversation.

2.2.5 To Express Feeling or Opinion

Women have a tendency to communicate their feelings emotionally. Women like to enhance their emotions in their relationships with others. They exhibit affection for others in various ways in order to keep their friendship (Murti, 2018). The feature that women use to show their affection is emphatic stress, for instance, "Look at that! That's awesome". This utterance shows how the speaker appreciates and praises something.

2.3 The Factors of Women Language Features

According to Zhu (2019), the reasons that can shape women's language features include physiological, psychological, and social reasons.

2.3.1 Physiological Factor

Physiologically, women are different from men. Some scientists discovered statistics proving that women speak more than men regarding language use. Endocrine hormones, which alter women's emotions, have a role in this. This element explains women's strong willingness to speak. However, back then, women had no chance to speak because men suppressed them.

2.3.2 Psychological Factor

The language women used reflected their thought and attitude. Women's behavior is influenced by how society perceives them, forming their personalities. Because of how they are taught, society perceives women to be more insecure, dependent, and emotional than males (Pan, 2011). Women are viewed as relational, socioemotional, caring, nurturing, affiliative, and expressive (Pearson,

1985). According to Zhu (2019), three psychological aspects influence the usage of women's language features. The first is a lack of competitiveness in women. Women prioritize establishing good relationships with others. Thus, they are usually willing to reach a compromise when there is a disagreement. The second is a lack of confidence and a sense of security. Women sometimes express something indicating a lack of confidence. They frequently doubt their abilities to deal with difficulty. They're probably looking for advice or confirmation from others, and they seldom state an absolute "yes" or "no". They show their indeterminacy in conversation. However, when seen positively, women's lack of confidence can be viewed as modesty. As a result, there's always space for improvement in what they've just said. The third is higher sensitivity. Numerous researchers have shown that women exhibit social-emotional or relationship behavior (Charli, 1990). It is linked to women's personality characteristics. It affects how women tend to pay attention to small details that men do not notice. Also, when women convey a point of view, they frequently do it in an indirect manner rather than directly.

2.3.3 Social Factor

According to Zhu (2019), two social aspects shape women's language features. The first is social-historical reasons. The effects of sex-role influence language in society. Society assumes that women have better behavior than men as the image of women is always soft and docile. The distinction between men and women comes from cultural and societal expectations, forming their personalities. Ruble and Higgins (1976) state that sex-role norms are so pervasive

in our interaction with others that we are disposed to behave in sex-appropriate ways (cited in Pearson, 1985). These all are linked to how men and women express themselves to society regarding attitude and expression. The second is social-cultural reasons. It relates to the description of the legendary male and female roles, which creates an ideology.

2.4 *Paradise Hills*

Paradise Hills is a Spanish science fiction fantasy thriller film directed by Alice Waddington. This movie was released in Spain on October 11, 2019, by Alfa Pictures, and in the United States on October 25, 2019, by Samuel Goldwyn Films. This movie is starred by Emma Roberts, Danielle Macdonald, Awkwafina, Eiza González, and Milla Jovovich. This movie tells about an island that is a hostel for women. High-class families send their daughters here to be the perfect version of themselves. The mysterious Duchess controls the facility, including etiquette classes, beauty treatments, gymnastics, and therapy that fixes all physical and emotional flaws. The characters, mostly women, try to escape from this place because this place has a dark secret that makes a substitute woman replace another woman.

CHAPTER III

RESEARCH METHODS

In the third chapter, the researcher explains the methods for collecting data. This chapter is divided into 3 parts namely research design, data collection, and data analysis.

3.1 Research Design

This study applied a descriptive qualitative approach to analyzing the data. Kothari (2004) states the qualitative approach is concerned with subjective assessment of attitudes, opinions, and behavior. This study applied a qualitative method to examine the women's language features theory proposed by Robin Lakoff (1975) in the selected female characters in the *Paradise Hills* movie. The descriptive approach was applied to reach in-depth data to investigate the language function of women's language features through selected female characters in the *Paradise Hills* movie. Furthermore, the researcher covered the factors of women's language features.

3.2 Data Collection

3.2.1 Research Data

The data of the study were in the form of words, phrases, and clauses uttered by main female characters containing women language features from the *Paradise Hills* movie script. This study chose four female characters, Uma, Chloe, Yu, Armana, and The Duchess, the main characters in the *Paradise Hills* movie.

The data were used to identify the women's language features theory by Robin Lakoff and the function of women's language by Judy Pearson. Moreover, the utterances were analyzed to examine factors of women's language features in the *Paradise Hills* movie.

3.2.2 Data Source and Subject of Study

This study chose a Spanish science fiction fantasy thriller movie, *Paradise Hills*. Alfa Pictures released the *Paradise Hills* movie on 11 October 2019 in Spain and on 25 October 2019 in the United States by Samuel Goldwyn Films. The movie took about 95 minutes. The researcher took the data transcript from the downloaded English subtitle of the *Paradise Hills* movie. The researcher checked the transcript by synchronizing the English subtitle and the movie. The criteria applied to choose the subject are the female characters who established the storyline. This study chose female characters in the *Paradise Hills* movie, which are Uma, Chloe, Yu, Armana, and The Duchess. The characters chosen have different personalities and backgrounds. Thus, these characters have different experiences, perspectives, and styles to express their feelings.

The character Uma is a high-class woman whose family went bankrupt. She is forced to marry a high-class man to raise her family class. Uma has a friendly and rebellious personality because she doesn't want her life directed by someone else. Unlike Uma's character, Chloe is a cheerful and optimistic woman. The problem is her body proportion. Her family wanted her to be skinny like her sister. Her family expects the perfection of women in her, like a beauty pageant. Yu's character is a character that is a bit tough and careless. She comes from a

lower-class Chinese family and is cared for by an upper-class family. Her family sent her to *Paradise Hills* because she could not adapt to her new life. Armana is a calm, clever, and wise character. She is a singer who has horrible rumors relating to her behavior. Her company doesn't like when Armana says she wants to do something on her own. Thus, her people spread false rumors that made her sent to *Paradise Hills* to make up for her behavior. The last, The Duchess, has an intimidating and robust character. She is a "perfect" woman description as she looks elegant and dignified. She is highly respected and dominating as she has the authority to control the whole of *Paradise Hills*. Despite the character reference, this movie has an interesting background. This film has set in an era where patriarchy still applies to their culture. Moreover, the social class position is very concerned because it dramatically affects a person's role in society. The condition portrays that the characters are forced to settle temporarily in *Paradise Hills* to become the perfect version of women for them. Furthermore, the character is forced to adapt to culture to conform to the prevailing social convention. As these characters have a significant influence on this film, and considering its background, the researcher chose them as the subject of the study.

This recent study examines all the main characters to know what they usually express daily. The characters chosen are described as someone who has social status, and they are guided to become the perfect woman. Thus, the characters' personalities and backgrounds become one of the considerations in selecting the movie to find out how elegant and graceful characters express woman's language features. This study intends to discover what features are likely

used by the characters daily and what is commonly used by the character considering their background. Her behavior, attitude, manners, and pronunciation will concern how women specifically communicate in society.

3.2.3 Instrument

This study applied the researcher herself as the primary instrument. The researcher applied a human instrument as the method used in the study is qualitative. Lincoln and Guba (1985) argue that humans as an instrument emphasize qualitative research as it deals with human experiences and situations. Human as an instrument is applied to capture the complexity of the human experience (cited in Ary, Jacobs & Sorensen, 2010). The researcher was the main instrument who collected, transcribed, and analyzed the data found in the female characters in the *Paradise Hills* movie.

3.2.4 Data Collection Techniques

The researcher followed the steps below to collect the data:

- Download the movie and the script
The researcher got the movie and subtitle for the data source. The script was downloaded through <https://yifysubtitles.org/subtitles/paradise-hills-2019-english-yify-17803>. Furthermore, the researcher checked the subtitle to synchronize with the movie.
- Watch the movie

The researcher carefully watched the *Paradise Hills* movie from the start until the end with the duration of about 92 minutes. The researcher took note of the utterance that indicates women's language features.

