

**PREFERRED AND DISPREFERRED RESPONSES IN “ANT-MAN”  
MOVIE**

**THESIS**

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**ENGLISH LANGUAGE AND LETTERS DEPARTMENT  
FACULTY OF HUMANITIES  
MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY  
MALANG  
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**THESIS**

Presented to  
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**2016**

## APPROVAL SHEET

This is to certify that Kamalatul Hafidzoh's thesis entitled *Preferred and Dispreferred Responses in "Ant-Man" Movie* has been approved by the thesis advisor for further approval by the Board of Examiners.

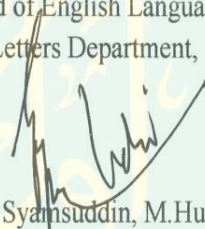
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## CERTIFICATE OF THESIS AUTHORSHIP

Hereby, I declare that the thesis I wrote to fulfill the requirement for the Degree of Sarjana Sastra (S.S) entitled *Preferred and Dispreferred Responses in "Ant-Man" Movie* is truly my original work. It does not incorporate any materials previously written or published by other persons, except those indicated in quotation and bibliography. Due to this fact, I am the only person responsible for the thesis if there is any objection or claim from others.

Malang, 21 June 2016



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## MOTTO

وَأَلْقَيْتُ عَلَيْكَ مَحَبَّةً مِّنِّي وَلِتُصْنَعَ عَلَى عَيْنِي

*And I bestowed upon you love from Me that you would be brought up  
under My eye*



## DEDICATION

I proudly dedicate this thesis to:

My father, Drs. H. Agus Zamroni

My mother, Dra. Hj. Siti Qomariyah

My brother, Ahmad Cahyo Kharisma S.Hum



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All praise to Allah, as the highest power, who gives His blessing and love for all creatures in the universe, especially, who gives me patience, guidance, strength, and blessing thus I afford to successfully finish this thesis entitled *Preferred and Dispreferred Responses in “Ant-Man” Movie. Shalawat and Salam* praise to the beloved Prophet Rasulullah Muhammad SAW, the messenger as well as the one who brings the brightness to human life, Islam.

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It is also rightfully proud to my roomates in Ummu Salamah dormitory, Nia, Rima, Nanda, Nita, Selvi, Ni'mah, Habibah, who always take care of me and give me a lot of great advice during I live in Malang, you are all my best sisters. Then, to my Husnul Khotimah friends, Farinda, Ebil, Nuckfi, Zulvy, Finda, and Avinda, and my other very kind friends, Fidi, and Faiz, who give me many helps



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Malang, June 2016

Kamalatul Hafidzoh



## ABSTRACT

**Hafidzoh, Kamalatul.** 2016. *Preferred and Dispreferred Responses in “Ant-Man” Movie*. Thesis. English Language and Letters Department. Faculty of Humanities. Maulana Malik Ibrahim State Islamic University, Malang. Advisor: Dr. Meinarni Susilowati.

**Keywords:** *Conversation Analysis, Preferred and Dispreferred Responses, Ant-Man, Movie, Designed Conversation.*

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Conversation has a significant role in order to maintain social relationship. In conversation, there are at least two turns of speaker and hearer which are called the base first pair part and the base second pair part. Moreover, there are alternative types of response that function as a key feature of sequence of conversation. These are called preferred and dispreferred responses. In preferred and dispreferred responses, a hearer or a producer of the second pair part may accept and decline an offer, an invitation, a request, and so on. Through preferred and dispreferred response, the sequence of conversation can be seen for understanding whether conversation consists two turns (the base first pair part and the base second pair part) or not.

My study aims to find out how preferred and dispreferred responses are used in Ant-Man movie. I select this movie as the subject of study because it is the newest movie that can be accessed in June 2015 and it provides rich data in dialogs among characters. The data are analyzed by using Schegloff's theory (2007) on preferred and dispreferred responses. This theory provides features of preferred and dispreferred response including mitigation, elaboration, default, and positioning. In addition, methodologically, I adopt qualitative as the research design and Conversation Analysis as the approach.

