

CHAPTER IV

FINDINGS

This chapter presents the findings and discussion, which are divided into two sections. First, the writer presents how the expressions of complaint are formally realized in detail. Next, the writer presents the table of politeness strategy used by native speakers based on Brown & Levinson's theory of politeness strategy.

A. Data presentations

Based on the research result, the researcher found five kinds of formal pattern that used by the native speakers in the movie. Those patterns are Head Act (HA) only, which consist of the main utterance of the complaint. The second pattern is formal pattern of Opening Utterance (OU) + Head Act (HA); where the utterance contains complaint is opened by an opening. The third pattern is formal pattern of Explanation (EX) + Head Act (HA); where there is an explanation about the following head act used. The fourth pattern is formal pattern of Head Act (HA) + Explanation (EX); it's almost the same with before, with the explanation after the head act. The last pattern is the formal pattern of Opening Utterance (OU) + Head Act (HA) + Explanation (EX).

The second result of the research is about politeness strategy used by the native speakers. In here, the researcher found that in order to deliver their complaint, the native speakers used positive politeness strategy. This back to the explanation about complaint in politeness strategy. Complaint or the

expressions of disapproval / disagreement is included as an act that threaten on someone's positive face. An act that threaten on someone's positive-face is included in positive politeness strategy.

B. Data Findings

After the researcher reads the script and analyzes the native speakers' utterances in "Alice Through The Looking Glass (2016)" movie, the researchers do organizing, coding, summarizing, interpreting and then reporting all those utterances and write down the strategies used by the charracters in conversing with their interlocutors. Later, the researcher make the table about the results and the strategy used, thus its function. In this research, the researcher found 26 data based on the classification of politeness strategy and its function. Further, in this chapter, the researcher sorts the data based on what pattern or what strategies it could be; not in number-order.

1. The Formal Realizations of Expressions of Complaint of the Charracters in the "Alice Through The Looking Glass (2016)" movie

In the section below, the writer will present how each utterance of complaining is formally realized. In here, the researcher found five patterns of formal structure in the movie. Those are Head Act (HA) only, which consist of the main utterance of the complaint. The second pattern is formal pattern of Opening Utterance (OU) + Head Act (HA); where the utterance contains complaint is opened by an opening. The third pattern is

formal pattern of Explanation (EX) + Head Act (HA); where there is an explanation about the following head act used. The fourth pattern is formal pattern of Head Act (HA) + Explanation (EX); it's almost the same with before, with the explanation after the head act. The last pattern is the formal pattern of Opening Utterance (OU) + Head Act (HA) + Explanation (EX). The formal realization pattern of the utterances are presented in the paragraphs that follow.

a. Formal Pattern of Head Act (HA) only

In the following analysis, the data that contain Head Act (HA) only will be presented. The Head Act (HA) only pattern is a pattern where the complaint will not be opened by opening utterance such as name, greetings, etc. It will not consist of any explanation about the complaint.

Data 2 (00:05:25 – 00:05:52)

[2] Alice's Mother	: Here you are, finally.
Hartcourt	: Miss Kingsleigh? You and the Wonder have been expected for over a year.
Alice	: There were complications, pirates and such. The letters are in my cabin. And would you please let Lord Ascot know, I should like to see him immediately.
Hartcourt	: I'm afraid Lord Ascot passed away whilst you at sea. The title has been passed to his son.
Alice	: Hamish?
Hartcourt	: Indeed. Now chairman of the board.
Alice	: <u>How unfortunate!</u> (2)

HA

Utterance (2) contains complaint conveyed by Alice when she heard about Lord Ascot's death and Hamish got the title. The

complaint said because Lord Ascot already passed away and his son, Hamish, who known as someone arrogant got the lord title. Utterance (2) consists of Head act (HA) only which is grammatically or formally expressed in **declarative sentence**.

Data 5 (00:07:30 – 00:07:41)

[5] Alice's Mother : **I do wish you had worn the yellow dress.**
(5) HA

Alice : If it is good enough for the Dowager, Empress of China, then it's good enough for the Ascots..

Alice's Mother : Must you always be so head strong?

Alice : No, its just more fun that way..

Utterance (5) contains complaint conveyed by Alice's mother when they go to Ascot's mansion and Alice wears a Chinese dress. The complaint was addressed to Alice because she wore a chinese dress instead of a normal England dress when attended the party. Utterance (5) consists of Head act (HA) only which is grammatically or formally expressed in **declarative sentence**.

Data 7 (00:17:38 – 00:17:39)

[7] Alice : What happened?

The Dog : There was a great storm. We ventured out into the Tulgey woods, to investigate. The Hatter was perfectly Hatter-ish Until ... that blue paper hat. Somehow put him in mind, of his family's tragedy. Slayen by the Jabberwocky, on Horuvendush day. Many years ago.

Malice : **He's just not himself anymore.** (7)
HA

Utterance (7) contains complaint conveyed by Malice when Alice asked about what happened to Hatter after the blue-hat findings. The complaint was addressed to Hatter because he changed after he found a blue paper hat in the wood; that's made him remembered about his family's tragedy; Hatter is not Hatter anymore, he's different. Utterance (7) consists of Head act (HA) only which is grammatically or formally expressed in **declarative sentence**.

Data 19 (01:04:24 – 01:05:01)

- | | |
|--------------------|--|
| [19] Mother | : What did I tell you two? No more tarts! |
| Iracebeth (Red Q) | : I didn't eat any tarts! |
| The Queens' Mother | : Why are these crusts under your bed? |
| Iracebeth (Red Q) | : She put them there. |
| The Queens' Mother | : Did you, Mirana? |
| Iracebeth (Red Q) | : You did, tell her. |
| The Queens' Mother | : Tell the truth, Mirana. Did you eat the tarts, and put the crusts there? |
| Mirana (White Q) | : No. |
| Iracebeth (Red Q) | : <u>But you did, you're lying!</u> (19) |
| | HA |
| The Queens' Mother | : The tarts are under your bed. Don't blame your sister. |

Utterance (19) contains complaint conveyed by Iracebeth (red queen) when her mother and her sister come to her bedroom and asked about the crusts under her bed and she accused that she

have eaten the tarts. The complaint was addressed to Mirana (white queen) because she lied about the crusts under Iracebeth's bed. Utterance (19) consists of Head act (HA) only which is grammatically or formally expressed in **declarative sentence**.

Data 22 (01:15:35 – 01:15:42)

[22] Malice : I can't bare to see him like this. (22)
HA

The Dog : Come, Mally.

Say your goodbyes, Alice.