- Collect the data

The researcher transcribed the utterances and applied Ms. Word as media to compile the script. Then, the researcher selected and classified the data containing types of women's language features in the female characters' utterances.

3.3 Data Analysis

In this section, the researcher followed several steps below to analyze the data found. The researcher identified, categorized, discussed, and concluded the data found.

1. Identifying the data

The researcher identified the data indicating women's language features in the selected female characters' utterances in the *Paradise Hills* movie. The researcher highlighted the utterances indicating women's language features; **lexical hedges or filler**, **tag question**, **precise colour terms**, **rising intonation**, **for empty adjective**, **intensifier**, **hypercorrect grammar**, **superpolite form**, **avoidance of strong swear words**, and **emphatic stress** as the example below,

<p>[UMA] Do you all talk like that? [CHLOE] Hey! Well, it's about time, darling. Hi. [CHUCKLES] Rough trip? [UMA] Actually, I don't remember any of it.</p>
--

Figure 3.1: Data Highlighting

Furthermore, to make easier, the researcher gave codes to every features.

The codes were collected as follow:

Table 3.1. The codes of the Women's Language Features

Women's Language Features	Code
Lexical Hedges or Filler	LH
Tag Question	TQ
Precise Color Terms	PC
Rising Intonation	RI
Empty Adjective	EA
Intensifier	IR
Hypercorrect Grammar	HG
Super Polite Form	SP
Avoidance of Strong Swear Words	SS
Emphatic Stress	ES

Table 3.2. The codes of the Women's Language Functions

Women's Language Functions	Codes
To express uncertainty	TEU
To get a response	TGR
To soften an utterance	TSU
To start a discussion	TSD
To express opinion or feeling	TEOP

Table 3.3. The codes of the Women's Language Factors

Women's Language Factors	Code
Physiological factor	PHF
Psychological factor	PSF
Social factor	SCF

The example of coding data as the picture below,

[ASSISTANT] Luggage was arranged by your mother, mademoiselle.

[UMA] Do you all talk like that?
(TSD/PSF)

[CHLOE] Hey! Well, it's about time, darling. Hi. Rough trip?

[UMA] Actually, I don't remember any of it.

Figure 3.2: The Example of Coding Data

2. Categorizing data

The researcher categorized the data found in which types of women's language features and language functions by making a table. The table showed type, and frequency as the table below,

Table 3.4. Women's Language Features

WLF	Data	Total
LH	26/157;	
TQ		
PC		
RI		
EA		
IR		
HG		
SP		
SS		
ES		

Note: Data found on page 26 and number 157

Table 3.5. Frequency of Language Functions

LF	Data	Total
TEU	2/17;	
TGR		
TSU		
TSD		
TEOP		

Note: Data found on page 2 and line 17

Table 3.6. Frequency of Factors

Factor	Data	Total
PHF	2/17;	
PSF		
SCF		

Note: Data found on page 2 and line 17

3. Discussing

The researcher analyzed the data found regarding women's language features proposed by Robin Lakoff and language functions proposed by Judy Pearson. The researcher examined women's language used by the female character through their utterances and covered the functions of women's language feature used. Then, the researcher elaborated on the data and discussed the underlying reason for the women's language and language function used.

4. Drawing the conclusion

The researcher concluded on the result of analyzing the data found based on Robin Lakoff's women language theory and Judy Pearson's language function theory in the female characters' utterances in the *Paradise Hills* movie.



CHAPTER IV

FINDINGS AND DISCUSSION

In the fourth chapter, the researcher presents the data result based on the theory. In this section, the researcher discusses the findings on women's language features, language functions, and the factors. Moreover, the researcher provides correlations with other studies.

4.1 Findings

The researcher intends to show the results of the present study. The researcher has investigated women's language features in the *Paradise Hills* movie uttered by the female characters. Analyzed using Robin Lakoff's theory, the 101 data contain eight women's language features, five functions of women's language, and two factors that shape women's language features used of the characters in the *Paradise Hills* movie.

4.1.1 Types of Women Language Features

In this study, the researcher finds eight out of ten women's language features in the female characters in the *Paradise Hills* movie. The researcher discovers 101 utterances uttered by female characters consisting of women's language features. Those features are lexical hedges or filler, tag question, rising intonation, empty adjective, intensifier, hypercorrect grammar, superpolite form, and empathic stress. The data frequency can be seen in the table below,

Table 4.1. Women's Language Features

Women's Language Features	Total
Lexical Hedges or Filler	44
Tag Question	4
Precise Color Terms	0
Rising Intonation	18
Empty Adjective	8
Intensifier	7
Hypercorrect Grammar	4
Super Polite Form	15
Avoidance of Strong Swear Words	0
Emphatic Stress	1

From Table 4.1, women's language features used by the female characters contain 44 data of lexical hedges or filler, 4 data of tag questions, 18 data of rising intonation, 8 data of empty adjectives, 7 data of intensifier, 4 data of hypercorrect grammar, 15 data of superpolite form, and 1 data of empathic stress. The data above shows that the two most dominant features are lexical hedges or filler followed by rising intonation. Lakoff (1975) states that lexical hedges or filler indicate the speaker's uncertainty about what they are saying. However, not only do the characters show uncertainty, they use lexical hedges or filler to convince the other about a particular situation and also emphasize a statement. In a scene, it is also found that the female characters use lexical hedges to refine their speech. As the characters come from an upper family, they like to be concerned about others and aware of their feelings. Thus, they try not to offend other person. Another feature is rising intonation. According to Lakoff (1975), rising intonation reflects the speaker's hesitation. The characters use rising intonation, indicating that they doubt a situation and seek confirmation. The data above also shows two features that did not exist in the female characters' utterances, those are precise color term and avoidance of strong swear words. This movie does not highlight

the theme of fashion or color interest in women, so the characters don't have a scene to talk about color. Moreover, the researcher doesn't find the avoidance of strong swear words feature in female character utterances. In some way, they utter swear words or other phrases to show strong expressions about the situation. However, as the characters come from the upper, they don't show this expression in public but only among themselves as they are in an informal friendship situation. Thus, they still maintain their image in society. The detailed data explanations are discussed below.

4.1.1.1 Lexical Hedges or Filler

According to Coates (2013), lexical hedges are language expressions that represent the certainty or doubt of the speaker in a particular condition. Filler is a meaningless word (or sound) used to fill a pause in a conversation. The data of lexical hedges or filler that are uttered by the female characters such as “Well”, “You know”, “I guess”, “I mean”, “I thought”, “Um uh”, “Oh”, and “So”. The character uses this feature to indicate uncertainty, doubt, and assurance and fills the silence before making a statement. The data examples of lexical hedges or filler are discussed below.

Data 1

- Armana : Hey... Please don't believe everything you hear about me.
I don't even drink, anymore.
- Uma : Then, why are you here?
- Armana : Well... I wanted to do music in my own voice. My team freaked out. You see, they look at me like a product. They planted all those partying stories about me, and sent me here, to rehab for it, I guess...

Armana is a famous singer who has negative rumors about her behavior. In fact, Armana has a great personality. However, it turns out that people around her spread the rumors. It becomes an issue because Armana doesn't want to follow her agency's decision. Hence, Armana doesn't want Uma to believe the rumors. To clear up the misunderstanding, Armana needs to tell Uma the truth.

While having conversation, Armana utters lexical hedges two times, "well" at the beginning and "I guess" at the end. The hedge "well" reflects her doubts about the situation that she intends to tell Uma about the rumors. Thus, she expresses herself by using hedges before making a statement. As Uma is her acquaintance, she needs to be careful in her words. The hedge of "I guess" at the end of the sentence weakens the effect of her utterances as she gave a prejudice to the agency. Armana's utterances indicate hesitation as Armana must explain why she was placed in *Paradise Hills*. It suggests that Armana is concerned about the mistreatment of her agency, even though her agency slandered her. The hedge makes her words less firm as Armana does not want to make false statements about the agency. Armana is a public figure, so she pays attention to her words. Therefore, she tries to organize her language to make it less harsh.

Data 2

- Chloe : Amarna Vicario. Yeah, her new sound is real neat. She's also...
- Yu : A drunk.
- Chloe : That's not nice.
- Yu : It's true.
- Chloe : Look, I hear her parents are super conservative, and they've got her in detox, before they drag her back home. *You know*, it really must not be easy being famous.
- Yu : Yeah, it's so not easy being famous.

This conversation happens at dinner time. Chloe finds out that Armana has dinner at *Paradise Hills*. At the moment, Uma doesn't know Armana yet. Therefore, Yu and Chloe try to tell her who Armana is. Chloe says that Armana is a talented singer with rumors spreading around her. Chloe also explains that Armana suffers from being a public figure as it needs a lot of care and attention. In explaining the state of Armana, Chloe utters the lexical hedge "you know," which gives the effect that Chloe wants the others to give attention to the utterance. The lexical hedges used indicates that she wants to convince the listener in a specific situation. In this case, she wants to make others understand Armana's position as there are many rules and needs that she must follow because she is a public figure. Thus, the other person immediately responded to what Chloe meant precisely. As an upper, Chloe doesn't want to talk about other people, so she tries to make her utterance less judgmental about other conditions. Thus, she uses lexical hedges to soften her utterance.

Data 3

- Uma : Where's the rest of it?
 Assistant : Our diet is individually calibrated for your optimum physical health and your mental equilibrium.
 Yu : *Eh, uh*, I can't because, *um, I'm, uh, uh*, la-lactose intolerant?
 Assistant : Allergies and intolerances have been dutifully accounted for, and, mademoiselle, dairy is not one of yours.
 Yu : OK, fine, whatever.

This conversation happens at dinner time. The assistants in *Paradise Hills* prepare everyone to have their meal together. When the dishes come, the girls are surprised because the food is in small portions and served with only a cup of milk. Besides, Yu has a condition where she can't consume milk because of an allergy.

Thus, she tries to tell the assistant that she can't drink the milk. Yu expresses the "Eh, uh" filler in her utterance to fill the silence before making a statement. She tries to choose the right words to say as she thinks first, showing her hesitation to tell others about her allergy. The filler gives the speaker time to pause and assists the speaker in preparing the words to be spoken. Yu tries to make the listeners not feel that Yu refuses the dish because she hates the dishes. Thus, Yu chose words that would not offend the assistant. Yu has a great personality, showing a humble and polite attitude to others.

4.1.1.2 Tag Question

Tag Question is a short question that is added at the end of an utterance to ask for information or approval. Lakoff states women utter tag questions more than men (cited in Zhu, 2019). The female characters use tag questions in the form of "Is it?", "Right?", "Don't you think?", and "Aren't you?". The question tags used by the characters indicate that the speaker wants to ask clarification, ensure a condition and refine the words. The data examples of tag question are discussed below.

Data 4

- Woman as Yu : You don't understand where we come from, what we've done to get here. For every single one of us, this is our only chance at a decent life. We were born out of your wars. We've had to grovel for food. You should at least enjoy the life you've already had.
- Uma : Well, you got what you wanted. So I guess one of you is gonna replace me, aren't you? Are you listening to me? Are you here? Did they give you hair like mine? Eyes like mine? My mouth? My skin? The scar on my leg?

When Uma, Chloe, and Yu escape from the guards, this conversation happens. They find a pool full of girls wearing face bandages. One of the girls takes off their bandages, and it turns out that the girl has a similar face to Yu. *Paradise Hills* creates substitutes for their clients. All of the substitutes are educated and trained to be identical to the client. Once the substitutes are ready to replace them, the client must be disappeared. Uma thinks her substitute might be in this place as not all girls take off their bandages. Thus, Uma asks to ensure that her substitute is there.

The data shows that Uma utters the question tag "aren't you?" in her utterance. Her utterance has falling intonation at the end, indicating a softening tag. She is concerned about someone who will replace her. She hopes that someone is in the same place as she wants to deliver her feeling about this weird situation. She uses tag question to express that she needs confirmation about the substitute as all the girls wear bandages on their faces. It makes Uma can't recognize any of them. Uma doesn't ask anything explicitly as she tries to refine her words. She doesn't want other people there to feel offended at Uma's words. Thus, she uses the question tag to soften the utterance. It weakens the meaning of the utterance, hence the listeners won't be offended.

Data 5

Uma	: What's going on? What? Ow. No, no, no! Let me go!
Duchess	: Well, isn't that a pickle? You think this place is a lie. Look at your friend. Her treatment seems rather effective in the end, <i>don't you think?</i> I think both her label and her family will be very, very pleased with the result.

The Duchess shows Uma a screen portraying that Armana has lived her new life happily. Armana looks happy with her partner during an interview. The

Duchess takes Armana as proof that *Paradise Hills* provides effective treatment, not as bad as Uma thought. The Duchess is trying to gain Uma's trust as Uma hates *Paradise Hills*. The Duchess tries to convince Uma by using "don't you think?" in her utterance.

Her utterance shows that she wants to encourage Uma to rethink the prejudice against *Paradise Hills*. Using the tag question, her statement doesn't seem to enforce but still persuades Uma to believe in *Paradise Hills*. The Duchess smoothly expresses her utterances as she makes her point not too firm. The way the Duchess conveys her thoughts shows that she is trying to be a polite and gentle person as she is the owner of *Paradise Hills*. The tag question here aims to convince the other about the idea of *Paradise Hills*.

4.1.1.3 Rising Intonation

Rising intonation turns a statement into a question, thereby weakening its force and making the speaker sound uncertain. The female characters apply this feature in that they feel insecure and doubtful in their statements. Also, it indicates that the characters try to soften their utterances as they don't want their statements to sound too firm. The data examples of rising intonations are discussed below.

Data 6

- Duchess : We are at our best, when we are truly ourselves. Can we agree on that? Mirror Therapy is about owning your story. It's about remembering what makes you, you. Only the things that you would know. Tell yourself the story of who you truly are.
- Uma : **You want me to talk to myself?**
- Duchess : Well, you don't seem to enjoy talking to me. How about this? I'll ask you a question. Answer only if you want to, OK? What was the one thing your mother never gave you?

Paradise Hills has mirror therapy as one of their facility. The client must talk about herself while facing the mirror. It is applied so that the client can be honest with her own feelings. The Duchess explains the details about mirror therapy to Uma. She wants Uma to feel comfortable expressing her feelings well. However, Uma feels unfamiliar in that way. She seems confused about the treatment because it seems like talking to herself. Hence, she raises her intonation when responding to the Duchess' explanation. The utterance "You want me to talk to myself?" indicates that the speaker increases her voice to give stress to her statement. Her statement indirectly shows that she wants accuracy about the therapy as she thinks the treatment is strange. The rising intonation in her utterance is requesting information and confirmation of certain conditions. Moreover, it also indicates that Uma refines her words because she does not want to say that the therapy is strange explicitly. As she is dealing with older people, she tries to be polite and respectful. Although Uma has a somewhat rebellious personality, she still understands the etiquette of behaving with the people she is talking to. It shows that Uma is a polite and great person.

Data 7

Chloe : *You know her?*
 Uma : No. She screwed me over, as soon as I got here.
 Uma : What? Who is she?

When Uma first arrives, she meets Armana, but she doesn't know who Armana is. So when she meets Armana at dinner, she stares annoyingly at her because she has a bad impression of her. Chloe feels that something happens between Uma and Armana as she notices Uma's gaze. She wonders if Uma has something dealing with Armana as she feels the tension between Uma and

Armana. Thus, she tries to get confirmation of their relationship. The data shows that Chloe asked Uma, "You know her?" with an increased intonation in her utterance. Chloe raises her intonation in her words which indicates asking for confirmation from Uma whether she knows Armana. It also signals that Chloe can't believe that her friend knows Armana. So she wants assurance on what happened to Uma and Armana. As Chloe knows something is happening between them, she asks implicitly to make sure Uma wouldn't feel pressured. Chloe has a sociable personality, and she tries to make other people comfortable with her.