The results show that preferred and dispreferred responses are applied in this movie but some findings do not use the appropriate features of preferred and dispreferred response. It is influenced by the context of conversation including the topic, emotional feeling of the hearer, situation in conversation, and to whom people are talking. Also, some findings break the characteristics of adjacency pair. Even though the rules are not used appropriately, the sequence of conversation precisely flows smoothly.

Finally, the next researchers can focus on investigating preferred and dispreferred response in academic and natural conversation, such as academic seminar to provide interesting findings of how the academic and daily contexts influence sequence of conversation and preferred and dispreferred response. Also, the next researchers can investigate preferred and dispreferred response in another genre of movie, such as drama, and it is compared with another genre such as action movie, to get the findings what genre of designed conversation that is more dominant in using preferred and dispreferred response.

## ملخص البحث

**الحافظة، كلمة.** ٢٠١٦. استجابة الموافق وغير موافق في فلم "انت من". البحث. قسم اللغة الانجليزية وادبها. كلية علوم الانسانية. الجامعة الإسلامية الحكومية مولانا مالك إبراهيم مالانج.

المشرف: مينرني سوسلاواتي. الدكتور.

**الكلمة الرئيسية:** تحليل الحوار، استجابة الموافق وغير موافق، انت-من، فلم، تصميم الحوار.

الحوار له دور مهم لتحليل المسائل في حيات المجتمع. وفي الحوار له فترتان للمتكلم والمستمع اللتان تسميا بجزء الزواج الاول والثاني. وهناك انواع الاءستجابة يستفيدون لدلالة علامة الاولى من اخدود الحوار. وانواع الاءستجابة تسمى باءستجابة الموافق وغير موافق. وفيهما المستمع يمكن ان يقبل العريضة، الدعوة، وغيرها. اخدود الحوار ظاهر في استجابة الموافق او توماتيكل.

اما هدف هذا البحث ليجاد كيف استجابة الموافق وغير موافق المستخدم في فلم "انت-من" (انسان نمل). احدد هذا الفلم لانه اجداد فلم الذي كان يوجد في شهر يوني ٢٠١٥ وهذا الفلم يعطى البيانات الكثيرة بالحوار بين الممثل. تحليل البيانات بنظرة سكهغولوف (٢٠٠٧) عن استجابة الموافق وغير موافق منهما التخفيف، والتوسع، والنتيجة، والوضع. وفي طريقة هذا البحث اتبين وصفية النوعية لتصميم البحث وتحليل الحوار لمدخل البحث.

قد شرح النتيجة ان تطبيق استجابة الموق وغير موافق في هذا الفلم. بل بعض النتائج لا يستخدم علامة استجابة الموافق وغير موافق صحيحا لانه تؤثر بحالة الحوار منها الموضوع، شعور المستمع، حالة الحوار، ومع من يتكلم. وبعض النتائج يحدد علامة اخدود الحوار، لكن على رغم من نظام الحور لا يستخدم صحيحا اخدود الحوار يجرى لطيفا.

وفي الاخير، بؤرة الباحث في المستقبل هو يبحث استجابة الموافق وغير موافق في الحوار الجامعي وعالمي منه مؤتمر لتحصيل نتائج الجذبة عن كيف حالة جامعي وعالمي تؤثر استخدام استجابة الموافق وغير موافق. والباحث في المستقبل يستطيع ان يبحث استجابة الموافق وغير موافق في هذا الفلم الاخرى، منها فلم عملية لتحصيل نتيجة اي مذهب الحوار وتصميم الحوار يهيمن على استخدام استجابة الموافق وغير موافق.

## ABSTRAK

**Hafidzoh, Kamalatul.** 2016. *Tanggapan Setuju dan Tidak Setuju pada Film “Ant-Man”*. Skripsi. Jurusan Bahasa dan Sastra Inggris. Fakultas Humaniora. Universitas Islam Negeri Maulana Malik Ibrahim Malang. Pembimbing: Dr. Meinarni Susilowati.

**Kata Kunci:** Analisis Percakapan, Tanggapan Setuju dan Tidak Setuju, “Ant-Man”, Film, Percakapan Rancangan.

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Percakapan memiliki peran yang penting untuk menyelesaikan masalah-masalah dalam kehidupan sosial. Dalam percakapan, paling sedikit ada dua giliran dari pembicara dan pendengar yang disebut dengan bagian pasangan yang pertama dan bagian pasangan yang kedua. Selain itu, terdapat beberapa tipe tanggapan yang berfungsi sebagai ciri utama dari alur percakapan. Tipe-tipe itu disebut tanggapan setuju dan tanggapan tidak setuju. Dalam tanggapan setuju dan tidak setuju, seorang pendengar mungkin menerima dan menolak suatu tawaran, undangan, permohonan, dan lain sebagainya. Melalui tanggapan setuju dan tidak setuju, alur percakapan dapat terlihat untuk mengetahui apakah percakapan tersebut terdiri dari dua giliran tersebut apa tidak.

Penelitian saya bertujuan untuk menemukan bagaimana tanggapan setuju dan tidak setuju digunakan di film “Ant-Man”. Saya memilih film ini sebagai subjek dari penelitian saya karena film ini merupakan film terbaru yang dapat diakses pada Juni 2015 dan terdapat data yang kaya di dalam dialog-dialog antar karakter pada film ini. Data dianalisa dengan menggunakan teori dari Schegloff (2007) tentang tanggapan setuju dan tidak setuju, yang meliputi peringanan, perluasan atau pengelaborasi, hasil, dan penempatan atau posisi. Secara metodologi, saya mengadopsi deskriptif kualitatif sebagai desain penelitian dan analisis percakapan sebagai pendekatan penelitian.

Hasil menunjukkan bahwa tanggapan setuju dan tidak setuju diaplikasikan dalam film ini, akan tetapi beberapa temuan tidak menggunakan ciri dari tanggapan setuju dan tidak setuju dengan tepat. Hal ini dipengaruhi oleh konteks percakapan yang meliputi topik, keadaan emosional pendengar, situasi pada saat terjadinya percakapan, dan dengan siapa orang-orang sedang berbicara. Selain itu, beberapa temuan melanggar karakteristik dari alur percakapan. Akan tetapi, peraturan-peraturan dalam percakapan yang tidak digunakan dengan tepat, justru menyebabkan alur percakapan dapat mengalir secara halus.

Pada akhirnya, peneliti selanjutnya bisa fokus dalam meneliti tanggapan setuju dan tidak setuju dalam percakapan yang akademik dan natural, misalnya di acara seminar akademik, untuk mendapatkan temuan-temuan yang menarik mengenai bagaimana konteks keseharian dan akademik dapat mempengaruhi alur percakapan dan mempengaruhi penggunaan tanggapan setuju dan tidak setuju. Selain itu, peneliti selanjutnya juga bisa meneliti tanggapan setuju dan tidak setuju dalam aliran atau gaya film yang lain, misalnya drama, kemudian hasil dari temuan tersebut digabungkan dengan aliran lain seperti film aksi (action), untuk mendapatkan temuan aliran film yang mana yang lebih dominan dalam penggunaan tanggapan setuju dan tidak setuju.

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## CHAPTER I

### INTRODUCTION

This chapter provides the description of background of the study, research questions, objectives of the study, significances of the study, scope and limitation, research methods, and definition of the key terms as the following description.

#### 1.1 Background of the Study

Talk is a main feature of human social life because people argue, complain, entertain, justify, and so on through talk. