

**THE DIFFERENCES AND SIMILARITIES OF MEN'S AND
WOMEN'S LANGUAGE FEATURES USED BY MAIN
CHARACTERS IN *ANNE WITH AN E* SERIES**

THESIS



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S U R A B A Y A

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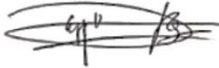
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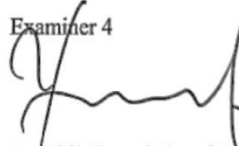
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ABSTRACT

Damayanti, R. (2023). *The Differences and Similarities of Men's and Women's Language Features Used by Main Characters in Anne With an E series*. English Literature Department, Faculty of Adab and Humanities, UIN Sunan Ampel Surabaya. Advisors: (I) Dr. Mohammad Kurjum, M.Ag., (II) Raudlotul Jannah, M.App.Ling.

This study is aimed to investigating the language features in *Anne With an E* series which shows the differences perspectives phenomena occurring in that society. There are two problems to be solved in this study, namely: (1) what are the types of language features uttered by Anne Shirley and Gilbert Blythe as the main characters in *Anne With an E* series and (2) what are the differences and similarities between men's and women's language features used by Anne and Gilbert in *Anne With an E* series.

This study uses descriptive qualitative method in relation to focuses on interpreting and contextualizing the utterances that indicate language features used by the main characters in *Anne With an E* series. The data were collected by first transcribing the series. The transcription was then analyzed by identifying the types of language features by applying suitable codes in the text. The analysis was continued by identifying the differences and similarities between men and women in using language applied by the main characters in the series.

The findings of the study reveals that all the types of language features (minimal responses, hedges, tag questions, questions, commands and directives, swearing and taboo language, and compliments) were found applied by woman's character. While in man's character was only found six out of seven features (minimal responses, hedges, tag questions, questions, commands and directives, and compliments). The highly used language features is the question. However, none of the swearing and taboo words were found in man's utterances. The researcher also found that woman used commands and directive more often than man do. This indicates that man character, Gilbert, portrayed as a gentleman who have taking care all people in his surroundings. This showed that the differences of similarities between men's and women's language features in *Anne With an E* series were found but it depends in the context of using it.

Keywords: language and gender, language features, compare-contrast.

ABSTRAK

Damayanti, R. (2023). *Perbedaan dan Persamaan Pada Fitur Bahasa Pria dan Wanita yang Digunakan Oleh Pemeran Utama dalam Serial Berjudul Anne With an E*. Program Studi Sastra Inggris, Fakultas Adab dan Humaniora, UIN Sunan Ampel Surabaya. Pembimbing: (I) Dr. Mohammad Kurjum, M.Ag., (II) Raudlotul Jannah, M.App.Ling.

Penelitian ini bertujuan untuk meneliti fitur-fitur bahasa yang digunakan oleh karakter utama pada serial berjudul *Anne With an E*. Serial ini bercerita tentang kisah persahabatan dan fenomena perbedaan perspektif yang terjadi di dalam masyarakat. Karena itulah dalam studi ini penulis akan menjawab rumusan masalah dalam penelitian ini yaitu (1) jenis fitur bahasa apa saja yang diucapkan oleh Anne Shirley dan Gilbert Blythe sebagai pemeran utama dalam serial *Anne With an E* dan (2) apa saja perbedaan dan persamaan antara fitur bahasa pria dan wanita yang digunakan oleh Anne Shirley dan Gilbert Blythe.

Penelitian ini menggunakan metode deskriptif kualitatif dalam hubungannya yang fokus pada interpretasi dan konstektualisasi pada ujaran-ujaran yang digunakan oleh pemeran utama dalam serial *Anne With an E*. Dalam menyalin seri, data dikumpulkan terlebih dahulu. Kemudian transkripsi dianalisis dengan mengidentifikasi jenis fitur bahasa dan menerapkan kode yang sesuai dalam teks. Analisis dilanjutkan dengan mengidentifikasi perbedaan dan persamaan pria dan wanita dalam penggunaan bahasa yang diterapkan oleh pemeran utama dalam serial tersebut.

Hasil temuan penelitian ini mengungkapkan bahwa semua jenis fitur bahasa (*minimal responses, hedges, tag questions, questions, commands and directives, swearing and taboo language, dan compliment*) ditemukan pada pemeran wanita. Sedangkan pada pemeran pria hanya ditemukan enam dari tujuh fitur bahasa (*minimal responses, hedges, tag questions, questions, commands and directives, dan compliment*). Fitur bahasa yang banyak ditemukan adalah *questions*. Namun, tidak ditemukannya fitur *swearing and taboo language* pada ucapan pemeran pria. Peneliti juga menemukan bahwa wanita seringkali menggunakan fitur *commands and directives* daripada pemeran pria. Hal ini menunjukkan bahwa Gilbert, si pemeran pria, digambarkan sebagai seorang *gentleman* yang selalu menjaga orang-orang yang berada di sekitarnya. Hal ini juga menunjukkan bahwa adanya perbedaan dan persamaan pada bahasa pria dan wanita dalam serial *Anne With an E* ialah tergantung pada konteks penggunaannya.

Kata Kunci: bahasa dan gender, fitur bahasa, kontras dan perbandingan.

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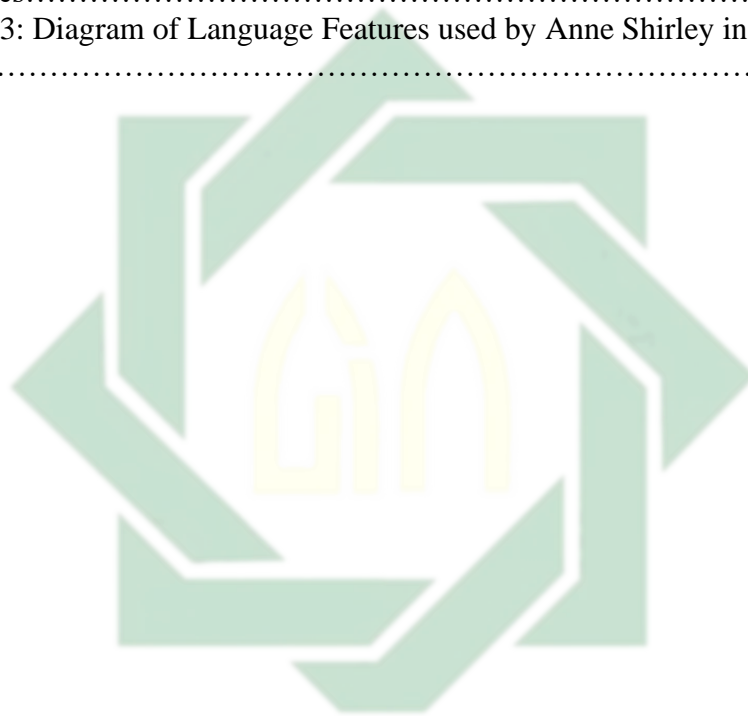
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CHAPTER I

INTRODUCTION

1.1. Background of the Study

According to Holmes (2013), language and social interactions can interpret and signal many aspects of social identity. Differences in background, whether from work or education, age or gender, also environment can influence communication. When women and men speak in society, the language is often different. Language forms used by men and women differ in various aspects. The differences in using language may be slight enough that people may not notice or even ignore them because they are insignificant, or they may be big enough that they are easy to detect. A society is a group of individuals who have similar purpose or objective. As a result, language and culture are linked because linguistic structure shapes the characteristic of the social group (Wardaugh, 2006).

Women are stereotypically considered to speak expressively and more clearly than males in everyday social environment. A few groups even ventured to such an extreme to discuss different languages for men and women, as Brown et al. (2016) mentioned. They often imply that men and women in a particular language use various phrases to describe the same thing. Women have long been stereotyped as both inventive and conservative. According to some, women's speech differed from men's because women were more creative and utilized new terms.

In the book entitled “Language and Woman's Place”, Lakoff (1973) stated that men's language is more direct, gets right to the point of conversation, and appears more straightforward than women's. When a male appreciates someone, he does so based on talent and possession, whereas women tend to commend based on physical beauty or looks. It was also discovered by Lakoff that men and women use "meaningless" particles differently. Without them, the statement has its social context, which reveals the speaker's emotional connection to the interlocutor and the topic at it. Men and women have different language differences, according to Coates (2013). According to popular linguistics, men curse more than women and use more forbidden terms that appear to have been created specifically for men to use.

Based on Holmes (2013), in many societies, linguistic variations that signify social status or power differentials include distinctions between genders in language as only one component. To provide an example, consider a hierarchical society in which men hold all positions of power and women hold none. In this example, the differences between men's and women's language describe the reflection of hierarchy in society. Moreover, folklore portrays men and women as the characters who have distinct levels of conversational skill. For instance, in the United Kingdom, men talk less than women, men do not gossip as women do, and men used harsh words more often than women who behave politely. Based on Coates (2013), because many of the folklore connected with men and women differences proved to be

inaccurate, research in this field frequently directly contradicts traditional prejudices.

Some researchers have already conducted several studies on the women's and men's language features, such as Surya Adi et al. (2022), Navila & Nuringtyas (2022), Rahma Muthia et al. (2021), Azizah (2021), Aisah & Fatmasari (2021), Putri et al. (2021), Setyadi & Ekawati (2021), Kurniaty (2017), and Oktapiani et al. (2017). The researchers analyzed women's language features (Navila & Nuringtyas, 2022; Putri et al., 2021; Setyadi & Ekawati, 2021; Aisah & Fatmasari, 2021; Oktapiani et al., 2017), and they were used Lakoff (1975) theory. The studies revealed that women's and men's language features had been found even though the results of each study are different. Kurniaty (2017) concerned on women's and men's language features and used Lakoff's and Holmes' theory in a movie. Another study conducted by Aisah & Fatmasari (2021) used Wardaugh (2006) theory. Besides, there are some previous studies which have different focused such as daily conversation (Simaremare et al., 2018), speech (Praminatih et al., 2022), *Youtube* (Nabilah, 2019) and (Azizah, 2021), talk shows (Rahma Muthia et al., 2021) and (Apridaningrum & Angelina, 2018) and interview (Surya Adi et al., 2022). Most of them used Lakoff (1975) theory, however, there are some studies used different theory, three of them (Rahma Muthia et al., 2021), (Azizah, 2021) and (Nabilah, 2019) were used Coates (2013) theory and this one study (Simaremare et al., 2018) used Huberman et al. (2014).

From those previous studies, the researcher concluded that most of the studies focused on women's and men's language features using Lakoff (1975)

theory. However, this study uses the language features theory by Coates (2013) as the recent critical theory towards Lakoff (1975). Also, the researcher found that this theory has not been applied in many studies especially on series. In addition to determining the types of men's and women's features in the series, this research aims to determine the similarities and differences in language features used by Anne Shirley and Gilbert Blythe. They are the main characters from the TV series *Anne with an E* (2019). None of the research has been found on this series. The researcher chose season 3 because the story is much clearer than the previous season, and based on some websites, the ratings of season 3 are also higher than the previous season.

The television series *Anne with an E* focuses primarily on the 1908 children's novel *Anne of Green Gables* by Lucy Maud Montgomery. First season broadcasted on CBC in 2017, the show released globally on Netflix in the same year. It was extended for a second season in 2018, and a third season in 2019. The show covers topics including orphanages, child abuse, traumatic experiences, and social issues like inequality in gender, racism, religion, bullying, and free speech. The television series portrays Anne Shirley, a 13-year-old orphan with bright, high-spirited red hair. The plot starts with her accidental placement with her new foster home. She meets an old couple, Matthew and Marilla Cuthbert, who are looking for a child to help out on the farm. Anne is not the only main character in the story it also explores the development of a friendship. The story exposes the 19th-century prejudice of the people of Avonlea, Prince Edward Island. It depicts the treatment of

orphans, as well as racial discrimination and the powerlessness of women, without shame.

1.2. Problems of the Study

1. What are the types of language features are uttered by Gilbert and Anne in *Anne with an E* series?
2. What are the differences and similarities between men's and women's language features used by Gilbert and Anne in *Anne with an E* series?

1.3. Significances of the Study

This study is to add new knowledge of men's and women's language features, especially how gender is related to the language. The researcher hopes this study provide fresh findings linked to the difference between men and women in language use which will serve as a guide for future research. The researcher believes that the reader will thoroughly understand language and gender. Moreover, the researcher expects that this research can provide a further analysis to the linguistic field especially in men's and women's language features. So this study will be benefit for all the readers and future researchers.

1.4. Scope and Delimitations

This study examined the differences and similarities of language features used by the main characters in *Anne with an E* series. The study is

limited only to the men and women uttered main characters in *Anne with an E* series namely Gilbert Blythe and Anne Shirley.

1.5. Definition of Key Terms

Language and Gender is study diversity in how words are used based on gender, gender roles, gender norms, and sexuality.

Language Features is several language characteristics employed when humans communicating with others

Series is a collection of identical programs aired on television or radio, often of a same genre.

Anne With An E is a three-season Canadian television series with a total of 27 episodes. It's based on the 1908 children's classic *Anne of Green Gables* by Lucy Maud Montgomery.



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CHAPTER II

REVIEW OF RELATED LITERATURE

2.1. Language and Gender

Gender and language were major themes in this analysis of sociolinguistics, which a field that is as defined by Wardaugh (2006) is the study of culture's influence on language with the goal of improving our knowledge of both language structure and the ways in which different languages interact with one another in conversations. Gender is an area of sociolinguistics that focuses on the differences between language used by women and men Eckert (2003). The focus of the language session will be on gender and not sex. Coates distinguishes between the terms "sex" and "gender," with the former referring to a biological distinction and the other to socially constructed categories based on sex. Gender is frequently simplified to a basic binary opposition since most societies are split along classic masculine and feminine lines. This method was used extensively in the past in studies of both language and gender. According to Rhoda & Crawford (1993) sex is an inherent characteristic that can identify someone either men or women. While masculinity and femininity are seen as cultural phenomena.

Various sociolinguistics researches have been found for many years that women are often more advanced in language than men's. However, more recent theorizing calls this binary thinking into question. Instead, gender is viewed as a plural term, with various femininities and masculinities available

to speakers at any time. Women lack confidence while chatting with men. It's because women have a lesser social rank than males. According to Holmes (2013), women are supposed to be more respectful in particular situations. Language and gender play a significant role in sociolinguistics when examining differences in the conversational speech patterns of men and women. The studies of language and gender typically discuss the disparities in speech features between men and women.

2.2. Gender and Conversational Strategies

Learned sex-differentiated language, the societal effects of language gender difference, and the role of gender difference in linguistic evolution are only few of the topics that Coates explores. According to Coates (2013, p.86), men and women can employ the same aspects of language in their conversations, but they tend to use distinct forms. Men are often more concise than women, however there are exceptions when they imitate women's language usage. The study's theoretical foundation allows the researcher to focus into seven types of actual conversational application. Minimal responses, hedges, tag questions, questions, commands and directives, swearing and taboo language, and compliment are only seven of the features identified by Coates.

2.2.1 Minimal Responses

Based on Coates (2013), minimal responses, often known as 'back-channels,' form such as “yeah” or “right” or “mhm”. The following statement shows how they are used in conversation by listeners:

 Tina: she provided the appropriate sayings for
 Lyn:

 Tina: particular times and and so on
 Lyn: right right

 Tina: she didn't actually TEACH them but
 Lyn:

 Tina: she just provided a model
 Lyn: provided a model

 Tina: you know you- you must refer to this
 Lyn: yeah mhm mhm

 Tina: and this and she actually produced a book
 Lyn: mhm mhm

 Tina: that set out some of these ideas at the very
 Lyn: mhm

 Tina: simplest level
 Lyn: yeah

 -----(Holmes, (1995), cited in Coates, 2013, p.87).

This conversation was taken where two women are talking about a good teacher. Lyn's use minimal responses to Tina as a short respond to not overlapping Tina's statement. Another example from Erwiarti (2021), Based on the situation, Xilla suggested that he supported on John Ambrose's team rather than Noah as Peter. Then, Xilla asked Noah if he was on Team Peter or Team

John Ambrose. Noah stated that he was on the same side as John Ambrose. Noah remarked that Lara Jean, portrayed by Lana, should initially be with Peter, but she might end up with John. Xilla agreed with Noah's assertion that his statements lack evidence to support the speaker's claim.

Xilla: "you, as you know, are you team John Ambrose, team Peter; who are you?—"

Noah: "-so, my answer on that is similar to Jordan's. Actually, I am team peter for now, and then I am team John for later."

Xilla: "okay."

Noah: "I think Peter and Lara jean should date through high school, you know, and whatever that takes them and then I think that uhh I think that in the future-"

Xilla: "hmmm"

Noah: "-if Lara Jean and John Ambrose circle back to each other I think that could be really promising." (Erwiarti, 2021)

2.2.2. Hedges

Hedges are grammatical terms that represent the conviction of the speaker or uncertainty of the subject in a conversation, such as "I'm sure", "I think", "kind of", "perhaps" and "you know". Lakoff asserts that "hedges" used by women is correlated with a lack of confidence because confident female speakers used "you know" more frequently. The function of hedging is divided into various functions by Coates. These include expressing uncertainty and confidence, avoiding the expert role, being sensitive to others' feelings, and looking for the appropriate word.

2.2.3. Tag Questions

Tag questions are a related form of language, but there is no empirical evidence that women use them more than men (Coates, 2013, p. 89). Look at these sentences:

- a. The sky is beautiful.
- b. The sky is beautiful, isn't it?

According to Lakoff, women are more likely to employ words like (b), which include the tag questions, than men, who are assumed to prefer (a).

2.2.4. Questions

During the analysis of the couples' responses to the questions, Fishman made a fascinating finding about the way they spoke. She found that women produced almost 2.5 times as many questions as men. Their claim is supported by data from a study of language use among ticket buyers at Amsterdam Central Station conducted by Brouwer et al. (Coates, 2013, p. 93). A form of conversational arrangement is the question-and-answer format. In a conversation, questions and responses go hand in hand; the person being addressed is expected to provide replies.

The following is an example of the use of questions between men and women in *The Birthday Party* (1960) by Harold Pinter: Petey receives a bowl of cornflakes from Meg. He takes a seat at the table, holds up his paper, and begins eating.

Meg: "Are they nice?"
 Petey: "Very nice."
 Meg: "I thought they'd be nice. You got your paper?"
 Petey: "Yes."
 Meg: "Is it good?"
 Petey: "Not bad."
 Meg: "What does it say?"
 Petey: "Nothing much"(Coates, 2013, p. 93)

According to Coates (2013), this may represent women's more exposed in an active context, where they use questions and tag questions to maintain the conversation.

2.2.5. Commands and Directives

According to Coates (2013), the directive term refers to a form of communication when people persuade others to do as they wish. Goodwin (1998, cited in Coates, 2013) studied a group of young boys and girls who were playing in the streets of Philadelphia. She discovered a different type of guidance for boys and girls as a result of her research. It can be seen as follows:

Michael: "Gimme the wire . . . Look man, I want the wire cutters right now." (Coates, 2013, p. 95)

These are what Goodwin refers to as 'aggravated' directives. The boys preferred aggravated commands, which they utilized to develop status differences among themselves. 'Mitigated' directives, on the other hand, were more common among the girls:

Sharon: "Let's go around Subs and Suds."
 Pam: "Let's ask her 'do you have any bottles?'"(Coates, 2013, p. 95)

According to Coates (2013), the term “let's” expressly involves the speaker as well as the addressee(s) in the intended action; the boys rarely use “let's.”

2.2.6. Swearing and Taboo Words

The public generally large thinks that men use more inappropriate words and vulgarity than women do. Coates (2013) mentions Lakoff as saying men are more likely using harsh words than women for example like fuck and crap. Based on her findings, Kramer (cited in Coates 2013) concludes that the cartoonist create the men characters use vulgarity more often than women characters. She had the students sort the cartoon captions into men and women categories. At least 6% of people using the most popular captions agreed on the gender of the speaker. The student instead said categorically that using curse words was a sign of a men’s or a women's superior intelligence. Some people mistakenly believe that men are rough around the edges whereas women are pristine and never use vulgar phrases. Coates (2013, p.98) stated that swearing seems to be an integral part of contemporary masculinity, which has led to the taboo words and phrases being seen more as a representation of masculinity than femininity.

2.2.7. Compliments

Holmes argues that compliments are essentially mechanical expressions Coates (2013, p. 98). Most people use just a few of them of syntactic phrases.' Each of these patterns, with the exception of "What (a)

ADJ NP!", is employed by both men and women in Holmes' data. (e.g., those are some very stunning earrings!) and the minimalist pattern (e.g., those are some amazing shoes!). Many studies have shown that women are less disposed to accept praises from female speakers, whereas men's compliments are more likely to be accepted, especially by women. The difference in status between gender maintains even after controlling for other factors. When two persons are of different status in society, the more powerful one should be the one to offer a compliment.



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CHAPTER III

RESEARCH METHOD

3.1. Research Design

In this study, the researcher used descriptive qualitative method. According to Gunawan (2013), researchers employ qualitative methods to fully understand and analyze the meaning of an interaction between human beings in a given context. Personal experiences are only one kind of data that may be analyzed using qualitative research methods. The goal of qualitative research is to get a comprehensive knowledge of the phenomenon under examination. The study's primary objective is to identify gender-based linguistic variances and similarities in the major characters of the TV series *Anne with an E*. Wordy, comprehensive definitions and explanations of the data were provided in accordance with the theory proposed by Coates (2013).

3.2. Data Collection

3.2.1 Research Data

The researcher focused on the characters' utterances, Anne Shirley and Gilbert Blythe. The language aspects of characters' speech were analyzed, including individual words, clauses, phrases, and sentences, in regard to Coates (2013) theory. The first question answered through analyzing the whole of the characters' utterances for language features. To answer the second question, the researcher separated the data into men and women categories.

3.2.2 Data Source/Population and Sample/Subject of the Study

The data source of this study was taken from episode one until ten of the *Anne With an E* series. The series itself premiered on Netflix on January 3, 2020. Since the data consisted of the characters' words, utterances, and sentences, the main characters were the focus of this study. The subject names are Anne Shirley and Gilbert Blythe. The researcher chose these subjects of this study because the researcher would examine the main characters' language usage in a deeper way.

3.2.3 Instrument(s)

The primary instrument in this study is the researcher herself. The researcher becomes the individual who collects data. Because the researcher classified, collected, analyzed and also described the findings in this study. The researcher watched the series to collect the data.

3.2.4 Data Collection Technique

The researcher collected the data in several steps to obtain the factual information in gathering the information. These are the several steps were used by the researcher to collect data, as follows:

1. The researcher opened *Netflix* and chose *Anne With an E* Season 3
2. The researcher watches the third season from episode one until ten.
3. The researcher found and used the transcript from the https://sublikescript.com/series/Anne_with_an_E-5421602. Before using the transcript, the researcher checked the transcript first and ensures that the utterances in the series are transcribed as well.

4. The printed out transcript was read by the researcher while re-watch the series.
5. After that, the researcher identified the characters' utterance which indicated the language features by highlighting the subjects' utterances.

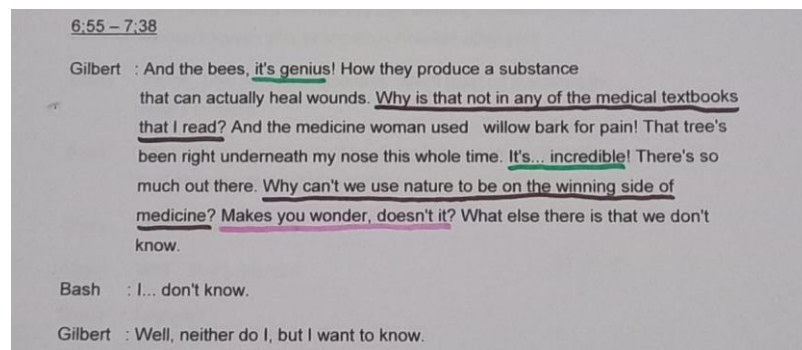


Figure 3.1: The Example of Highlighting Data

6. The researcher found the types of language features used by man and woman characters in *Anne With an E* series.
7. The researcher found the differences and similarities of language features used by man and woman characters from the result of the data.

3.3. Data Analysis Technique

How the data was analyzed is detailed in this section. The following procedures were used by the researchers during data analysis to guarantee the accuracy of the findings:

3.3.1. Identifying Data

The researcher identified the transcript of each word, clause, phrase, and utterance of the characters, Anne Shirley and Gilbert Blythe. The researcher

created codes for each type of language features to make it easier when identified the data.

1. Minimal Responses (MR)
2. Hedges (H)
3. Tag Questions (TQ)
4. Questions (Q)
5. Commands and Directives (CD)
6. Swearing and Taboo Words (ST)
7. Compliment (C)

The data coding were as the following figure:

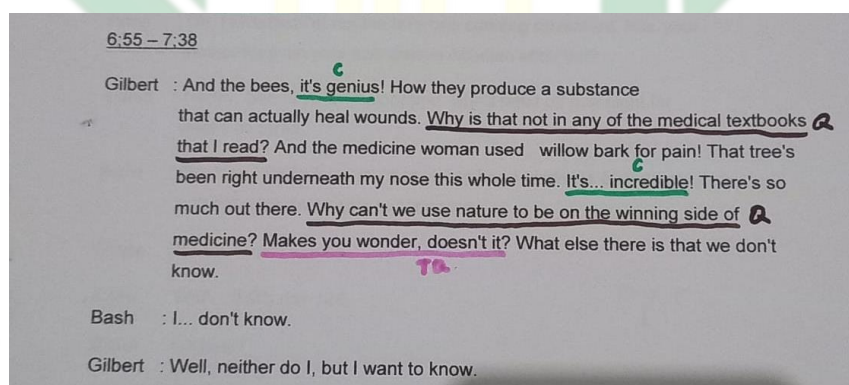


Figure 3.2: The Example of Data Coding

3.3.2. Classifying and Analyzing Data

The researcher identified and analyzed each sentences of man's and woman's utterances that are include in the seven language features by giving the code. The researcher presented a table that made it easier the structure and classification of data.

NO	NAME	UTERRANCES	TYPES						
			MR	H	TQ	Q	CD	ST	C
1	Anne	“May I come visit you later?”				✓			
2	Gilbert	“Thank you for accompanying me to this tea place, isn’t it lovely?”			✓				
3	Gilbert	“Well, at least eat something”		✓					

Table 3.1: Classifying Data for Men’s and Women’s Language Features

3.3.3. Examining the Differences and Similarities between Men’s and Women’s Language Features.

This phase presents men’s and women’s language features used by the main characters, Anne Shirley and Gilbert Blythe. The researcher compared and described the ways in which the statements of the characters were different and similar.

3.3.4. Make a Conclusion

The research process finishes with the conclusion. After analyzed all of the data, the researcher came to a conclusion.

CHAPTER IV

FINDINGS AND DISCUSSION

A crucial component of the research is presented in this chapter. It not only conveys the result, but also provides context for the observable material. The research problems have been solved by the results and discussion presented here.

4.1. Findings

The research used Coates (2013) theory of differences in language between men and women, including features such as Anne Shirley's and Gilbert Blythe's use of minimal responses, hedges, tag questions, questions, commands and directives, swearing and taboo language, and compliments. This section portrayed the many language features shown by men and women, allowing the reader to consider the ways in which gender and sexuality influence the production of language.

4.1.1. Types of Men's and Women's Language Features

This section is presented the findings of this research comparing men's and women's language features. According to Coates (2013), the researcher found 200 data in total that uttered by man and woman character in *Anne With an E* series. Therefore, the researcher put on the following findings regarding men's and women's language features:

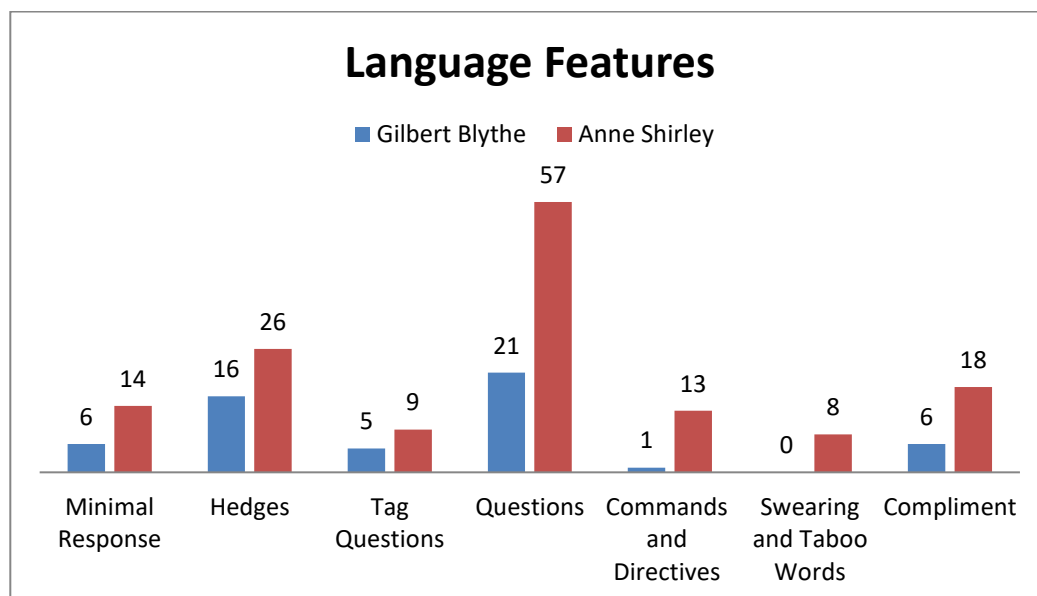


Figure 4.1: Diagram of Language Features used by Gilbert and Anne in *Anne With an E Series*

Figure 4.1 depicts the result, which illustrates how man and woman used language features in *Anne With an E series* were different. The research's two primary subjects were introduced in the previous chapter, Anne Shirley and Gilbert Blythe. From the diagrams, it can be seen how many language features they employ by looking at the following graphic. Then, the analysis of language features used by Anne and Gilbert are shown in these following answers:

1. Minimal Responses

Minimal response is a word phrase such as “hm-hmm”, “yes”, “yeah”, and “right”. The use of this feature is used by speaker as a short respond to interlocutor. Rahma Muthia et al.(2021, p. 24) stated that in point of fact, a woman is able to place a minimum answer in such a way that it does not interfere with or interrupt the thoughts being presented by the interlocutor. She shows the function as an active listener, instead. As an act of empathy and attentive

listening, they would respond with that. In this research, the researcher found 20 utterances in this type such as “hmm”, “yes”, and “alright”. The explanations can be seen as follows:

Data 1

Bash: “...And love is bigger than those...feelings you're talking about.”
 Gilbert: “**Hmm.**”
 Bash: “Mind telling me who this girl is?”
 Gilbert: “**I mind.**”
 Bash: “You sure?”
 Gilbert: “**Yep.**”
 Bash: “How about now?”
 Gilbert: “**Nope.**”

The utterances used by Gilbert represent the use of minimal responses. Gilbert and Bash talked about Gilbert’s feelings, which were still unsure and unstable. Bash expressed his feelings by asking Gilbert some questions. Gilbert responds with “hmm,” and “yep,” as a short response to Bash

Data 2

Jane: “Oh, I'm trying to make my peace with it.”
 Tillie: “with what?”
 Diana: “That Josie may become her sister.
 Jane: in-law, sister-in-law.”
 Anne: “**Alright.**”

From the conversation above, it can be seen that Anne used the word “alright”, representing minimal responses to answer her friends’ topic. Based on the context, Anne’s friends are talking about Josie, who recently got closer to Billie, who is Jane’s brother. Anne responds with “alright” to end the conversation because her friends are making noise in the middle of the excitement of a hockey

match while she was focused on the game. So, she used this feature to show that she was pay attention to her friends' statements.

Data 3

Ms. Stacy: "I can imagine that was hard for you just now. I'm sorry about that."

Anne: "Oh, **that's alright**"

This conversation took place between Anne and her teacher, Ms. Stacy. It was in class, when Ms. Stacy provides storytelling material with the theme of 'self'. Anne is required to tell her story as an orphan, this makes Ms. Stacy apologizes to Anne for bringing up a story that not everyone can tell. Anne response it by used the words "that's alright" to Ms. Stacy. Then, these are the example of dialogues that used the words such as "hmm" and "yes" which has function as agreeing to someone's statement. Holmes (1995) claimed that women had an extra awareness of a responsibility to respond appropriately to their interlocutor. Not only in woman, but also this feature has been found in the words of man in this series.

Researcher showed the following exchanges:

Data 4

Winifred: "And if you're having fun, you're doing it wrong."

Gilbert: "**Hmm.**"

In this dialogue, Gilbert used the word "hmm" as his respond to Winifred. This utterance is contained as the used of minimal responses. Gilbert's using this feature as a short respond to agree on what Winifred's statement.

Data 5

Anne: "And I certainly don't need you."

Gilbert: "Yes, I've taken notice of that."

Anne: "I'm sorry. I didn't mean to..."

Gilbert: "It's fine."

The conversation occurred between Anne and Gilbert. From the context, Gilbert was asked by Marilla, Anne's foster mother to look after Anne during the trip to Charlottetown but Anne refused it because she thinks that she could handle herself. So, Gilbert used "yes" as an answer towards Anne's statement and it contained the use of minimal responses. Gilbert was agreed of what Anne has been said.

Data 6

Marilla: "Did you have a nice ride? Anne took Matthew's horse today.

Apparently Miss Stacy is keeping them too busy for walking"

Anne: "Yes, I did enjoy it..."

This data is contained as minimal responses which Anne used the word "yes" to answer Marilla. Based on the context, Anne went to school by ride a Matthew's horse, she told Marilla that she had a project that need a transportation. After Marilla asking a question to Anne, she was agreed to that so, she used "yes" as a short respond to Marilla.

Data 7

Anne: "I'm...nothing more than someone to throw away, or pass around as needed, or that I'm not capable of being of real help because I'm a girl..."

Josie: "Right. Trash."

Anne: "Yes, that"

From the context, Anne was apologized to Josie, her friend, because she had made an article containing Josie's problem without asking permission first. However, Josie has not been able to forgive Anne. Then, Anne replied with the word "yes" as the use of minimal responses which aims to confirm Josie's statement.

2. Hedges

Hedges are the type of language features that expressed the speaker's hesitancy in the conversation. The words such as "I think", "well", "probably" are contains this feature. In this research, 26 woman's utterances contained of this feature, while only 16 men's utterances contained this feature. The detailed explanations are below:

Data 8

Diana: "Feelings? Do tell."

Anne: "It was like a veil...hanging before my inner consciousness...was suddenly lifted...and I was Elizabeth Bennet dancing with Mr. Darcy. Every time our hands touched, it was...**I think** he felt it too. Because his eyes were...His eyes! That's what Ruby observed when I was telling him about the Take Notice Board. When we danced, he was gazing at me like..."

Diana: "Anne, I'm going to ask you a question. Don't be vexed and do answer earnestly. Do you have a crush on Gilbert?"

Anne: "eh?"

The utterance "I think" used by Anne represents hedges. The conversation happened between Anne and Diana. Anne tells Diana what she feels about Gilbert. She needs Diana's response because she feels uncertain about what she guessed. So that Anne expressed her feelings by using "I think".

Data 9

Anne: “I think Gilbert Blythe might’ve been asking if I love him, and I think I told him to marry someone else.”

Aunt Jo: “Well...do you love this Gilbert Blythe?”

Anne: “I don’t know. I’ve never loved anyone like that before!”

This dialogue occurred between Anne and Aunt Jo, they were talked about Anne’s feelings. In this data, Anne used words “I think” twice, she used it for express her indecision about her feelings. Like the context, Aunt Jo has been asked to Anne whether she loves Gilbert or not. Anne answer it by saying “I don’t know”, so the function of “I think” that indicates this feature is to convey the doubtfulness of something.

Data 10

Tillie: “Anne should’ve left well enough alone.”

Gilbert: “Anne stood up for a person who suffered a cruelty. That person could've easily been you... “Women are not made whole by men. Women are made whole the moment they enter this world.” You know, she'd stand up for any one of you. Even in spite of what you're saying about her, she'd do what was right. That's who she is.”

The utterance of “you know” represents the use of hedges by Gilbert. In the dialogue, it can be seen that Gilbert gives a point of view of Anne to his friends that stay away from her. Gilbert adds the word “you know” in the middle of his statement because he was looking for the right word to defend Anne without hurting his friends’ feelings. Hedges like “perhaps”, “kind of”, and “well” are seen in these examples of characters' dialogue. Its purpose is to help characters find a suitable phrase and avoid the expert position. Here's a more in-depth look at the examples:

Data 11

Winifred: “Well, I’m not going anywhere.”

Gilbert: “But you could...perhaps... visit?”

Winifred: “And leave Mr. Bones?”

The conversation happened between Winifred and Gilbert. The word “perhaps” that used by Gilbert is contained as hedges. The context from the dialogue is Gilbert asked Winifred to come and visits him in Avonlea. Gilbert asked Winifred to come alternately, so he wouldn't be the only one visiting Winifred in Charlottetown. However, Winifred answers with refusing to leave Mr. Bones, her favorite bone sculpture. Gilbert used this feature because he was being sensitive to other’s feelings so he used “perhaps” as hedges to speak carefully.

Data 12

Anne: “What’s an antitoxin?”

Gilbert: “It’s a new kind of preventative medicine”

In this data, it can be showed that Gilbert using hedges in his utterance. The word “kind of” is used by Gilbert as an answer to Anne’s question. He used it to avoiding the expert role since everyone knows that Gilbert wants to go to a medical school. His friends always ask him about some medicine which he actually did not know much. Not only his friends but also the people in Avonlea were asking to Gilbert, like Marilla in this dialogue:

Data 13

Marilla: “Is it very serious?”

Gilbert: “Well, the doctor could answer that better than me, but hopefully not.”

Based on the context, Marilla was worried about Mary's condition, so she asks Gilbert about that. Gilbert answer it use the word "well" to refine his sentence because he not become a doctor yet, so he was not suit to explain Mary's condition in medical language.

Data 14

Anne: "Well, usually it would make me tremble to think of, but... with Mary's recipe, I know I will distinguish myself."

This data is contained hedge which has said by Anne through the word "well". Anne used this feature for pause her statement, she scared that people would be expect that the taste of her cake is delicious because she used Mary's recipe. So, she used hedges as an expression her lack of confident when she tried to make a cake from Mary's recipe.

Data 15

Anne: "If you're interested in Ruby, you should let her know before someone else stakes their claim"

Gilbert: "Thank you for the suggestion. But I'm not exactly a take-notice kind of guy. And, you know, when the right person comes along, someday, whenever that is, I'll know."

This conversation occurred between Anne and Gilbert that discussed about Ruby. Anne is giving advice to Gilbert, if he likes Ruby, show her by putting a note on school's notice board as a clue for Ruby. Gilbert answer Anne's statement by using hedges like "kind of" and "you know" to soften his answer while he looking for the better word to explain the refusal towards Anne.

3. Tag Questions

Tag question is a feature that often used by speaker to clearer the interlocutor's statements. The researcher found two forms of tag questions, such as "it's your life, is it not?" or "isn't Ruby covering the game?" In this research, the researcher found 14 utterances contained this feature used by woman meanwhile man had only 5 utterances which contained this feature.

Data 16

Gilbert: "isn't... Ruby covering the game?"

Tillie: "Ruby's very preoccupied. With a certain someone"

This conversation happened between Gilbert and Tillie. In that scene, they were playing a hockey game, and there is one who recorded how the game went, and it should be Ruby. However, she ignored the game and focused on Gilbert, and everyone knows she likes him. Gilbert made a statement expressing with the word "isn't..?" that presents the use of tag questions because he knows that Ruby did not focused on the game. By using that features, Gilbert wants to confirm that Ruby is the one who has to record the hockey game.

Data 17

Anne: "I should fold it over again, don't you think?"

Marilla: "It's fine, Anne. Thank you"

In this data, the conversation happened between Anne and Marilla. Anne's utterance "Don't you think" contained a language feature of tag questions. Based on the context, Anne and Marilla were preparing food for Mary. Anne expressed

her statement with a question using words like “don’t you think” because she was unsure how she folded the packaging, so she asked Marilla if she had to tidy it up.

Data 18

Nun: “Good day, Miss. How may I help?”

Anne: “Hey, Sister. This is the Indian residential school, **is that correct?**”

Nun: “Hmm.”

This conversation showed Anne came to the Indian residential school to visit her friend, Ka’kwet. She asked the nun that it is the right place where she was looking for. Anne used “...is that correct?” in her last statement which contained tag questions. She used it for confirmed that the place she was looking for was right there.

Data 19

Winifred: “Ah, trick question! No compliments. Shall we start over?”

Gilbert: “Miss Rose, thank you for accompanying me to this...tea place. **Isn’t it... lovely?**”

Based on the context, Gilbert was having a conversation with Winifred Rose in a tea place. Gilbert was taught by Winifred how to start a topic with women because he hasn’t been in relationship before. So, Gilbert gives an example to Winifred and it contained as tag questions like “isn’t it... lovely”. He used the question form to verify that his statement was right

4. Questions

Question is a language feature that linked the answer because the part of conversation is question and answer. The researcher found 57 woman’s utterances

that contained this feature while man's utterances found were 21. The man and woman are using this feature in order to get some information. It can be seen in these following sentences:

Data 20

Gilbert: "I'm looking for Elijah Hanford. Do you know him?"

A man in bar: "Yes."

Gilbert: "Do you know where I can find him?"

A man in bar: "I know exactly where he is"

This dialogue is showed that Gilbert was looking for someone he knows.

Gilbert was having some conversation with a man, a random person in the bar, to asking if he knows about Elijah. By using this feature, Gilbert used question form like "do you know him" and "where I can find him" to get the information. It shows that the second person, who answered Gilbert, have responsibility to answering the first person's question.

Data 21

Aunt Jo: "Mm. Well, I can still wish that youth wasn't always in such a hurry. Brush, please."

Anne: "Oh. Although I can't imagine why I was in such a rush to wear a corset. How do you stand it?"

Aunt Jo: "At my age, it's the only thing keeping me upright"

In this data, the conversation was going on between Anne and Aunt Jo. Based on the context, Aunt Jo was dressing Anne up with her dress to visit the orphanage where she used to live. She wants to look for the data of her parents so that she dresses as an adult to meet the orphanage employee. Because, at that time, only adult women that wear a corset. They had to wear it to follow the rules when they were 20. Anne expresses her statement using questions towards Aunt

Jo, such as “How do you stand it” The word “it” refers to a corset. Anne wanted to know how adult women could withstand wearing the corsets for a long time, which was very complicated.

Data 22

Anne: “Might you have documentation on me? My parents?”

Orphanage staff: “We may have at one time. A few years ago, the rats were so bad, they cleaned us out. If your folks dumped you off here, we've nothing that says anything about it.”

Anne: “Walter and Bertha Shirley. They didn't dump me off. They died of fever.”

From this dialogue, it can be seen that Anne was having conversation with an orphanage staff. She visited the orphanage she used to live in to find her parent's data. She wants to know who are her parents and meet them, she wants to know where is her home. She used this feature to ask some questions toward the staff to get new information about her parents.

Data 23

Anne: “Ka'kwet. Does it have a meaning? Uh, I love that your names describe the various characteristics.”

Ka'kwet: “My name is for the...sea-star.”

Anne: “Starfish? You must be very resilient.”

This data is contained a language feature of questions. Anne used question form such as “does it have meaning?” and “starfish?” to find the information that she wanted know. From the context, she was meeting an Indian American girl, she was curious about the girl's name and it turns she wanted know about the meaning behind the girl's name.

Data 24

Gilbert: "So, when might I expect it?"

Ka'kwet's father: "When ready."

This data was about Gilbert who wants to buy the hockey sticks. He buys it to Ka'kwet's father, a woodworker. Gilbert used the question form for know the details when will the stick be available so he asked to the seller.

Data 25

Anne: "What's wrong?"

Diana: "My ancestry is keeping me from Queens from you, everything."

This conversation happened between Anne and her best friend, Diana. Anne asked Diana using the question form such as "what's wrong?" because she wants to know Diana's condition. Based on the context, Diana would be going to finishing school in Paris. Diana don't wants to leave her friends especially Anne. So that, she locked herself in her room and it made Anne worried.

Data 26

Marilla: "My Visit to a Mi'kmaq Village." Hmmm"

Anne: "Do you like my article?"

Marilla: "We trusted you."

From this dialogue, it can be seen that Anne used questions as a feature of language. Anne asked Marilla about her new releases article. She asked about Marilla's opinion first because she was afraid that everyone does not want to read her article. Anne used "do you like my article?" as a question which needs an answer from Marilla.

Data 27

Anne: “Your beautiful garden would be the perfect place. Will you lend it? Please?”

Mr. Barry: “We wouldn't dream of declining such a request.”

From the dialogue above, the conversation happened between Anne and Mr. Barry, who as known as wealthy family in Avonlea. Anne asked Mr. Barry whether he allows or not if Anne used his garden for Easter surprise for Mary. So, Anne using question form such as “will you lend it?” in order to asking permission towards the interlocutor.

Data 28

Ka'kwet's father: “It is from the weeping tree. It grows by the water.”

Gilbert: “It's for pain?”

In this data, it can be seen than Gilbert who is asking a question, he used this feature to know the thing that he did not know. Based on the context, Gilbert's friend, Moody, was bleeding when they were walking in the forest. Accidentally, they were helped by Indian American people, tribal advice. Because of she couldn't speak English, she was accompanied by Ka'kwet's father which Gilbert know him. The tribal advice put honey on Moody's wound. As a person who interest in medicine, Gilbert was amazed that honey can be used as medicine.

Data 29

Anne: “Remember Cole? He lives with Aunt Jo in Charlottetown so he can escort me on the ferry and to the orphanage. It would only be a day. Please let me go?”

Matthew: “Would it make you happy?”

Anne: (nodding)

This conversation occurred between Anne and Matthew, her foster father. Anne was asking permission to visit the orphanage where she was lived in. she has to go to Charlottetown first and get the next transport to the place. She does not want to make her parents worry, she explained that Cole, her friend, was willing to accompany her to go to the orphanage. Anne used a question towards Matthew to get the agreement as an answer.

Data 30

Anne: "Who are the team captains this week?"

Ruby: "Gilbert"

Anne: "and?"

Ruby: "Whoever"

From the dialogue, it can be seen that Anne was gave some questions to Ruby. Anne's utterances like "who are the team captains this week?" and "and?" are indicated as language features of questions. Based on the context, Anne watched a hockey game played by her classmates. She asks to Ruby because she came to the field late. She used a questions form to know the fact that she did not know before.

5. Commands and Directives

This feature is tends to asked the others to do something what speaker's wants. There are two forms of directives, aggravated and mitigated. The 'aggravated' directive is an explicit directive that typically revealed different statuses; the feature such as "don't touch them" was found by the researcher. While 'mitigated' directives was stated to soften demand, the word that indicates this type like "let's" was found by the researcher. The features that used by man

was one while woman was 13 features were found. The explanations are below as follows:

Data 31

Anne: “Tell me what you eat.”

Ka’kwet: “Fish, rabbits and eel. Our hunters are always busy.”

The dialogue above represents the utterance of commands and directives Anne uses towards Ka’kwet. Anne was working on her article concerning everything about the American Indian people. Anne asked Ka’kwet some questions relating to how they do their activities, such as what they eat. The words “tell me” that uttered by Anne indicated as aggravated directives, it is because Anne showed the status as an interviewer and Ka’kwet is an interviewee. The use of commands and directives here is to ask about the information since the second person agreed to answer the question for article data.

Data 32

Anne: “You were right about one thing: it’s a fine day! I want my money back!”

Madam Fortune-teller: “All predictions are final.”

Anne: “You said he was my true love!”

That conversation showed that Anne came to a fortune-teller when she visited a bazaar. Anne expressed her statement by saying, “I want my money back,” which indicates commands and directives of language features. In context, Anne is angry with Madam because the fortune that Madam tells Anne is not valid. The use of commands and directives by Anne needs a return action. Anne feels at a

loss for paying for things that are not true. Responding to that, Madam refused Anne's order.

Data 33

Gilbert: "You can be angry about it later, but right now, spend every last minute that you can with her"

From the dialogue, it can be seen that Gilbert's utterance is contained 'aggravated' directives. It's because he wants to show his place as a friend who worry about Bash, his best friends. He gives order towards Bash to company his wife, Mary, in the last moment of her life. Bash was escaped from anyone because he still can't accept the fact that Mary had a deadly disease. So that, Gilbert come and order Bash to do that.

Data 34

Marilla: "How many more?"
Anne: "Let's make it abundant"

This conversation happened between Anne and Marilla when they made a flower crown for Mary. The word "Let's" that used by Anne is contained a 'mitigated' directives. It aims to soften the request to other people to do what she wants.

Data 35

Cole: "You're...sure you don't want privacy? We could step away"
Anne: "No, no. You're all my family. Let's open it together"

The word "let's" that used by Anne in this dialogue is represents the use of mitigated directive. Based on the context, Anne got receive the letter that she used to find the information about her parents. Cole offered her a space if she wants to

open it by herself. However, she refused Cole's offer and invite everyone in the room to read together by using the word "let's" which indicates commands and directives of language features.

6. Swearing and Taboo Words

Swearing and taboo language is an inappropriate word that uttered by speaker as expression of exaggeration. When the speaker wants to communicate their feelings intensely, they used this feature. The researcher found 8 features that found in women's only. Those are "how dare you!", "stupid", and "ridiculous!" the examples of the conversation are below:

Data 36

Anne: "It's so **stupid**!! Can't you see?! I thought I was Princess Cordelia! I spent my life here in...full, lunatic imagination! And now I don't know what's real. What else did I tell myself? What if my parents aren't dead?! What if they just dumped me here' cause they just didn't want me? I can't remember who told me they loved me. What if I made that up like everything else? I'm such **a fool**. It's pathetic."

Cole: "No. No, not pathetic. It saved you, that you used your imagination to escape this place."

From this data, it can be seen that women can be swearing and using taboo words. Anne used the word "stupid" to express her intense feelings. Based on the context, Anne and Cole visited an orphanage where Anne used to be lived. When she passed the stairs, Anne remembered how her bad life there. She used to be bullied by her friends because of her red hair and uniqueness, like how she speaks and uses words. So, Anne survives by doing all her imagination every day.

However, when she revisits the place, she feels so dumb about everything she did.

Cole responds calmly to Anne so that Anne can lower her emotions.

Data 37

Billie: “come to beg for a kiss too?”

Anne: “beg? That’s not what happened, and you know it! **How dare you!** Spread nasty rumor about my friend?!”

This data showed a debate between Anne and Billie. Based on the context, Billie was spread a bad rumor about Josie which the rumor at that time could detrimental to women. Anne as Josie’s friend don’t accept that her friend become the gossip’s subject so that Anne swearing to Billie by using “how dare you” that indicates as language feature of swearing and taboo language. She used this feature for expressed her anger to Billie.

Data 38

Charlie: “Did you enjoy the dance practice? You seem to be natural at it”

Anne: “...**What a ludicrous waste of time!** Queens exams are on the horizon, yet we’re spinning around like dying bees? **It’s ridiculous!**”

From the context, the school was holding the party where the students are required to dance. So, the school provides facilities for students to practice together. Charlie was observed Anne while they practiced the dance after that he teased her by ask her what she feels. Then, Anne snapped Charlie by using the word like “what a ludicrous waste of time!” and “it’s ridiculous!” which were contained as swearing and taboo words. Anne used this feature because she wants to express excessively so she does not seems like negligent in studying the exam.

7. Compliments

This feature is often using by woman in this series, the purpose is to give polite congratulate or admire for something. The researcher found 24 features, 18 features used by woman and 6 features used by man in this research. The examples of compliments are “wonderful”, “lovely”, and “spectacular”. The explanations are below:

Data 39

Marilla: “How do you know it's too late?”

Anne: “Well, his...Winifred... seems... wonderful. And I can only assume...”

Marilla: “So you don't know, not for certain.”

Anne: “I told him to marry her.”

This conversation happened between Anne and Marilla. Anne expressed her feelings using “wonderful” which contained compliments in language features. Anne feels insecure about how beautiful and brilliant are Winifred. The context of the dialogue is that Anne gave up her love for Gilbert because of Winifred. She thinks that Gilbert would marry Winifred as she said to him. The researcher found the use of compliment in this dialogue like “wonderful” refers to Winifred’s physical appearance and respectable family.

Data 40

Marilla: “Uh, it was alright? To go back.”

Anne: “It was lovely to see Cole.”

From this dialogue, it can be seen that Anne was having conversation with Marilla. This dialogue happened after Anne back home from Charlottetown to visit the orphanage. Marilla ask Anne how she feels after visited her orphanage

where she was lived, but Anne change the topic because she did not find any information about her parents. So, she just answers that she really happy after met Cole, her friend that lives in Charlottetown.

Data 41

Mary: “Please help me understand you, if you don’t mind. You were Delphine’s age when you were orphaned?”

Anne: “That’s true. You never complain, but from what you told me, you had it rough before you came here. And yet, you’re the way you are. **Loving, bright, tender.** You are **very kind**”

In this conversation, Mary asked Anne about her story when she was in orphanage back then. Based on the context, Mary was worrying about Delphine, her daughter, because Mary was sick, she was diagnosed by Dr. Ward with a disease which no cure has been found. Mary have been worried about Delphine’s future, she scared that she can’t accompany her as a supportive mom, so, she asking Anne’s opinion. Anne gives compliment to Mary using words like “loving, bright, tender” and also “you’re very kind”, Anne’s purpose in using this feature is to conveys her admiration to Mary. She wants to say that people will be happy to take care of Delphine, considering that Delphine has a mother who is very kind and cares about others. Then, the words like “incredible” and “spectacular” were also contained this features. These are the examples of conversation where a man used compliments to something:

Data 42

Gilbert: “...And the bees, **it’s genius!** How they produce a substance that can actually heal wounds. Why is that not in any of the medical textbook that I read? And the medicine woman used

willow bark for pain! That tree's been right underneath my nose this whole time. **It's incredible!** There's so much out there. Why can't we use nature to be on the winning side of medicine? Makes you wonder, doesn't it? What else there is that we don't know."

Bash: "I... don't know"

Gilbert: "Well, neither do I, but I want to know"

This is the conversation where the men use utterances indicated as

compliments in language features. The abovementioned dialogue happened between Gilbert and Bash, visiting the field and getting honey from a beehive. He expressed his statement using words such as "genius" and "incredible." As a person interested in medicines and treatments, Gilbert was excited because he found a new thing in his surroundings that could be medicine. He did not find anywhere about the treatment with honey before, especially in his medical books.

Data 43

Gilbert: "The radish is **spectacular!**"

Matthew: "Hmm, yeah"

Anne: "Gilbert needs cuff links!"

This conversation occurred between Anne and Gilbert in Anne's house. From the context, Gilbert saw Matthew bring a big radish from the field when he was visited Anne's house to borrow something. He was amazed and curious about it, so he used "spectacular" to show his amazement to the big radish and gives an appreciation towards Matthew's effort to take care of it.

Data 44

Bash's mom: "Good morning, sir"

Gilbert: "Oh, it smells **wonderful** in here"

Bash's mom: "Thank you, sir"

This is a dialogue that contained a language feature of compliments.

Gilbert uttered “wonderful” to show his compliment to the food. Bash’s mom was cooked him a food for breakfast, and Gilbert was little touched because he had not eaten his mother’s cooking for a long time.

Data 45

Gilbert: “...I need to be home right now. Doesn’t feel right to be away from Bash and Delphine.”

Winifred: “And you mustn’t worry about Dr. Ward. It just means he has to start doing everything he hated again. You were a great help.”

Gilbert: “It was a **great** experience. And I...I learned a lot”

In this data, it showed the conversation between Gilbert and Winifred.

Gilbert was still worried about Bash’s condition after Mary died because he knows the feeling when he lost his parents. He also worried to Dr. Ward who was doing deeper research in order to find something to cure and save others life. So, Gilbert offered assistance with the research and he was very happy to help. Gilbert using words like “a great experience” which contained a compliment to describe the situation that he feels honored to have the precious opportunity.

4.1.2. The Differences and Similarities of Language Features used by main characters in the series.

The researcher discovers the differences and similarities of men’s and women’s language features in *Anne With an E* series. Based on seven types of language features in Coates’ (2013) theory, it comes out that all of the features were found by researcher. The findings are summarized in the table below:

Language Features	The usage	
	Men	Women
Minimal Responses	✓	✓
Hedges	✓	✓
Tag Questions	✓	✓
Questions	✓	✓
Commands and Directives	✓	✓
Swearing and Taboo Words	X	✓
Compliments	✓	✓

Table 4.1: The Types of language features used by Gilbert and Anne in *Anne With an E* series

As we can see from table 4.2 above, the researcher only found the similarities in six out of seven features. The similarities of language features in these series that used by Gilbert and Anne are: minimal responses, hedges, tag questions, questions, commands and directives and compliments.

The first similar feature is the minimal responses. Both Anne and Gilbert used this feature as a short response to the person who talks with them. They using it to showed that they listening and responds it through the topics. The second similar feature is hedges, they using it to express the uncertainty when

they speaking. The function of this feature also can be used for avoiding the expert role.

The third feature that is similar with is tag questions. Anne and Gilbert using it for questioning the sureness, so that they confirm it for make things clearer.

‘Questions’ is the fourth similar features that used by man and woman. This feature has functions to gather the information from the speaker. Then, commands and directives by Anne and Gilbert were for asked other people to do what he or she wants. Therefore, men and women using compliments to show admiration for someone or something.

In contrast, there is a feature that found by the researcher which not used by Gilbert in *Anne With an E* series. The feature is swearing and taboo words, sometime Anne using it to strengthen her emotions. Based on seven types of language features in Coates’ (2013) theory, the researcher found out that the frequency of several types in language features that used by men and women are different. The findings’ result between man and woman used are presented in this diagram below:

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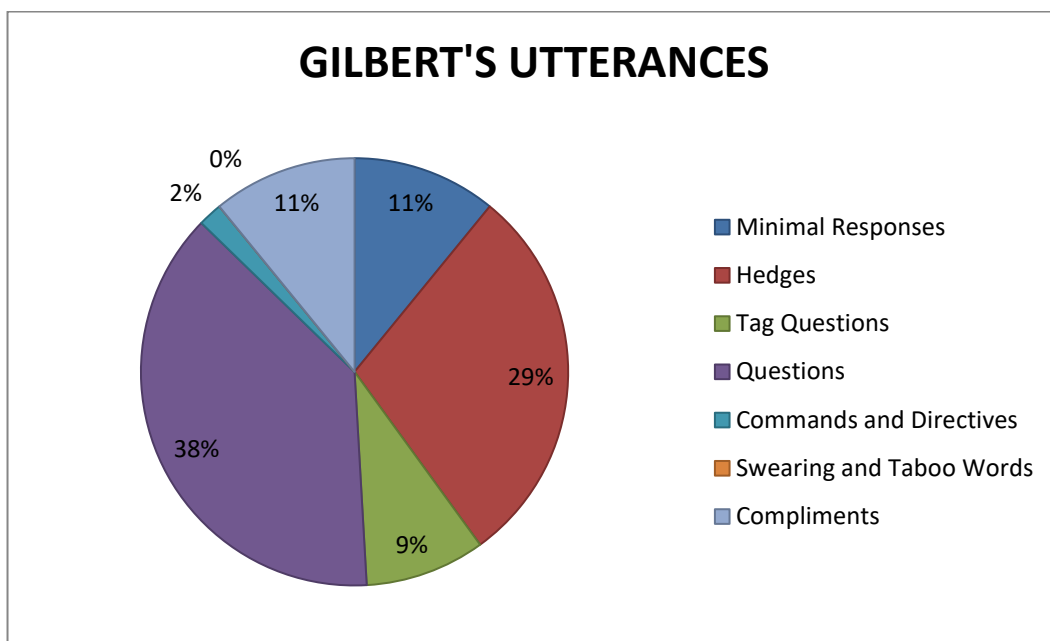


Figure 4.2: Diagram of language features used by Gilbert Blythe in *Anne With an E* series.

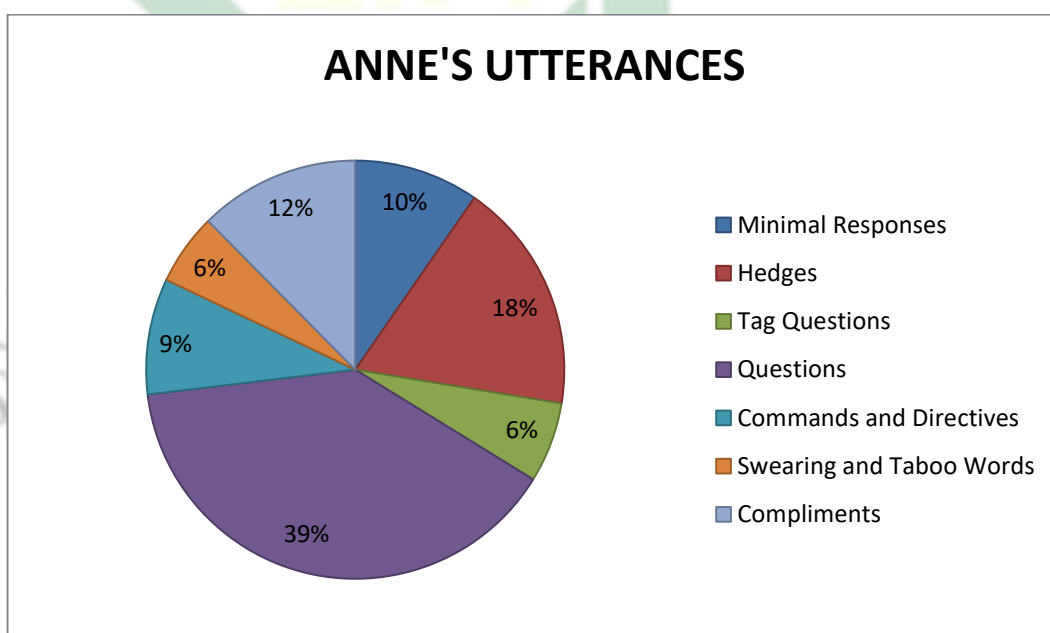


Figure 4.3: Diagram of language features used by Anne Shirley in *Anne With an E* series.

From the diagram above, it can be seen that the use of minimal responses from man was 11% or 6 features while woman has 10% or 14 features. In hedges,

29% or 16 features was found from man's utterances while woman are 18% or 26 features. Tag questions were 9% or 5 features used by man while woman are 6% or 9 features. The uses of questions are 38% or 21 features by man and 39% or 57 features by woman. In commands and directives, the number of frequency that found in man only 1% or 1 feature, while woman have a higher percentage in 9% or 13 features. Then, swearing and taboo words are not found in man whereas in woman, 6% or 8 features had found. Moreover, compliments were found 11% or 6 features in man, while 12% or 18 features were found in woman.

4.2. Discussion

This study is analysis of *Anne With an E* essential characters, Gilbert Blythe and Anne Shirley, focuses on the differences in language between men and women. The researcher employed an approach developed by Coates (2013) to distinguish between men and women language usage in the spoken words of Anne and Gilbert. Minimal responses, hedges, tag questions, questions, commands and directives, swearing and taboo language, and compliments are the seven types of language features that Coates stated. The first topic the researcher examined was the types of men's and women's language features. The results show that the woman character, Anne Shirley, uses a wide variety of language features. Anne relies heavily on the use of questions in language features. Anne's data was examined 57 times by the researcher. Since Anne was presented as a naturally inquisitive woman throughout the series, it seems to reason that she would make frequent use of this functionality. Therefore, this is relevant since, as mentioned

by Coates (2013, p.94), women ask more questions than men in certain circumstances, while in others it is the reverse, and in still other situations, employment status rather than gender is the relevant determinant.

However, only six out of seven types were found in man character, Gilbert. Those are minimal responses, hedges, tag questions, questions, commands and directives, and compliments. Lakoff (stated in Coates 2013) claims that swearing and taboo words are the type that men often use. However, this study found the opposite. Moreover, in men, the researcher did not find swearing taboo words because the main character in this series, Gilbert, is portrayed as a gentleman who dreams of being a doctor. His character is a figure of a mediator in every problem in Avonlea; he always calms everyone down. So, the researcher could not find the two types of language features in Gilbert's utterances. Gilbert, as a man character in the series, uses commands and directives less than Anne. In Gilbert, the researcher found one utterance that contained 'aggravated' directives. This aligns with Coates' theory; according to Goodwin (as cited in Coates 2013, p.95), the 'aggravated' directive is the one men like and is used to establish their place in society. The more 'mitigated' directive is more common among women. However, the researcher found 13 utterances from Anne that contained commands and directives, many of which contained 'aggravated' and 'mitigated' directives, showing that the use of commands and directives depends on the context and social status. Both Anne and Gilbert have a high social status but they influence the society in different way, Anne more dominant to direct everyone by asking them to do something as proven in the used of commands and directives.

After the first research problem was finished, the researcher answered the second research problem: the differences and similarities between men and women in using language features. In this part, the researcher used tables and diagrams to show the significant differences between men's and women's language features that Anne and Gilbert used. Then, the researcher described the result from the tables and diagrams to know the differences and similarities. The researcher found that the use of minimal responses, hedges, tag questions, questions, and compliments by men and women characters in *Anne With an E* series have the exact reasons for their use. In minimal hedges, they used it as their short response to the interlocutor. Then, they used hedges to look for the right word to answer. In tag questions, the researcher found the same function Anne and Gilbert used; it tends to clarify the context. While in questions, they used it to gather the new information they wanted. Then, in compliments, it follows Holmes' explanation as cited in Coates(2013, p. 98). Among 484 compliment exchanges in New Zealand, Holmes (1988) found that 51% were given by women to other women, and just 9% were given by men to other men. The researcher found that women are most dominant in giving a compliment to others rather than men.

Moreover, in commands and directives, the researcher found differences in using them; Anne's utterances are many detected as 'aggravated' which found 7 out of 13, rather than 'mitigated' directives. Then, in swearing and taboo language, the researcher found only in Anne's utterances that she used it for expressed her feelings. Different from Jespersen (1922), as cited in Coates (2013, p.97), women

instinctively reduced from rude and vulgar expressions and a preference for refined and (in certain areas) disguised and indirect expressions. While in this series, Anne Shirley is portrayed as an individual who wants to break society's rules. Anne's personality is stubborn, she freely to act or speak in whatever way she thinks is right. Different from Gilbert, he is depicted as fair, practical, and reliable man, he have "common sense" view of things. If he faced the problem, he will find out the truth first instead of scolding the person like Anne did in the used of swearing and taboo words.

This research has similar subjects of the study which were men and women (Azizah, 2021; Erwiarti, 2021; Aisah & Fatmasari, 2021; Setyadi & Ekawati, 2021; Nabilah, 2019; Kurniaty, 2017) the difference between this study and other previous studies is that this research used a series as the research data which applied the theory from Coates (2013). In comparison with Erwiarti (2021) which used same theory from Coates (2013), the result of this study shows different. Erwiarti (2021) found 'hedges' as the dominant types because the characters used it to show the politeness since the data was taken from the *YouTube* interview videos. While this research found the used of 'questions' is dominant because the main characters, Anne and Gilbert, were portrayed as the teenager who have a lot of curiosity. So, the use of language features between men and women are different depends on its context. Other variables that can influence on the differences in using language are topics, social status and personality or psychological situation. Anne Shirley and Gilbert Blythe were having different

situation of psychological and social status so that makes the result of this study is different from the others.



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CHAPTER V

CONCLUSIONS AND SUGGESTIONS

This chapter presents the conclusion of the findings and discussion about this present study. Furthermore, the researcher also gives suggestion for future researchers who will analyze language features especially comparison between men and women.

5.1. Conclusions

This study investigates men's and women's features and the differences and similarities of the usage between men and women uttered by Anne Shirley and Gilbert Blythe as the main characters in the *Anne With an E* series. The researcher used Coates (2013) theory in this study. Based on the findings, the researcher found all the types of language features women use. There are 14 utterances of minimal responses, 26 utterances of hedges, 9 utterances of tag questions, 57 utterances of questions, 13 utterances of commands and directives, 8 utterances of swearing and taboo words, and 18 utterances of compliments. Meanwhile, in men, six out of seven types of language features were found by researcher. There are 6 utterances of minimal responses, 16 utterances of hedges, 5 utterances of tag questions, 21 utterances of questions, 1 utterance of commands and directives, and 6 utterances of compliments.

The findings showed that questions are the language features Anne and Gilbert often used. In Anne's, the researcher found 57, while in Gilbert's 21 utterances. They often use this type for gathered information that they do not

know. Anne and Gilbert when using language features are quite similar as the researcher mentioned before, all of the features has been found but the swearing and taboo words feature only that not been found in Gilbert's utterances. This indicates that the uses of language are different because there are factors that influence in using it such as the context of the used, the topics, the social status, and personality or psychological situation.

5.2. Suggestions

This study compares and contrasts language features frequently linked with men and women in the series' main characters. The researcher suggests looking at more than one character to understand the study's findings fully. Despite this development, questions remain concerning other influences on men's and women's differences in language.

Those interested in gender and language is encouraged to read this study as a resource recommended by the researcher. The researcher of this study writes in the hopes that it may be helpful to linguists and anyone interested in studying differences between genders in language use.

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