4.1.1.4 Empty Adjective

According to Lakoff (1975), empty adjectives convey the speaker's appreciation or admiration for something. The female characters apply empty adjectives to emphasize their emotional expressions in a situation. It is also used when the speaker wants to compliment someone. The female characters use empty adjectives such as 'romantic', 'beautiful', 'charming', 'nice', 'cute', and 'ridiculous'.

The data examples of empty adjectives are discussed below.

Data 8

Armana	: So when you go back to Beijing, you're gonna form what?
Yu	: Uh, Sammy. Sammy and the Decapitated Head Horses.
Chloe	: <u><i>Charming</i></u> .
Armana	: Wait, who's Sammy?
Yu	: I'm Sammy. I formed the band, so...

The dialogue happens when the girls walk around the garden. Uma, Chloe, Yu, and Armana suddenly discuss their lives as their backgrounds are different. When their treatment period in *Paradise Hills* is over, they will return to their families. Armana is curious about what Yu will do after getting out of *Paradise*

Hills. Yu says that she wants to form a band called Sammy and the Decapitated Head Horses. Here, Chloe wants to describe her feeling without hurting the other person. Chloe finds the idea to sound unusual as it is rarely heard from a woman. She wants to emphasize emotion to Yu about the band idea. She says the empty adjective “charming” with a surprised face. It implies that she doesn't seem interested in Yu's plan, but she doesn't mean to offend. Hence, the empty adjective used strengthens Chloe's feeling about Yu's band.

Data 9

- Chloe : What? That is so romantic. I mean, he came all this way for you?
- Yu : Just in time to save you from that shit you're supposed to marry.

When Uma, Chloe, Yu, and Armana relax, Uma sees her boyfriend coming to *Paradise Hills*. After discovering that Uma has been sent to *Paradise Hills*, Uma's boyfriend, Markus, tries to get a job in *Paradise Hills*. Chloe is impressed by Markus' efforts to back together with Uma. She expresses her emotions using the word "romantic" to emphasize her feelings. Her utterance indicates her admiration for Markus's attitude. She strengthens her compliment that represents her feelings by using an empty adjective. Her utterance indicates that she wants others to be aware of her feelings.

4.1.1.5 Intensifier

Women use intensifiers more frequently than men (Lakoff, 2004). Women use intensifiers to reinforce meaning and emphasize an opinion in an utterance. This feature helps strengthen the emotional side of the woman in the statement. The female characters uses intensifier such as 'quite so', 'really', 'certainly', 'very',

'so', and 'frankly'. The characters use intensifiers to emphasize, convincing as well as strengthen the meaning of words or phrases. The data examples of intensifiers are discussed below.

Data 10

Duchess : Try and look in the mirror. Does she look after you?
 Uma : She looks after herself.
 Duchess : You're **very** tough on her.
 Uma : She deserves it.

This conversation happens when Uma is doing mirror therapy with the Duchess. The Duchess guides Uma so that she can express her thoughts well. Then the Duchess finds out that Uma has no good relationship with her mother because she forces Uma to marry another man. Uma thinks her mother is a selfish person. Thus, the Duchess feels that Uma's response was harsh for her mother. The Duchess expresses her feeling toward Uma through her utterance by saying, "very." The intensifier indicates that the speaker intends to emphasize the utterance's meaning. The intensifier "very" usage reinforces the feeling the Duchess gives to Uma. She wants Uma to know that her feeling is too heartless for her mother. The Duchess hopes that Uma can be kinder to her mother. Her utterance convinces Uma to consider her behavior towards others, especially her mother. Thus, the intensifier in her statement strengthens the meaning conveyed by the Duchess. It shows that the Duchess cares about Uma. She wanted Uma to behave well with everyone, especially the older ones. Therefore, the Duchess wants Uma to represent a kind-hearted woman in the society.

Data 11

- Duchess : Honey, you have no reason to be afraid. This is a center for emotional healing. Holistic and sustained healing. Now, most of our girls aren't *quite so* feisty when they arrive, but I do understand how difficult this must be for you.
- Uma : Why can't I leave?
- Duchess : Addressing your anger issues, is gonna take a while. Sweetheart, they told me you lost control again last night.

The context of this conversation is that Uma has just arrived at *Paradise Hills*, and she tried to escape. But in the end, she gets caught and brought to the Duchess. Uma doesn't understand her mom's decision to bring her up in *Paradise Hills*. Thus, the Duchess tries to convince Uma that *Paradise Hills* is a comfortable place for her. The Duchess understands that many girls refuse to be in *Paradise Hills* at first. She uses the intensifier "quite so" to emphasize her expression in giving her opinion about the fact that the new girls used to feel uneasy in *Paradise Hills* at first. The Duchess uses an intensifier to enhance the utterance's meaning for Uma to get the intended point. Thus, the Duchess hopes that Uma doesn't need to worry about living in the *Paradise Hills*. Her statement shows that she cares for Uma. She tries her best for Uma that she needs to take several steps to become the woman her mother wants her to be. Also, the Duchess wants to educate Uma so that she behaves like an upper woman.

4.1.1.6 Hypercorrect Grammar

Lakoff states that "women are not supposed to talk roughly" (Talbot, 2020). Women tend to apply standard forms and speak proper pronunciations. Women apply standard forms because it is associated with high social status. Thus, women who are considered in subordinate roles can claim such status. As

the female characters are an upper who have a position in the community, so they tend to use a formal word order as it is considered a prestige form. The data examples of hypercorrect grammar are discussed below.

Data 12

Chloe : Well, my video was people just, jogging and eating, like, celery. I mean, if it was that easy, everyone would look like Amarna.
Armana : Thank you, Chloe.

This conversation happens when the girls discuss the hologram that appears in the therapy session. The therapy shows the conditions that girls should go through to become the perfect woman. Chloe gets the idea that a perfect woman has an ideal body shape. So, the hologram intends to give Chloe motivation so that Chloe can maintain her body shape. In sharing her experience, Chloe utters, “.., my video was people just, jogging and eating..”. In her utterance, Chloe applies proper vocabulary and pronunciation. It also has sequential and precise tenses. It indicates that she uses the hypercorrect grammar feature. The words used indicate that Chloe avoids harsh words and tries to be polite as she is an upper. Thus she pays attention to how she speaks because society views her as a graceful woman.

Data 13

Chloe : What's that boat doing here?
Uma : No clue.

This conversation happened when the intruder ship entered *Paradise Hills* and caused quite a chaos. People are curious about the incident because *Paradise Hills* has tight security. Here, Chloe wondered why the boat had come to *Paradise Hills*. She utters, "What's that boat doing here?". Chloe pronounces the word

"doing" correctly instead of dropping the 'ng' sound to express her curiosity. It uses a standard form that indicates her social status as she avoids uttering slang.

4.1.1.7 Superpolite Form

Women tend to use the superpolite form in their utterances to indicate politeness and give a sense of softness and kindness. Society expects women as role models of society. Hence, women tend to communicate more politely and gently. The data examples of superpolite form are discussed below.

Data 14

Duchess : Dearest. How are you adjusting, honey?
 Uma : Great. I've always wanted to go to a fascist boarding school, so, this is kind of a dream come true.
 Duchess : Well, I certainly hope we can change that for you.
 Assistant : Please sit, and face the mirror. Please, sit down.
 Duchess : Uma, I know you think this isn't the place for you, and you may be right, **But I'm asking you to be the tiniest bit receptive...**

This conversation happens when Uma experiences the facilities at *Paradise Hills*, but she doesn't enjoy them. The Duchess tries to make Uma comfortable in her current state. Then, the Duchess invites Uma to do mirror therapy. However, Uma doesn't want to obey the Duchess' words as she feels too constrained to do activities that she doesn't like. Thus, the Duchess tries to convince Uma by making her understand a little about the therapy. The Duchess says, "But I'm asking you to be the tiniest bit receptive..." so that Uma will see the therapy as something that will help her become the woman her mother wants. The Duchess' words are not too firm to make Uma obeys her favor. She indirectly asked Uma to follow the Duchess so that Uma would go through the activities and

therapies. The Duchess doesn't want the listeners to be offended by her words as she is a polite and authoritative person. Her utterance also indicates that she doesn't want to restrain and regulate Uma.

Data 15

- Male guest : And here she is. He was heartbroken when you were the only one who went missing after that disaster. Only a man in love can suffer like that. You should feel fortunate.
- Woman as Uma : *I do. Very much so. I just... can't imagine how difficult it must have been for him. I mean, he's invested so much in me.*

This conversation takes place on Uma's wedding day. Everyone praises Uma's perfection and grace as a woman. Thus, Uma becomes the most adored woman at the wedding. Everyone knows that Uma was a different person back then as she didn't want to marry Son. Thus, she had to be in *Paradise Hills*. The guest feels that Uma should be grateful because Son still cares for Uma until the end. Hence, Uma expresses her gratitude politely to Son. Even though Uma hates her husband, she still shows a polite attitude to her husband as Uma's image is a perfect woman. Uma keeps her word even if it goes against her feelings. She wants to show how she has become the 'woman' her mother expected. She doesn't want her role as a woman to be degraded because of her behavior. Everyone pays attention to the way she behaves and speaks so that she shows a depiction graceful woman.

4.1.1.8 Emphatic Stress

Women express emphatic stress to emphasize, strengthen, and reinforce their statements. This feature appears when the speakers try to convince their

message the others, and the speakers get the interlocutor's attention. The data example of emphatic stress is discussed below.

Data 16

Uma : Hey. How do you get cigarettes?
 Armana : An attendant gives them to me. His daughter's a fan. I video chat with her. You know, Uma, There's always a way to get what you want. *Always*.

This conversation occurs when Uma expresses her curiosity about the cigarettes owned by Armana, as *Paradise Hills* has strict rules. Thus, Armana explains to Uma that the staff gives her access to cigarettes. Armana wants to show that anything can happen with power. Armana takes advantage of her popularity to get what she wants. Armana applies emphatic stress to emphasize the word "always" at the end of her utterance. She emphasizes the power of her statements to express the intended meaning. Armana wants Uma to believe in her words, so she uses words that can convince Uma. Hence, Uma can be aware of the message conveyed by Armana.

4.1.2 Functions of Women Language Feature

In this part, the researcher presents the functions of women's language features using Judy Pearson's theory. The researcher found 37 data of express uncertainty while getting responses appears 6 data. Next, both functions of softening an utterance and starting a discussion appear in 20 data. The last, the researcher found 18 data of express feelings or opinions. The frequency data can be seen in the table below.

Table 4.2. Women's Language Functions

Women's Language Functions	Total
To express uncertainty	37
To get a response	6
To soften an utterance	20
To start a discussion	20
To express opinion or feeling	18

4.1.2.1 To Express Uncertainty

Women often express uncertainty through utterances as they sometimes doubt their abilities under certain conditions. There are several features used by the female characters indicating uncertainty function, including lexical hedges or filler and rising intonation. The data explanation is discussed below.

Data 17

- Chloe : No. What'd they show you in there?
 Yu : It was a documentary about my thing. I get anxious. Like, panic-attack anxious. I feel like I'm dying, when I have one. My parents are Lowers. They sent me to Beijing to live with my aunt and uncle. Big shot Uppers, but... I just don't know how to act around them. I don't know how to be. I embarrass them. So, they sent me here, told me not to come back until I got better.
- Chloe : Hey, you're not like the other Lowers. You got a choice now.
 Yu : Yeah, well, maybe my idea of success, isn't stepping on everyone below me.

The conversation happened when Yu told about her condition and family background. Yu doesn't want to lower others lower just because she has power as an upper. As a friend, Chloe encourages Yu not to fall into a situation. Yu realizes that she might behave like an upper once she comes out from *Paradise Hills*. Yu utters the lexical hedge "Yeah, well" at the beginning of her utterance, indicating her uncertainty. Her words are followed by the word "maybe" which made the

impression of uncertainty about her condition clearer. The uppers usually behave by looking at one's caste so that Yu, who comes from lower, does not like the idea of the difference between upper and lower. Yu says, "Yeah, well" showing her doubts at the image that once she has adapted to being an upper, she won't have mistreated the lower.

Data 18

Uma : I don't care. I'm getting out of here.
 Armana : **Well**, I don't know how you think you're gonna do that, because we're on an island in the middle of the ocean.

The data above shows that Uma and Armana are having a debate. Uma wants to escape from *Paradise Hills* because she knows that *Paradise Hills* is not a safe place. Armana came in *Paradise Hills* longer than Uma. So that she knows more about the situation if *Paradise Hills*, she doubts Uma's desire to escape. She uses 'well' in front of her utterance, indicating doubt. Armana thinks that Uma's wish is a difficult thing to do. As the location of *Paradise Hills* is in the middle of the sea, access to escape is somewhat impossible. Armana's words show that she has doubts about Uma's plans.

4.1.2.2 To Get a Response

Women likely want to be understood by the addresser. Hence, women tend to apply the expression to get responses from others. Sometimes they convey the message implicitly. The women's language feature used by the character indicating this function is tag questions and rising intonations. The data explanation is discussed below.

Data 19

- Armana : Uma. Uma. Listen to me, OK? You take that boat with Markus. It's yours.
 Uma : But, how will I find you? What?
 Amarna : Hey. You promise, right?
 Uma : I promise.

The data above shows that Armana utters the question tag to get the response from Uma. This conversation occurs when Armana tells Uma to escape with Markus as she will return to her family first. Uma doesn't feel sure about her escape plan. So Armana utters a question tag at the end of her utterance to implicitly ask Uma's confirmation of her ability to plan to escape. She wants to ensure that she is able to do her mission. Then, Uma responded to her utterance confidently that she promised to escape and find Armana.

Data 20

- Chloe : Uma, isn't that a memory locket?
 Uma : It's the prototype for all the rest.
 Chloe : They still make them?
 Uma : Not the way my dad used to.

The data shows Chloe and Uma talking about antiques. Uma shows the necklace inherited from her father. The necklace can display the memory hologram of Uma and her father. Chloe wonders if the item is still there because it looks antique. She raised her intonation in her words after seeing the necklace. Chloe said, "They still make them?" indicating that she needed a response or answer to her speech. She is interested in unique items that she no longer seems to find, and she expects an answer from Uma. Thus, Uma answers Chloe regarding the antique necklace her father made in the data above.

4.1.2.3 To Soften an Utterance

Women are seen as subordinate roles in society. Therefore, they tend to speak politely and keep their words from offending others. Women are likely to utilize super polite forms and standard grammar. The data explanation is discussed below.

Data 21

- Uma : ***Excuse me, but***, who are you?
 Duchess : Some people complain that rose bushes have thorns. I rejoice that...thorn bushes have roses.
 Uma : What am I doing here?
 Duchess : Honey, you have no reason to be afraid. This is a center for emotional healing. Holistic and sustained healing. Now, most of our girls aren't quite so feisty when they arrive, but I do understand how difficult this must be for you.

The data above shows that this conversation occurred when Uma just met the Duchess, so she did not know the Duchess. Uma's condition was that she had been forcibly pulled after escaping from the room. Even though she was angry, she asked about the Duchess's identity by starting with the words "excuse me." Instead of straightly asking, she softens her words to the Duchess as she is older than Uma. Thus, she must say more nicely to the Duchess.

Data 22

- Uma : Tomorrow?
 Duchess : Frankly, I thought you'd be happier. ***I was under the impression you couldn't wait to go.***

The dialogue above occurs when the Duchess tells Uma that she is allowed to leave *Paradise Hills*. But it seems Uma does not like the decision. The Duchess was surprised by Uma's reaction as she often caused trouble in *Paradise Hills*.

The Duchess knew that Uma wasn't comfortable in the *Paradise Hills* too long.

Thus, due to favorable conditions, Uma is allowed to return home. The Duchess's utterance, "I was under the impression you couldn't wait to go," refers to her opinion toward Uma's attitude. The Duchess notices that Uma has several times disobeyed the rules and does not enjoy activities in the *Paradise Hills*. Instead of apparent conveying Uma's condition, the Duchess made her utterance softer so that Uma would not feel offended.

4.1.2.4 To Start a Discussion

Women tend to start the discussion with words such as well, I think, etc. These words are also a sign that the conversation will be created or the topic will be changed. In this study, the female characters often use lexical hedges or filler to begin the discussion. The data explanation is discussed below.

Data 23

Chloe : So, your mom just likes him because he's rich?
 Uma : She's an Upper, but we're broke. She thinks the marriage will save our family.
 Yu : That sucks. I'm sorry, dude.

The data above shows that Chloe started the discussion using filler 'so.' This conversation arises when a scene shows that Uma's mother made her marry an upper to raise her social status. Chloe utters 'so' to indicate that she is starting a conversation, followed by asking about Uma's situation. Her utterance intends to trigger and make Uma talk about her family. Thus, Uma begins to take up her family topic.

Data 24

Chloe : Hey! Well, it's about time, darling. Hi. Rough trip?
 Uma : Actually, I don't remember any of it.

Chloe : Oh, well, lucky you, because that seaplane was sketchier than a broke-ass roller coaster.

This conversation happened when Uma entered her room with Chloe and Yu. Chloe has a personality that loves to interact with other people. So when Uma came, she without hesitation asked Uma to talk. Chloe encourages Uma, who is coming to *Paradise Hills* for the first time. To make things more comfortable, Chloe started a small talk with Uma. She began by using lexical hedges “well.” She utters the word well as she has nothing to talk about as she needs to fill the silence. These are signs that Chloe wants to have an interaction with Uma by asking how she is.

4.1.2.5 To Express Feeling or Opinion

Women are likely to express their affection and feeling. They are gentle and sensitive to circumstances around them. They tend to express feelings in building a relationship. Thus, their emotions are often expressed through utterance. The features used that indicate this function are empty adjective, intensifier, and empathic stress. The data explanation is discussed below.

Data 25

Uma : I was terrified of losing her. Terrified of just being... completely alone. That was the last time. I told her I loved her.
 Duchess : **Very good, Uma. I'm proud of you.**

The data above shows that the Duchess convinces her feeling toward Uma. Uma undergoes mirror therapy with the Duchess. Uma has tried to convey her feelings to the treatment. Thus, the Duchess appreciates Uma's efforts by showing her proud affection. The Duchess expresses an intensifier to indicate she is

strengthening the utterance's meaning. This shows that the Duchess is trying to express her feelings to Uma relating to the mirror therapy.

Data 26

- Uma : There, there, my little tapioca pudding. You're in our brave new world now.
- Armana : We know you've suffered, my peanut, but don't you worry. You most surely will be redeemed, by an excellent hairstyle and a truly mediocre personality.
- Yu : I hate you guys.
- Armana : Come on.

This conversation occurs when Yu tells her life story before becoming Upper. She was forced to adjust to being someone who has the throne and position. She didn't want it as she was afraid of being mean to other people. Thus, Uma and Armana try to encourage Yu so that she can be cheerful again. Armana tried to express her thought that would make Yu more relaxed. She wants Yu to get her affection as they are good friends.

4.1.3 Factors of Women Language Feature

There are some factors behind women's language features, as Zhu (2019) categorizes three reasons for the features: physiological, psychological, and social factors. The *Paradise Hills* movie took set in a time when social status was a concern in society. Rich and dignified people are considered as upper, which must be respected, while people who do not have wealth and position are seen as lower in their social life. Thus, people will do everything to maintain the dignity of their families' position in society. The characters in *Paradise Hills* have a background as prominent people. Furthermore, they are expected to be the perfect women in the family or environment. Based on the *Paradise Hills* movie background, the

researcher finds two reasons that influence women's language features used in the female characters' utterances. Those are psychological factors and social factors.

The researcher only found two factors behind the women's language feature in female characters. The researcher did not find physiological factors in female characters' expressions as no data was found to support the explanation. *Paradise Hills* movie does not show a comparison between utterances between men and women as a physiological concern about women's strong willingness to speak. Furthermore, this movie has a few scenes of men's conversations.

4.1.3.1 Psychological Factor

People may express their personality and attitude through speech when communicating. Society sees women as more insecure, dependent, and emotional. It affects how women use language in communication. Women often feel that they have doubts about a situation.

Chloe is an upper who has a friendly personality. She really enjoys interacting with other people. She likes to maintain a good relationship by giving affection. It shows that Chloe is such a caring and loving person. In conversation, women often meet circumstances that make them confused and doubtful. There's a scene showing Chloe feeling doubt about Uma, but she doesn't want to show it explicitly. It happened because she didn't want to offend Uma. The data is discussed below.

Data 27

Chloe	: What's up with you?
Uma	: I'm fine.
Chloe	: Yeah? Cause you're scaring the mirror.

Uma : I just had weird dreams last night.
 Chloe : Really? I ain't never had a dream here.

This conversation happens when Chloe sees Uma feeling down. Uma acts awkward and weird. Uma accidentally sees some workers in *Paradise Hills* pushing a girl's bed to a place she doesn't know. Uma thinks it is just a dream because she wakes up in her bedroom after that. However, the incident seems real to Uma. Chloe feels that Uma has gone through something terrible, so she asks Uma about her condition. Then Uma tells her about the dream. Chloe responds by saying, "Really?" with rising intonation, and she frowns. Chloe finds it confusing as she never had a dream in *Paradise Hills*. Rising intonation in her words indicates doubt about the information spoken by the other. Chloe's words have the impression that it seems strange when Uma has a dream in the *Paradise Hills*. However, she did not openly say that the dream was weird when expressing her feelings. She tends to hesitate to tell the truth as her words followed by "I ain't never had a dream here." It indicates that Chloe wants to clarify her words, but she hesitates to reveal Uma's strangeness. Once the characters fall asleep, they won't wake up until the following day without having a dream as the workers give drugs to their dinner. Chloe was confused and doubted Uma. But she didn't want Uma to be offended, so she avoided explicitly saying something firm. Thus, their relationship will be well maintained.

Another character, Armana, is a public figure who is used to dealing with the media. So that it affects her personality as she speaks with gentleness and prestigious. When she doubts a thing or situation, she tries to cover it up not to

offend the listener. Thus, the Armana avoids making precise comments to prevent making mistakes, as shown in the data explanation below.

Data 28

- Armana : You just have to be nice to the staff, fake the treatments.
You don't need to escape.
Uma : I finally have a partner in all of this
Armana : And what am I? You shouldn't trust that guy, Uma.
Uma : Wh... I've known him, my entire life.
Armana : Well, I don't think he deserves you.

Armana knows that Uma plans to escape with her boyfriend, so she tries to stop them. Armana thinks that only obeying the rules would keep them free from the *Paradise Hills*. So she doesn't need to commit a crime to escape from *Paradise Hills*. Armana doesn't trust Markus because, after all, he is one of the Duchess' employees. It means Markus has to obey the Duchess and might betray at any time. So in conveying her thoughts, she begins with lexical hedges to indicate her doubts regarding Markus. Armana thinks that Uma's decision to trust Mark is silly. She says, "Well, I don't think he deserves you." She tried to convey her feeling without making them sound offended. Armana did not openly express her opinion that Uma should not believe all of the Duchess's assistants as they treat her bad. Armana doesn't want Uma to feel pressured by her opinion about Markus. Thus, instead of speaking bluntly to Uma, Armana subtly expressed her opinion without hurting Uma too much.

From the explanation data above, the female characters in *Paradise Hills* movie often convey something that hints at doubt or insecurity. But they cover it up or implicitly state their feeling. It happens because women have sensitive personalities and don't want to hurt anyone. As the characters only have each

other, they try to maintain their relationship. Also, they tend to use women's features to express their feelings politely, as the characters in *Paradise Hills* come from respected families. Thus, they are more careful when saying something. Hence, they are likely aware that their words might offend the listener.

4.1.3.2 Social Factor

Society is one of the influences on differences in attitudes between women and men. Society expects them to behave better. As a result, it influences how women should communicate in the community. Given the state of society in the film *Paradise Hills*, the female characters frequently use the superpolite form or hypercorrect grammar in their statements.

As an upper, Uma often interacts with people in the position. Hence, she should behave politely and gracefully when having conversations with them. Thus, the characters are possible to show their politeness through their words using women's language features, as in the example below.

Data 29

Woman as Uma : *Thank you. I'm honored by each and every one of you. Thank you, so very much.*

This conversation occurred when Uma married a man of her mother's choice, Son. After performing a song, she delivers her speech as a bride. She expresses her gratitude and respect for the guests. She officially saves her family into a wealthy and well-known family. Thus, she tries to introduce herself as a graceful woman. This scene shows the background of the *Paradise Hills* movie. Uma lives in patriarchy, and she has no power to rebel against the existing rules. Thus, she pretends to be the perfect woman. It uses superpolite form to gain

everyone's impression. Since she wants to show the current version of herself, she tries to gain everyone's attention. She faces all the important guests at the party to deliver an attitude toward women. The data indicate that Uma interacts using a superpolite form that emphasizes her politeness. Uma uses this feature considering the audience. Thus, she tries to look well-mannered in public.

Another character, the Duchess, is a pioneer of *Paradise Hills*. She often meets various important people as she has a position as the owner of *Paradise Hills*. Therefore, she has a compulsion to show the behavior of a perfect woman. As society sees *Paradise Hills* as a magical place that can shape female characters, they expect the Duchess to represent *Paradise Hills*. At this point, society pushes the Duchess to always show politeness on every occasion, including when she is mad, as the data explained below.

Data 30

Armana	: Enough. Stop. I said stop! If she leaves, we all leave. You hear me?
Chloe	: Yeah. We'll tell everybody about this.
Duchess	: <u><i>I am so sorry. I lost my composure. We are dealing with a situation this morning. Thank you so much, for helping me. Um, find him. And turn off this... ridiculous alarm.</i></u>
Uma	: It's OK. Just breathe, just breathe, just breathe.

This conversation occurs when a boat comes through the defenses in *Paradise Hills*. The situation was very chaotic because the security of the place was threatened. In this chaotic situation, the Duchess tried to coordinate the people in *Paradise Hills* so that they could carry out their normal activities as soon as possible. But unfortunately, the girls disobeyed the rules, which made the Duchess angry. So the Duchess apologized politely to the girl. The Duchess

expresses the super polite form to show that she is trying to handle the situation. It indicates that she wants to build trust with the girls. She attempts to fix the situation and make it conducive both physically and emotionally. It makes the utterance look like she will be aware of the situation. The Duchess, the founder of *Paradise Hills*, has the perfect 'image' as a graceful, elegant, and polite woman. Thus, she tried to handle the condition carefully.

Based on the data above, the way the female characters convey something, they tend to pay attention to their words and portray obedient and polite nature. Moreover, it indicates that the female character in *Paradise Hills* is status-conscious as they try to express themselves politely and nicely. They often deal with the public where they have to be graceful and polite to gain public attention in handling situations. Their perfect attitude as the image of a woman gives an elegant impression to the public. It happens because society has expectations of how women should behave and speak.

4.2 Discussion

The researcher discusses the key findings of women's language features used by female characters in *Paradise Hills* movie. The first research question relates to female characters' language features. The result shows that female characters applied eight out of ten women language features in their utterances. Those features are 44 data of lexical hedges or filler, 4 data of tag questions, 18 data of rising intonation, 8 data of empty adjectives, 7 data of intensifier, 4 data of hypercorrect grammar, 15 data of superpolite form, 1 data of empathic stress, and zero data of precise color terms and avoidance of strong swear words. The

researcher didn't find any data on precise color terms and avoidance of strong swear words feature used by the female characters.

Considering the result of this study, there are related studies that have similarities and differences with this recent study. In line with Murti (2018), the researcher did not find avoidance of strong swear words in his study. In this study, in some scenes, sometimes the characters express their feelings using explicit words or replace them with other words to strengthen their expressions, especially when angry or upset. However, the female characters only express swear words in informal situations, such as in their friendship. This result is supporting research conducted by Zhu (2019) as one of the changes in the women's features is that women began to use terms that used to be forbidden by social morality.

In another similar study by Retiningrum (2019), the researcher did not find any data on precise color terms feature. The researcher didn't find any data on precise color terms feature in female characters because the movie didn't have scenes where the characters were concerned about color or fashion. This movie doesn't highlight women's interest in fashion or color preference as the *Paradise Hills* regulate women's appearance. Therefore, the characters don't have a scene showing them expressing the precise color term feature.

Compared to the previous research by Arsyi (2020), this present study found more women's language features. The previous researcher found six out of ten women's language features. This difference occurs due to differences in the subject of the study. The previous researcher chose heroin characters in the superhero movies by Marvel Cinematic Universe as her subject. Empty adjective,

precise color term, super polite form, and avoidance of strong swear words are not found in heroin characters' utterances. Moreover, the previous researcher found men's language features in heroin characters. Thus, the previous study shows that although the characters are women, the personality of hero affects their masculinity. Meanwhile, this recent study chose a female character from a film with a female theme. Thus, more women's language features were found in this recent study.

Based on the results found, the most dominant feature applied by the female character is lexical hedges or fillers. The amount of data found is 44 of lexical hedges or fillers feature uttered in their utterances. According to Lakoff (2004), lexical hedges or fillers show the impression of the speaker's lack of confidence. In addition, the usage of lexical hedges or fillers can also indicate protection when the speaker is afraid of making certain statements. In line with the study conducted by Nabilah (2020), her study found lexical hedges or fillers as the most frequent data found. She analyzed women's language features uttered by Lara Croft in the Tomb Raider movie. She found that the main character used lexical hedges or filler to express a lack of confidence in her utterance.

Furthermore, the researcher has answered the second research question about women's language function used by female characters in the *Paradise Hills* movie. The researcher found that the characters applied all language functions according to Judy Pearson's (1985) theory. This recent study found that the most function that appears in the characters' utterances is to express uncertainty function. Based on the data, lexical hedges or fillers are the most frequent feature

used in women's utterances. As Lakoff (2004) states that lexical hedges or fillers give the impression that the speaker lacks confidence. The female characters often feel less confident about their words in certain situations. Thus, they often utter lexical hedges or fillers.

Moreover, the researcher has answered the third research question related to the factor that shapes women's language features. The researcher found two factors that influence women's language features appear in the female characters' utterances. The first is the psychological factor. The researcher found scenes where women don't feel confident or doubt their words as Zhu (2019) states that women often question their own ability to face difficult situations. Women often guard their words to avoid making mistakes that will offend the listener. The second is the social factor. In the *Paradise Hills* movie, the characters are mostly women living in a patriarchy. In this movie, society views social status as an upper or a lower. In several scenes, female characters tend to speak soft and polite words in public as they are expected to be the image of society. Therefore, the women's language can reflect a polite and gentle attitude. The environment in *Paradise Hills* movie shows that women's attitudes can be influenced by society and beliefs. Zhu (2019) argues the other factor that shapes women's language is the physiological factor. However, the researcher did not find any supporting data showing the female characters' physiological factor. This movie does not have a scene where the physical affects how women speak.

After analyzing women's language features in *Paradise Hills* movie, the researcher discovers how women speak in society. As humans have many

characteristics, the female characters show their feminine side, which is close to depicting women in civilization. This study shows that the characters naturally portray women's traits in their language. Women are often linked to their modesty. The female characters interact with others courteously. They maintain how they express their feelings or opinions not to offend others. The characters are careful in their speech and expressions. Also, they are likely to show supportiveness to others as naturally, they tend to maintain a relationship. Thus, their attitude reflects in their language.

In short, this study contributes to the field of sociolinguistics regarding women's language features. This study develops a study with new research findings in the movie: women's language factor that was rarely discussed in the previous studies. This study focused on women's language features, language functions, and language factors in the female characters' utterances in the *Paradise Hills* movie. The finding shows that this study supports the previous study. Moreover, this current study discovers further knowledge regarding women's language features. Therefore, it can help better understand women's language features in a movie.

CHAPTER V

CONCLUSION AND SUGGESTION

In the final chapter, the researcher concludes regarding the result of this study and suggests future research.

5.1 Conclusion

This study examines women's language features used by female characters in *Paradise Hills* movie. After analyzing the data, the researcher found eight types of women's language features proposed by Robin Lakoff. Those features are lexical hedges or filler, tag questions, rising intonation, empty adjectives, intensifier, hypercorrect grammar, super polite form, and empathic stress. The researcher did not find precise color terms and avoidance of strong swear words in the female characters' utterances. The most dominant feature is lexical hedges or filler based on the findings. This feature indicates that the characters often feel less confident or doubt their utterances.

Moreover, the researcher analyzed the function of women's language features. The researcher found five functions uttered by female characters in the *Paradise Hills* movie. Those are to express uncertainty, get responses, soften an utterance, start a discussion, and express feelings or opinions. The function that is mostly found in female characters is to express uncertainty. Furthermore, the researcher investigated the possible factors that influence women's language features. The researcher found two factors, namely psychological and social factors.

5.2 Suggestion

This recent study applied the characters in the movie as the data source to examine women's language features. For future researchers who want to research in a similar field, perhaps apply different data sources such as podcasts, vlogs, or real-life content to discover natural data sources. The purpose is to investigate women's language features in real life or in daily use. The researcher also suggests examining women's language features development using relevant theories today. Thus, it can develop a new knowledge of women's language appearing in today's society. Finally, the researcher hopes this study can increase understanding and become a reference for future research.



UIN SUNAN AMPEL
S U R A B A Y A

REFERENCES

- Al Arsyi, T. (2020). *Women linguistic features used by three female heroes in three different superhero movies by Marvel Cinematic Universe*. Thesis. Universitas Islam Negeri Sunan Ampel Surabaya.
- Ary, D., Jacobs, L. C. & Sorensen, C. (2010). *Introduction to research in education*. 8th Edition. US : Wadsworth Cengage Learning
- Carli, L. L. (1990). Gender, language, and influence. *Journal of personality and social psychology*, 59(5), 941.
- Coates, J. (2013). *Women, men and language a sociolinguistic account of gender differences in language*. 3rd Edition. NY: Routledge
- Crawford, M. (1995). *Talking difference: On gender and language*. SAGE Publications Ltd.
- Gu, L. (2013). Language and gender: Differences and similarities. *International Conference on Advances in Social Science, Humanities, and Management (ASSHM-13)*. Atlantis Press.
- Han, N. Y. (2014). The relationship between language and gender: A case study in Vietnamese. *Global Journal of Interdisciplinary Social Sciences*, 3(3), 96-99.
- Holmes, J. (2013). *An introduction to sociolinguistics*. 4th Edition. NY: Routledge.
- Jakobsson, S. (2010) *A study of female language features in same-sex conversation*. Høgskolen I Gavle.
- Karlsson, S. (2007) *gender-related differences in language use*. Master Thesis. Luleå University of Technology
- Khoirot, A. U., Rohmah, Z., & Puspitasari, D. (2016). Women's linguistic features in two dramas. *Nobel: Journal of Literature and Language Teaching*. 7(1). 49-64.
- Kothari, C. R. (2004) *Research methodology: Method and techniques*. 2nd Edition. New Age International.
- Lakoff, R. (1975) *Language in woman's place*. New York: Harper Row.
- Lakoff, R. T. (2004). *Language and woman's place: Text and commentaries*. Revised and Expanded Edition. New York: Oxford University Press
- Lestari, R. A. (2019). *Women's language as reflected in the communication styles of presenters in the research seminar*. Thesis. Universitas Negeri Makassar.

- Lubis, F. K. & Bahri, S. (2020) Women language in Indonesian television talk show. *Asian Social Science and Humanities Research Journal (ASHREJ)*, 2(2), 37-46. DOI: <https://doi.org/10.37698/ashrej.v2i2.43>
- Murti, M. L. D. (2018) *An analysis of women's language features used by Mia in The Princess Diaries movie*. Thesis. Sanata Dharma University.
- Nabilah, Y. I. (2020). *Women's language features used by Lara Croft in Tomb Raider (2018) movie*. Thesis. Universitas Islam Negeri Sunan Ampel Surabaya.
- Oktapiani, T., Natsir, M., & Setyowati, R. (2017) Women's language features found in female character's utterances in the Devil Wears Prada movie. *Jurnal Ilmu Budaya*, 1(3).
- Pan, Q. (2011). On the features of female language in English. *Theory & Practice in Language Studies*, 1(8), 1015-1018. DOI:10.4304/tpis.1.8.1015-1018
- Pearson, J. C. (1985). *Gender and communication*. Dubuque: Wm. C. Brown Publishers.
- Pebrianti, A. A. (2013) Women's language features used by Indonesian female bloggers. *Passage*, 1(2), 109-118. Bandung: University of Education.
- Phoophet, B. (2017). *Gender differences in language use: A comparative study of linguistic features*. Thesis. Burupha University
- Pratiwi, U. A. (2019). *Language features used by Indonesian female travel bloggers*. Thesis, University of Muhammadiyah Sumatera Utara.
- Rahmawati, D., Citraresmana, E., & Indrayani, L. M. (2019) Women language features in recode world's technology conference: A sociolinguistic studies. *ELT- Lectura*, 6(2), 186-196. <https://doi.org/10.31849/elt-lectura.v6i2.3122>.
- Retiningrum, C. D. (2020) *Women's language features used by Lara Jean in the movie To All The Boys I've Loved Before (2018)*. Undergraduate thesis, Universitas Islam Negeri Sunan Ampel Surabaya.
- Sabela, R. F. (2020). *Women's language features in Hollywood celebrities utterances in the talk show*. Thesis, Universitas Islam Negeri Sunan Ampel Surabaya.
- Safitri, A. W. (2017). Women's language in Tangled movie: A sociolinguistic study. *Quill: Journal of English Literature, Linguistics, and Translaton*. Yogyakarta: Universitas Negeri Yogyakarta.
- Sudewi, N. K. P. N., & Sedeng I. N. (2018) Women's language used by female characters in the movie How To Be Single. *Jurnal Humanis Fakultas Ilmu Budaya Unud*, 22(4), 956-960. DOI: 10.24843/JH.2018.v22.i04.p17
- Talbot, M. (2020). *Language and gender*. 3rd Edition. Polity Press

Wahyuningsih, S. (2018). Men and women differences in using language: A case study of students at STAIN Kudus. *EduLite: Journal of English Education, Literature and Culture*, 3(1), 79-90.

Weatherall, A. (2002). *Gender, language and discourse*. NY:Routledge

Zhu, L. (2019). Woman language: Features and historic change. *Journal of Language Teaching and Research*, 10(1), 161-171.



UIN SUNAN AMPEL
S U R A B A Y A