Utterance (22) contains complaint conveyed by Malice when it saw Hatter's condition that got worsen time to time. The complaint was Alice and its friends because they also Hatter's friends. Utterance (22) consists of Head act (HA) only which is grammatically or formally expressed in **declarative sentence**.

Data 25 (01:26:7 – 01:27:13)

[25] Red Queen : Liar! You're a liar!

Hatter : This can not be good. (25)
HA

Alice : We've got to go now.

Utterance (25) contains complaint conveyed by Hatter when he saw Red Queen become a red-like statue; means that the past is broken. The complaint was addressed to the situation that happen to be bad because the past started to broke. Utterance (25)

consists of Head act (HA) only which is grammatically or formally expressed in **declarative sentence**.

b. Formal Pattern of Opening Utterance (OU) + Head Act (HA)

In this section below, the data that consist of Opening Utterance (OU) and Head Act (HA) will be presented. It is the pattern when the complaint is said by using an opening utterance first.

Data 11 (00:37:40 – 00:37:48)

[11] Time	: What troubles you, my dear?
Red Queen	: You know what it is that I desire.
Time	: <u>But my love,</u> + <u>I have done so much for</u>
	OU HA
	<u>you already.</u> (11)

Utterance (11) contains complaint conveyed by Time when he gave a present to the Red Queen, but red queen asked for another present. The complaint was addressed to The Red Queen because she wants a present that can not be given by Time. Utterance (11) consists two parts which are the utterance “*But my love*” become the opening utterance (OU) and the utterance “*I have done so much for you already*” as the Head act (HA). This utterance is grammatically or formally expressed in **declarative sentence**.

Data 12 (00:47:31 – 00:47:51)

[12] Red Queen	: Quiet!
Red Queen	: What are you doing, you idiot ?! (to Hatter)

Iracebeth (Red Q) : My head...
OU

The King : Arms around my neck.

Iracebeth (Red Q) : Dady my head hurts. (20)
HA

The Queens' mother : Mirana!

Utterance (20) contains complaint conveyed by Iracebeth (Red Queen) when she just hit her head on the statue in the Town square. The complaint was addressed The King or her father because she feels that her head is hurt. Utterance (20) consists of two parts which are the utterance "*My head...*" become the opening utterance (OU) and the utterance "*Dady my head hurts*" as the Head act (HA). This utterance is grammatically or formally expressed in **declarative sentence**.

Data 21 (01:07:39 – 01:08:02)

[21] Alice : They're alive, they're alive!

Time : Your foolishness astounds me. + You have no
OU
conception of how reckless you have been, the
HA
dangers that you have caused. (21)

Utterance (21) contains complaint conveyed by Time when he meets Alice after Red Queen's tragedy in the town square and Alice is not aware of him. The complaint was addressed to Alice because she took the chronosphere and it makes Time angry for many reasons such as the unstable time. Utterance (21) consists of

two parts which are the utterance “*Your foolishness astounds me*” become the opening utterance (OU) and the utterance “*you have no conception of how reckless you have been, the dangers that you have caused*” as the Head act (HA). This utterance is grammatically or formally expressed in **declarative sentence**.

Data 23 (01:23:17 – 01: 23:26)

[23] White Queen : Iraci!

Red Queen : Shut up!

White Rabbit : **I knew we should've stayed together.** +
OU

Now look at us! Stuck in a giant vegetable
HA

jail. (23)

Utterance (23) contains complaint conveyed by White Rabbit when it and its friend are caught by Red Queen and they caged in a giant vegetable jail. The complaint was addressed to the situations because they finally got caught by red queen and got jailed. Utterance (23) consists of two parts which are the utterance “*I knew whe should’ve stayed together*” become the opening utterance (OU) and the utterance “*Now look at us! Stuck in a giant vegetable jail.*” as the Head act (HA). This utterance is grammatically or formally expressed in **declarative sentence**.

Data 24 (01:23:39 – 01:23:48)

[24] Alice : Wait, Your Majesty, Stop! You can not change the past, Believe me, I have tried.

Red Queen : Oh Alice, + you were always an irksome.
OU HA
Slervish, interrupting things! (24)

Utterance (24) contains complaint conveyed by Red Queen when she about to use the chonosphere and Alice interrupts her. The complaint was addressed to Alice because she interrupts the red queen and make her annoyed; not only once, but Alice has interrupted Red Queen for many times. Utterance (24) consists of two parts which are the utterance “*Oh Alice,*” become the opening utterance (OU) and the utterance “*you were always an irksome. Slervish, interrupting things!*” as the Head act (HA). This utterance is grammatically or formally expressed in **declarative sentence**.

c. Formal Pattern of Explanation (EX) + Head Act (HA)

In the section below, the data that contain Explanation (EX) + Head Act (HA) will be presented. In this pattern, the main utterance will be said with giving explanation in the first place.

Data 8 (00:23:00 – 00:23:15)

[8] Malice : We can't lose him, Alice. We can't ...
Alice : **He said to make him better I must bring**
EX
his family back. + **But that, can not be.** (8)
HA
White Queen : Unless it could.

Utterance (8) contains complaint conveyed by Alice when she tells about something that can make Hatter become better. The complaint was addressed to Hatter's utterance about bringing his family back because Alice thinks that it is impossible to do. Utterance (8) consists of two parts which are the utterance "*He said to make him better I must bring his family back*" become the Explanation (EX) and the utterance "*But that, can not be*" as the Head act (HA). This utterance is grammatically or formally expressed in **declarative sentence**.

Data 15 (00:50:19 – 00:50:39)

[15] Zanik : **If you want to be a hatter worthy of the Hightopp name... You must be sane, sober ... disciplined.** + **Everything you now are not!** (15)
EX
HA

Hatter : All I did was laugh, father. Couldn't help it. Her head is rather voluminous.

Utterance (15) contains complaint conveyed by Zanik when the coronation prosesion is failed; Red Queen angry, thus she and her family left the hall. The complaint was addressed to Hatter because he starts to laugh first and it becomes the reason why Red Queen become angry. Utterance (15) consists of two parts which are the utterance "*If you want to be a hatter worthy of the Hightopp name... You must be sane, sober ... disciplined.*" become the Explanation (EX) and the utterance "*Everything that you now are*

not” as the Head act (HA). This utterance is grammatically or formally expressed in **declarative sentence**.

Data 16 (00:50:39 – 00:51:04)

[16] Zanik : **You cost the Princess her crown. Do you know**
EX
what this means to us?

Hatter : Why am I never good enough for you?

Zanik : **Why are you always such a disappointment to**
HA
me? (16)

Hatter : There, you’ve said it. You’ve said it, father. Well if I am such a disappointment, I don’t suppose you’ll be sorry if I leave home.

Utterance (16) contains complaint conveyed by Zanik when the coronation prosesion is failed; Red Queen angry, thus she and her family left the hall. The complaint was addressed to Hatter because he starts to laugh first and it becomes the reason why Red Queen become angry. Utterance (16) consists of two parts which are the utterance “*You cost the Princess’ her crown. Do you know what this means to us?.*” become the Explanation (EX) and the utterance “*Why are you always such a disappointment to me?*” as the Head act (HA). This utterance is grammatically or formally expressed in **interrogative sentence**.

d. Formal Pattern of Head Act (HA) + Explanation (EX)

In the section below, the data that consist of Head Act (HA) + Explanation (EX) will be presented. This pattern occurs when the

- Alice's Mother : You sound just like him.
- Alice : I miss him!
- Alice's Mother : I do too. But the years pass quickly for
HA
me now. + Time is a cruel master. (4)
EX
- Alice : Time is a thief and a villain.

Utterance (4) contains complaint conveyed by Alice's mother when Alice and she just arrived at home and started to relax in the kitchen. The complaint was addressed to time because it takes something important in her life, that is her husband or Alice's father. Utterance (4) consists of two parts which are the utterance "*But the years pass quickly for me now*" as the Head act (HA) and the utterance "*Time is a cruel master*" become the Explanation (EX). This utterance is grammatically or formally expressed in **declarative sentence**.

Data 6 (00:09:46 – 00:10:15)

- [6] Alice : It is not about China, is it? It's because I turned you down, when you asked me to marry you?
- Hamish : I'm sorry Miss Kingsleigh, but this is all we can do for you. No other company is in the business of hiring female clarks. Let alone the ship's captains.
- Alice : You can't do this! + I own 10% of the company.
HA EX
Your father set those shares aside for me! (6)

Utterance (6) contains complaint conveyed by Alice when she is in Hamish's mansion and heard that there is no expedition

The King : You are unfit to rule, Iracebeth.
 Red Queen : I hate you! I hate you all!

Utterance (13) contains complaint conveyed by Red Queen when she is at her coronation procession with her family and the citizen in the hall, when her father decided to give the crown to Mirana. The complaint was addressed to The King because he makes a decision about the crown; the crown will pass to princess Mirana, but it is not fair for Iracebeth because she is the eldest. Utterance (13) consists of two parts which are the utterance “*But ... that’s not fair!*” as the Head act (HA) and the utterance “*I’m the eldest!*” become the Explanation (EX). This utterance is grammatically or formally expressed in **declarative sentence**.

Data 17 (00:58:58 – 00:59:10)

[17] Mirana (White Q) : **You’re eating all the tarts.** (17)
 HA

Iracebeth (Red Q) : You can have the crusts.

Mirana (White Q) : **I don’t want the crusts!**
 EX

The Queen’s Mother : If you can’t get along, there will be no more tarts for either of you. Now, out of my kitchen. Stat!

Utterance (17) contains complaint conveyed by Mirana (white queen) when her sister and she are in the kitchen and eat the tarts together. The complaint was addressed to Iracebeth (red queen) because she eats all the tarts and instead of gives the cake to her sister, she suggest her sister to eat the crusts. Utterance (17)

consists of two parts which are the utterance “*You’re eating all the tarts.*” as the Head act (HA) and the utterance “*I don’t want the crusts!*” become the Explanation (EX). This utterance is grammatically or formally expressed in **declarative sentence**.

e. Formal Pattern of Opening Utterance (OU) + Head Act (HA) + Explanation (EX)

In the section below, the data that consist of Opening Utterance (OU) + Head Act (HA) + Explanation (EX) will be presented. This pattern consists of three parts. Those are an opening utterance that opened the main utterance. It followed by the head act that become the main utterance where the complaint is said. The last part is the explanation.

Data 1 (00:01:22 – 00:01:33)

[1] Mr. Phelps : Captain, + Malays pirates have us cornered. +
OU HA
We must surrender! (1)
EX

Alice : Surrendering my father's ship will not guarantee
survival, Mr. Phelps

Utterance (1) contains complaint conveyed by Mr Phelps when he and Alice's ship are cornered by Malays pirate in the middle of the storm and they stuck in reefs. The complaint is addressed to Alice because she is the captain and Mr. Phelps can not give any decisions. The utterance consists of three parts. The first part is '*Captain*' as OU, '*Malays pirates have us cornered*' as HA

complaint is found in HA, which is grammatically or formally expressed in **declarative sentence**.

Data 26 (01:33:59 – 01:34:21)

[26] Red Queen : Why...? + This is always happen to me?
OU HA
...Why does no one love me? (26)

White Queen : I love you, Iraci.

Red Queen : No, you don't. This is all your fault.
FX

Utterance (26) contains complaint conveyed by Red Queen when she comes back from the past but nothing has changed in the present time; she realizes that her plan is failed. The complaint is addressed to White Queen because Red Queen believe that what happened to her is her sister's fault. The utterance consists of three parts. The first part is 'Why...?' as OU, '*This is always happen to me? ...Why does no one love me?*' as HA and '*No, you don't. This is all your fault.*' as Explanation. The core of complaint is found in HA, which is grammatically or formally expressed in **interrogative sentence**.

2. Politeness Strategy Used by the Native Speakers in “Alice Through the Looking Glass (2016)” Movie

Politeness strategies are used to save and keep the hearer's face in order to make them not to feel offended or the others. In daily

interaction or communication, the speaker would not say something except think about the hearer body language and face. The following table below presents number of politeness strategy used by the characters to express complaining acts. From the total number of the data of complaining utterances, the politeness strategies used by the characters can be presented in the following table.

Table 4.2.1 The total of Politeness strategy used by the native speakers in “Alice Through The Looking Glass (2016)” Movie.

No	Category of Politeness Strategy	Sub Category	Utterances	Total
1.	Negative Politeness Strategy		0	0
2.	Positive Politeness Strategy	Notice, attend to Hearer (his interests, wants, needs, goods)	0	26
		Exaggerate (interest, approval, sympathy with H)	2	
		Presuppose/raise/assert common ground	5	
		Avoid disagreement	3	
		Seek agreement	1	

		Include both S and H in the activity	2	
		Intensify interest to H	0	
		Joke	0	
		Give (or ask for) reasons	9	
		Offer, promise	0	
		Assert or presuppose S's knowledge of and concern for H's wants	0	
		Give gifts to H (goods, sympathy, understanding, cooperation)	1	
		Use in-group identity markers	1	
		Be optimistic	2	
		Assume or assert reciprocity	0	

From the table of Politeness strategy above, the researcher concludes that the mostly occurred strategy is positive politeness strategy with exaggerate strategy as the sub strategy. Meanwhile, there is no negative politeness strategy used because complaint is considered as giving threat to someone's positive face.

Here, the result of the research about politeness strategies used by native speakers in the “Alice Through The Looking Glass (2016)” movie will be listed and discussed further.

a. Exaggerate (interest, approval, sympathy with H)

This strategy often done with exaggerated intonation, stress, and other aspect of prosodics, as well as with intensifying modifiers. Utterance said in this strategy also quite remarkable, even to an observer who doesn't know a word or the language. Below will be listed the data that included in Exaggerate strategy.

Data 17 (00:58:58 – 00:59:10)

[17] Mirana (White Q) : **You're eating all the tarts.** (17)
 Iracebeth (Red Q) : You can have the crusts.
 Mirana (White Q) : I don't want the crusts!
 The Queen's Mother : If you can't get along, there will be no more tarts for either of you. Now, out of my kitchen. Stat!

Description of Context:

Setting and Scene : The dialogue occurs at the castle kitchen when the little queens are eating the tarts. The little white queen is unsatisfied because in the table, there only the crusts. The tarts have been eaten by the red queen.

Participants : Little Red Queen, Little White Queen and their mother

Act Sequence : When Little White Queen wants to eat the tarts, there just left one tart and she said her complaint to her sister. But, instead of saying any apologies, little red queen ask her sister to eat the crusts. Later, their fight make their mother tired and the result she shows them the door.

In data [17], utterance (17), contains Mirana (little white queen)'s complaint using positive politeness strategy as in exaggerate (interest, approval, sympathy with H). It can be known from the intonation she used that done in an exaggeration way. It also quite remarkable, where the people who doesn't know a word or the language may understand that Mirana is complaining. The utterance that stated the complaint is utterance (17) "*You're eating all the tarts.*" Where the word 'all' become the sign of exaggeration.

Data 21 (01:07:39 – 01:08:02)

[21] Alice : They're alive, They're alive!

Time : **Your foolishness astounds me. You have no conception of how reckless you have been, the dangers that you have caused.** (21)

Description of Context:

Setting and Scene : The dialogue occurs at the citizen house, a clock shop near the plaza. When Alice

finally understand that Hatter's family is still alive, she is pulled to the shop by Time

Participants : Alice and Time

Act Sequence : After seeing little red queen's tragedy and The Hightopp's family head's member picked Hatter's little blue paper hat, Alice finally realize that hatter family is still alive. Moreover, she remembers that Hightopps' name is not in the dead clock in Time's Castle. When she is thinking about it, suddenly, Time pulls her and takes her to tha clock shop and said all of the words he wants to tell to Alice.

In data [21], utterance (21) contains Time's complaint using positive politeness strategy, especially exaggerating strategy. Here, after chasing Alice for a moment, Time finally can chase Alice. Time can pull Alice and delivers his complaint. The utterance (21) "*Your foolishness astounds me. You have no conception of how reckless you have been, the dangers that you have caused*", can be known that Time is exaggerating his words from the word 'astounds'.

b. Presuppose/raise/assert common ground

The value of S's spending time and effort on being with H, as a mark of friendship or interest in him, by talking for a while about unrelated topics. It can also be done in presupposition manipulation and point of view operations. Below will be listed the data that included in Presuppose/raise/assert common ground strategy.

Data 4 (00:06:18 – 00:06:41)

- [4] Alice's Mother : Were you afraid?
 Alice : Of course! But when I was, I thought of father.
 Alice's Mother : You sound just like him.
 Alice : I miss him!
 Alice's Mother : I do too. **But the years pass quickly for me now. Time is a cruel master.** (4)
 Alice : Time is a thief and a villain.

Description of Context:

- Setting and Scene : The dialogue occurs at the home when they talking about the father in the kitchen
 Participants : Alice and her mother
 Act Sequence : Alice and her mother have chit chat after they arrived at their home

In data [4], utterance (4) contains Alice's mother's complaint using positive politeness strategy, especially with presuppose/raise/assert common ground strategy. In here, after talking about Alice's journey in China, her mother asked her about her feelings. After that, the complaint spoken is unrelated with the

small talk said before. The strategy itself can known by the small talks done before the complaint has spoken. The small talks itself, in here, used topics that are unrelated with the complaint. The strategy itself use gossip/small talks to spend time and effort of being with H as a mark of friendship or interest in H.

Data 7 (00:17:38 – 00:17:39)

- [7] Alice : What happened?
 The Dog : There was a great storm. We ventured out into the Tulgey woods, to investigate. The Hatter was perfectly Hatter-ish Until ... that blue paper hat. Somehow put him in mind, of his family's tragedy. Slayen by the Jabberwocky, on Horuvendush day. Many years ago.
 Malice : **He's just not himself anymore.** (7)

Description of Context:

- Setting and scene : The dialogue occurs at White Queen's gazeboo near her castle when Alice just coming and asked about what happened to Hatter.
- Participants : Alice, The Dog and Malice
- Act Sequence : Alice just fell down from the air when she just come to Underland. She fell on the middle of the gazebo that used by her friends to read books.

In data [7], utterance (7) contains Malice's complaint used positive politeness strategy with presuppose/raise/assert common ground strategy. In here, Alice just come to the Underland and she

asked about Hatter's condition. It can be known by the small talks/gossips the dog and Alice did before the complaint is spoken. The strategy itself use gossip/small talks to spend time and effort of being with H as a mark of friendship or interest in H.

Data 11 (00:37:40 – 00:37:48)

[11] Time	: What troubles you, my dear?
Red Queen	: You know what it is that I desire.
Time	: But my love, I have done so much for you already. (11)

Description of Context:

Setting and Scene : The dialogue occurs at still Time's relax room when The Red Queen comes there and asked for a gift.

Participants : Time and Red Queen

Act Sequence : Time already gave her a gift, but Red Queen did not staisfied and asked about the gift she actually wants.

In the data [11], utterance (11) contains positive politeness sategy, especially using Presuppose/raise/assert common ground strategy. In here, Time expresses his complaint because Red Queen ask something else as a present. In the sory Time already gave many things to Red Queen. But, instead of saying thank you or having statisfied feelings about it, Red Queen ask for ather gift. It makes Time complaint. In the utterance (11) "*But my love, I have*

done so much for you already”, can be known that Time used this strategy from the way Time calls Red Queen with the word ‘my love’ which presuppose familiarity between S – H relationship.

Data 19 (01:04:24 – 01:05:01)

- [19] The Queens’ Mother : What did I tell you two? No more tarts!
- Iracebeth (Red Q) : I didn’t eat any tarts!
- The Queens’ Mother : Why are these crusts under your bed?
- Iracebeth (Red Q) : She put them there.
- The Queens’ Mother : Did you, Mirana?
- Iracebeth (Red Q) : You did, tell her.
- The Queens’ Mother : Tell the truth, Mirana. Did you eat the tarts, and put the crusts there?
- Mirana (White Q) : No.
- Iracebeth (Red Q) : **But you did, you’re lying!** (19)
- The Queens’ Mother : The Queens’ Mother: The tarts are under your bed. Don’t blame your sister.

Description of Context:

- Setting and Scene : The dialogue occurs at the little red queen’s room when she is asked about the crusts beside her bed
- Participants : Little Red Queen, Little White Queen and their mother

Act Sequence : When The Queens' mother found out that the tarts is missing, she and her younger daughter (little white queen) come to little red queen's bedroom and ask to her about the crusts beside her bed. Little white queen did not say the truth, so little red queen just yelled out. But their mother did not believe her.

In data [19], utterance (19) contains Iracebeth (little red queen)'s complaint using positive politeness strategy, especially in Presuppose/raise/assert common ground strategy. In here, before the conversation above happens, Iracebeth saw her sister in her room with compromising action. Just after that, her mother found that the last tarts are missing, so she drags Mirana to Iracebeth's room to ask about the tarts. After that, she asks to Iracebeth about the crusts beside her bed. Little white queen did not say the truth, so little red queen just yelled out. In utterance (19) '*But you did, you're lying*', Iracebeth presupposed Mirana's knowledge. In this case, she used the words 'you did' with assuming that Mirana understand and share the association of that code; because their mother does not know that Mirana is the one who put the tarts under Iracebeth's bedroom. It means the code just can be understood by Mirana and Iracebeth only.

Data 25 (01:26:7 – 01:27:13)

[25] Red Queen : Liar! You're a liar!
 Hatter : **This can not be good.** (25)
 Alice : We've got to go now.

Description of Context:

Setting and Scene : The dialogue occurs at little red queen's room when the queens' mother ask about the crusts beside red queen's bed after Older Red Queen, Older White Queen, Hatter and Alice go back to the past.

Participants : Red Queen, Hatter and Alice

Act Sequence : The older red queen came to the past with the help of the chronosphere to clear things. When Little White Queen lying about the crusts, the older red queen felt angry and just popped out in the door and shout to the little princesses and her mother. The result is bad, where red queen is froze become red-like-statue (but not that heavy like real statue) and it starts to froze the whole castle.

In the data [25], utterance (25) contains positive politeness sategy, especially using Presuppose/raise/assert common ground

strategy. Here, Hatter The older red queen came to the past with the help of the chronosphere to clear things. When Little White Queen lying about the crusts, the older red queen felt angry and just popped out in the door and shout to the little princesses and her mother. The result is bad, where red queen is froze become red-like-statue (but not that heavy like real statue) and it starts to froze the whole castle. In the utterance (25) '*This can not be good*' , can be known that Hatter used this strategy from Personal-centre switch he did; This where S speaks as if H were S, or H's knowledge were equal to S's knowledge. In this case, because White Queen and Alice who also there also know what is happening.

c. Avoid Disagreements

In here, S avoids to express his disagreement. Below, will be listed the data that included in Avoid disagreements strategy.

Data 3 (00:06:05 – 00:06:18)

- | | |
|--------------------|--|
| [3] Alice's Mother | :Your letters were so infrequent. I hardly know where you've been all this time. (3) |
| Alice | : Mother, China is so incredible! We followed the Yangtze deep into the interior. Most of the people have never seen a person with yellow hair before. |

Description of Context:

Setting and Scene	: The dialogue occurs at home when Alice just arrived there and her mother is making the tea
Participants	: Alice and her mother
Act Sequence	: Alice and her mother have chit chat after they arrived at their home

In the data [3], utterance (3) contains positive politeness strategy, especially avoid disagreement strategy. Here, Alice just came home after three years in the sea and sit down on the chair, then her mother suddenly starts complaining. In the utterance (3) *'Your letters were so infrequent. I hardly know where you've been all this time'*, can be known that she hedges her opinion when expressing her complaint. Hedging opinion means that Alice's mother chooses to be vague about her own opinion, so as not to be seen disagree. Alice's mother, in here, wants to complain about why Alice did not give a frequent letters so she must not feel worry.

Data 5 (00:07:30 – 00:07:41)

[5] Alice's Mother	: I do wish you had worn the yellow dress. (5)
Alice	: If it is good enough for the Dowager, Empress of China, then it's good enough for the Ascots..
Alice's Mother	: Must you always be so head strong?
Alice	: No, its just more fun that way..

Description of Context:

Setting and Scene	: The dialogue occurs at Lord Hamish's yard when Alice is about to join his party and enters his mansion
Participants	: Alice and her mother
Act Sequence	: Alice and her mother just gone down from the cart they used to go to Hamish mansion. Alice is wearing a costume from China, which is not normal to wear at England.

In the data [5], utterance (5) contains Alice's mother's complaint in positive politeness strategy, especially using avoid disagreement strategy. Here, Alice and her mother just go to Ascot's mansion, but Alice's dress is strange for a common England people. From the utterance (5) '*I wish you had worn the yellow dress*', can be known that she hedges her opinion when expressing her complaint. Hedging opinion means that Alice's mother chooses to be vague about her own opinion, so as not to be seen disagree. In here, Alice's mother sure know that Alice's dress is a bit not normal for England people, but she used the word that avoid her disagreement on Alice's choice in wearing that dress.

Data 8 (00:23:00 – 00:23:15)

[8] Malice : We can't lose him, Alice. We can't ...

Alice : **He said to make him better I must bring his family back. But that, can not be.** (8)
 White Queen : Unless it could.

Description of Context:

Setting and Scene : The dialogue occurs at the white queen's garden when Alice tells her friends what happened to Hatter. They're all confused and desperated until White Queen says an idea

Participants : Malice the mouse, Alice and White Queen

Act Sequence : Alice just gone out from Hatter house and tell her friends about what happened to Hatter. They all feel sad until white queen suddenly speaks.

In data [8], utterance (8) contains complaint said by Alice using positive politeness strategy, especially avoid disagreement strategy. In here, Alice just come back from Hatter's house and tells her friend about Hatter's condition. In utterance (8) '*He said to make him better I must bring his family back. But that, can not be*', Alice used token agreements as she go twisting her utterance so as to hide disagreement.

d. Seek Agreement

In here, S seeks ways in which it is possible to agree with H. It can be formed with the speaker used safe topics or repetitions. Below, will be listed the data that included in Seek Agreement strategy.

Data 2 (00:05:25 – 00:05:52)

[2] Alice's Mother	: Here you are, finally.
Hartcourt	: Miss Kingsleigh? You and the Wonder have been expected for over a year.
Alice	: There were complications, pirates and such. The letters are in my cabin. And would you please let Lord Ascot know, I should like to see him immediately.
Hartcourt	: I'm afraid Lord Ascot passed away whilst you at sea. The title has been passed to his son.
Alice	: Hamish?
Hartcourt	: Indeed. Now chairman of the board.
Alice	: How unfortunate! (2)

Description of Context:

Setting and Scene	: The dialogue occurs at the port when Alice just got out from the ship and wants to go home with her mother. Here, Hartcourt just happened to call and talk to her
Participants	: Hartcourt and Alice
Act Sequence	: When Alice just got out from the ship, she meets her mother and about to go home. Suddenly, Hartcourt calls her and ask her something.

In data [2], utterance (2) contains Hartcourt's complaint by using positive politeness strategy with Seek Agreement strategy. Here, When Alice just got out from the ship, she meets her mother and about to go home. Suddenly, Hartcourt calls her and ask her something. After that, Alice said that she wants to meet Lord Ascots, but he has died and the title has passed to his arrogant son. The strategy itself can be known from Alice's utterance (2) '*How unfortunate!*', that she seeks ways in which it is possible to agree with Hartcourt. In here, Alice used repetition as she repeats part or all of what the preceding speaker has said in a conversation.

e. Include both S and H in the activity

This strategy can be known by using an inclusive 'we' form, when S really means you or me . Below, will be listed the data that included in Include both S and H in the activity strategy.

Data 1 (00:01:22 – 00:01:33)

[1] Mr. Phelps : **Captain, Malays pirates have us cornered. We must surrender.** (1)

Alice : Surrendering my father's ship will not guarantee survival, Mr. Phelps

Description of Context:

Setting and Scene : The dialogue occurs at the sea when Alice in the way home, but the pirate cornered her ship

Participants : Mr. Phelps and Alice

Act Sequence : Alice's ship is about to go home when the pirates cornered it. She and her crews are confused how to avoid them

In data [1], utterance (1) contains Mr. Phelps's complaint by threatening on Alice's positive face. It then can be considered as 'Include both S and H in the activity' strategy because he used the words 'we' and 'us' in utterance (1) '*Captain, Malays pirates have us cornered. We must surrender*'. The strategy itself is a part of positive politeness strategy. Mr. Phelps, in here, including Alice in his complaint by using the word 'we and us'. Alice's ship is about to go home when the pirates cornered it. She and her crews are confused how to avoid them, until Mr. Phelps suddenly said his complaint.

Data 23 (01:23:17 – 01: 23:26)

[23] White Queen	: Iraci!
Red Queen	: Shut up!
White Rabbit	: I knew we should've stayed together. Now look at us! Stuck in a giant vegetable jail. (23)

Description of Context:

Setting and Scene : The dialogue occurs at the vegetable castle where The red queen live. Alice and her friends are jaild in giant vegetable jail by Red Queen.

Participants : White Queen, Red Queen and White Rabbit

Act Sequence : Alice and her friends go to The Vegetable Castle because they want to save Hatter's family that is kept there by red queen. But, they have been waited by red queen whom finally catches them all and takes the chronosphere with her. After got what she want, Red Queen puts Alice and her friends in giant vegerable jail.

In data [23], utterance (23) contains White rabbit's complaint by threatening on its friends' positive face. It then can be considered as 'Include both S and H in the activity' strategy because White Rabbit used the words 'we' and 'us' in utterance (23) *'I knew we should've stayed together. Now look at us! Stuck in a giant vegetable jail'*. The strategy itself is a part of positive politeness strategy. White Rabbit, in here, including Alice and its friends in its complaint by using the words 'we and us'. In here, Alice and her friends go to The Vegetable Castle because they want to save Hatter's family that is kept there by red queen. But, they have been waited by red queen whom finally catches them all and takes the chronosphere with her. After got what she want, Red

Queen puts Alice and her friends in giant vegetable jail. There why the complaint is said.

f. Give (or ask for) reasons

This strategy implies that I can help you or can you help me. These also work by demanding and assuming that if there are no good reasons why H shouldn't or can't cooperate. Here will be listed the data that included in Give (or ask for) reasons strategy.

Data 9 (00:28:21 – 00:28:39)

[9] Time : Stupid me-shaped corridor. **Will this day never end? It clings to me like a pair of sweaty pantaloons!** (9)

Description of Context:

Setting and Scene : The dialogue occurs at Time's Castle when he is walking in the corridor and hit it.

Participants : Time

Act Sequence : Time is walking in his shape corridor, but his hat hits it. As the result, he falls down to the floor

In data [9], utterance (9) contains Time's complaint by utterance "*Will this day never end? It clings to me like a pair of sweaty pantaloons!*". In here, Time expresses his complaint using positive politeness strategy, especially the give (or ask) for reason

strategy. In the movie, Time is walking in his shape corridor, but his hat hits it. As the result, he falls down to the floor. The bell also ringing that time and it makes him complaint. In utterance (9) “*Will this day never end? It clings to me like a pair of sweaty pantaloons!*”, can be known that Time is giving reasons about why he complains to the day.

Data 10 (00:31:15 – 00:31:41)

- [10] Time : Do you promise to be very concise?
- Alice : Well, I can most...
- Time : Because if there's one thing I do not like, it is people who are unable, unwilling, or, un, eh, compelled ... to form short sentences.
- Alice : My friend is in mortal danger ...
- Time : **Already your incessant jabbering! I have important work to do.** (10)
- Alice : Please...
- Alice : Please...

Description of Context:

Setting and Scene : The dialogue occurs at Time’s living room
/ relax room when Alice wants to tell him
about his problem

Participants : Alice and Time

Act Sequence : Alice wants to tell Time about her problem,
but because Time is busy, he stops Alice's
word and about to expel her

In data [10], utterance (10) contains Time's complaint by utterance '*Already your incessant jabbering! I have important work to do*'. In here, Time expresses his complaint using positive politeness strategy, especially the give (or ask) for reason strategy. In the movie, Alice wants to tell Time about her problem, but because Time is busy, he stops Alice's word and about to expel her. In utterance (10) '*Already your incessant jabbering! I have important work to do*' can be known that Time is giving reasons about why he complains to Alice.

Data 13 (00:48:55 – 00:49:29)

[13] The King : People of Witzend... Upon my death, my
crown will pass ... to Princess Mirana.
White Queen : Father, no!
Red Queen : **But... That's not fair! I'm the eldest!** (13)
The King : You are unfit to rule, Iracebeth.
Red Queen : I hate you! I hate you all!

Description of Context:

Setting and Scene : The dialogue occurs at still the coronation
ceremony in the castle. Red Queen angry
because her father make a decision that the
King Crown will pass to white queen

Participants	: The King, Younger White Queen and Younger Red Queen
Act Sequence	: After the broken crown tragedy (when red queen's crown is broken because it was pushed to fit her head, but alas, it results is broken), the red queen become angry and cursing in a loud voice to the citizen. Then, the King become angry and strict in the state he makes a decision and announces that to the citizen.

In data [13], utterance (13) contains Red Queen's complaint by using positive politeness strategy, especially in give (or ask) for reason strategy. In the story, after the broken crown tragedy (when red queen's crown is broken because it was pushed to fit her head, but alas, it results is broken), the red queen become angry and cursing in a loud voice to the citizen. Then, the King become angry and strict in the state he makes a decision and announces that to the citizen. After that, as stated in utterance (13) "But ... that's not fair! *I'm the eldest!*", it gives the reason why she complains to The King's decision.

Data 14 (00:49:49 – 00:50:06)

[14] White Queen : Iraci?

Red Queen : Oh, don't Iraci me. You started it! **Why didn't you tell them the truth?** I didn't think so. (14)

Description of Context:

Setting and Scene : The dialogue occurs at the coronation ceremony in the castle when red queen is about to leave the hall and white queen reaches her

Participants : Younger Red Queen and Younger White Queen

Act Sequence : Red Queen wants to leave the hall after she heard about her father announcement. When she already took some steps, her sister, younger white queen calls her. Red Queen ask her sister to tell the truth that had been hidden in a long time, but her sister just kept quiet.

In data [14], utterance (14) contains Red Queen tells her complaint by using positive politeness strategy, especially the 'give (or ask for) reasons' strategy. Here, Red Queen wants to leave the hall after she heard about her father announcement. When she already took some steps, her sister, younger white queen calls her. Red Queen ask her sister to tell the truth that had been hidden in a long time, but her sister just kept quiet. In utterance (14) 'Why

didn't you tell them the truth?', Red Queen is demanding that there is no good reason why White Queen can not cooperate with her with using the word 'why didn't'. She asks for reason.

Data 15 (00:50:19 – 00:50:39)

- [15] Zanik : **If you want to be a hatter worthy of the Hightopp name... You must be sane, sober ... disciplined. Everything you now are not!** (15)
- Hatter : All I did was laugh, father. Couldn't help it. Her head is rather voluminous.

Description of Context:

- Setting and Scene : The dialogue occurs at the hall after the coronation ceremony, after the queens left
- Participants : Zanik (Hatter's father) and The Hatter
- Act Sequence : After the coronation tragedy that happened moments ago, Hatter's father looks his soon and tell his disappointment.

In data [15], utterance (15) contains Zanik's complaint by using positive politeness strategy, especially the 'give (or ask for) reasons' strategy. Here, after the coronation tragedy that happened moments ago, Hatter's father looks his soon and tell his disappointment. In utterance (15) '*If you want to be a hatter worthy of the Hightopp name... You must be sane, sober ... disciplined. Everything you now are not!*', Zanik give reason why he feels disappointed to Hatter.

Data 16 (00:50:39 – 00:51:04)

- [16] Zanik : You cost the Princess her crown. Do you know what this means to us?
- Hatter : Why am I never good enough for you?
- Zanik : **Why are you always such a disappointment to me?** (16)
- Hatter : There, you've said it. You've said it, father. Well if I am such a disappointment, I don't suppose you'll be sorry if I leave home.

Description of Context:

- Setting and Scene : The dialogue occurs at the hall in the castle after the queens left
- Participants : Zanik (Hatter's father) and The Hatter
- Act Sequence : After the coronation tragedy that happened moments ago, Hatter's father looks his soon and tell his disappointment. Hatter felt guilty after that and decides to go leave his family.

In data [16], utterance (16) contains Zanik tells his complaint by using positive politeness strategy, especially the 'give (or ask for) reasons' strategy. Here, after the coronation tragedy that happened moments ago, Hatter's father looks his soon and tell his disappointment. Hatter felt guilty after that and decides to go leave his family. In utterance (16) '*Why are you always such a dissappointment to me?*', Zanik is asking for reason why Hatter disappoint him.

Data 19 (00:59:26 – 00:59:33)

[18] Malice : Chessire, where have you been? You're late.
(18)

Chessire : Actually, I'm right on time.

Description of Context:

Setting and Scene : The dialogue occurs at the garden when Time is waiting for Alice in there, doing a tea time party

Participants : Malice the mouse and Chessire the cat

Act Sequence : When Hatter, Malice and the mad rabbit is doing a tea time—with Time in it and give a terribled face—Chessire pops out in the air and smile; it comes late.

In data [18], utterance (18) contains Malice's complaint in positive politeness strategy, especially using give (or ask for) reasons strategy. Here, Malice and its friens are having a tea-time party, but Chessire is late. In utterance (18) '*Chessire, where have you been? You're late*', Malice is asking for reason why Chessire comes late.

Data 24 (01:23:39 – 01:23:48)

[24] Alice : Wait, Your Majesty, Stop! You can not change the past, Believe me, I have tried.

Red Queen : **Oh Alice, you were always an irksome. Slervish, interrupting things!** (24)

Description of Context:

Setting and Scene : The dialogue occurs at the vegetable castle when red queen is about to use the chronosphere to go back to the past.

Participants : Alice and Red Queen

Act Sequence : Red Queen have jailed Alice and her friends in giant vegetable jail, then she wants to go back to the past using the chronosphere. Alice calls her and tell her experience, but Red Queen did not listen her.

In data [24], utterance (24) contains Red Queen's complaint to Alice with using positive politeness strategy. In the movie, Alice always make Red Queen's plans failed. In the utterance "*You were always an irksome.*" can be seen that Red Queen is having enough of Alice's action. In here, Red Queen used positive politeness strategy as in Give (ask for) reasons strategy. The next utterance '*Slervish, interruption thing*' gives reason why Red Queen complaints.

Data 26 (01:33:59 – 01:34:21)

[26] Red Queen : **Why...? This is always happen to me? ...Why does no one love me?** (26)

White Queen : I love you, Iraci.

Red Queen : No, you don't. This is all your fault.

Description of Context:

Setting and Scene : The dialogue occurs at Time's Castle when everything is nearly cleared.

Participants : Red Queen and White Queen

Act Sequence : Time is tic-tock-ing normally and Red Queen realizes that she has been failed to change the past. She looks around and found that she has back to the future and her mission failed. She starts crying and turning back her body, telling her complaint.

In data [26], utterance (26) contains Red Queen tells her complaint by using positive politeness strategy, especially the 'give (or ask for) reasons' strategy. Here, Time is tic-tock-ing normally and Red Queen realizes that she has been failed to change the past. She looks around and found that she has back to the future and her mission failed. She starts crying and turning back her body, telling her complaint. In utterance (26) '*Why...? This is always happen to me? ...Why does no one love me?*', Red Queen is asking for reason and is demanding that there is no good reason why the hearer can not cooperate with her.

g. Give gifts to H (goods, sympathy, understanding, cooperation)

In this strategy, S may satisfy H's positive face want by actually satisfying some of H's wants. (action of gift-giving, not only tangible). Below the data that included in this strategy will be listed and analyzed further.

Data 23 (01:15:35 – 01:15:42)

[22] Malice : **I can't bare to see him like this. (22)**

The Dog : Come, Mally.

Say your goodbyes, Alice.

Description of Context:

Setting and scene : The dialogue occurs at Hatter's house when Alice just got back from the past and about to tell Hatter that his family still alive.

Participants : Malice and The Dog

Act Sequence : When Alice come to Hatter's house and about to tell Hatter that his family are alive, she come to the 2nd floor and find that Hatter is weakening.

In the data [22], utterance (22) contains positive politeness sategy, especially using the 'give gifts to H' strategy. Here, Alice just go into Hatter's house to inform that his family is alive, but something she see is not good situation. Malice also saying her

complaint. In the story, Alice is being late come to Hatter's house. Hatter's condition just go worse, so Malice and the other become sad. In the utterance (22) '*I can bare to see him like this*' , can be known that Malice used this strategy from the way it gives sympathy to Alice.

h. Use in-group identity markers

This strategy used any innumerable ways to convey in-group membership include in-group usages of address forms, of language or dialect, of jargon or slang, of ellipsis. Below the data that included in this strategy will be listed and analyzed further.

Data 20 (01:06:31 – 01:06:41)

[20] The Queens' mother	: Iracebeth!
The King	: Where is she?
The Queens' mother	: Oh, my darling...
Iracebeth (Red Q)	: My head...
The King	: Arms around my neck.
Iracebeth (Red Q)	: Dady my head hurts. (20)
The Queens' mother	: Mirana!

Description of Context:

Setting and Scene : The dialogue occurs at the plaza when the little red queen just hit the statue and the king, together with the queen and the guards help her. Here, red queen is lying in the

ground because she is hurt and can not stand up

Participants : The King, The Queen's mother and little red queen

Act Sequence : Little red queen running away from the castle after she found out that her mother did not believe in her. Near the plaza, she looked at monkeys whom bringing the big clock. When the clock is falling down to the ground, she turns of her head to it and does not look her way in running. As the result, she steps on her own dress and falls down to the ground, hit the statue in the middle of the plaza.

In data [20], utterance (20) contains Iracebeth's complaint about her head that hurt. Here, Little red queen or Iracebeth running away from the castle after she found out that her mother did not believe in her. Near the plaza, she looked at monkeys whom bringing the big clock. When the clock is falling down to the ground, she turns of her head to it and does not look her way in running. As the result, she steps on her own dress and falls down to the ground, hit the statue in the middle of the plaza. She delivers

her complaint with positive politeness strategy, especially the ‘use in-group identity markers’ strategy. It can be known from Iracebeth utterance where she used the word ‘dady’ as in-group identity markers. Her complaint is addressed to her head, but she said that to her parents.

i. Be Optimistic

In this strategy, S assume that H wants S’s wants for S (or for S and H) and will help him to obtain them. Below, the data that included in this strategy will be listed and analyzed further.

Data 6 (00:09:48 – 00:10:15)

[6] Alice	: It is not about China, is it? It’s because I turned you down, when you asked me to marry you?
Hamish	: I’m sorry Miss Kingsleigh, but this is all we can do for you. No other company is in the business of hiring female clarks. Let alone the ship’s captains.
Alice	: You can’t do this! I own 10% of the company. Your father set those shares aside for me(6)

Description of Context:

Setting and Scene : The dialogue occurs at Hamish mansion when Alice is told to be an enmployee and the conversation about her ship is about to sell is up

Participants : Alice and Hamish

Act Sequence : Hamish and his friend is talking about something when Alice come and tells her report. But, instead of hear something good,

she heard that her ship is about to sell and Alice. Then, Alice is given choice to be a normal employee.

In data [6], utterance (6) contains Alice's complaint with using the utterance "*I own 10% of the company*". She used positive politeness strategy as be optimistic strategy. Here, Hamish and his friend is talking about something when Alice come and tells her report. But, instead of hear something good, she heard that her ship is about to sell and Alice. Then, Alice is given choice to be a normal employee. In utterance (9), can be known that Alice is assuming that Hamish wants to do something Alice's wants; in here, Alice gives pressure to Hamish to cooperate with Alice's wants.

Data 12 (00:47:31 – 00:47:51)

[12] Red Queen : Quiet!

Red Queen : What are you doing, you idiot ?! (to Hatter)

Red Queen : **Put it in my head. You're making me look stupid!** Get on with it! You're incompetent imbecile! (12)

Description of Context:

Setting and Scene : The dialogue occurs at the Queens coronation ceremony in the castle when they're still princesses. Here, the red queen's crown can not be wore on her head because

the head is the way too big, so Red Queen become angry.

Participants : Red queen to The Hightopp's family head
– Hatter's father

Act Sequence : Red Queen become angry when her crown can not be wore on her head, sho she pushed The Hightopp to put it on her head.

In data [12], utterance (12) contains Red Queen's complaint using positive politeness strategy, especially in be optimistic strategy. Here, the coronation procession is happening in the castle hall. But, Red Queen crown's size is too small, or it simply because her head is too big. When the procession is going on, Hatter suddenly laugh for a moment and it creates an awkward situation. Later, Red Queen become expresses her complaint and tells Zanik to put the crown on her head. In utterance (12) '*Put it in my head. You're making me look stupid!*', can be known that Red Queen assumes that Zanik wants to do that too. In this strategy, S assumes that H wants S's wants for S (or for S and H) and will help him to obtain them.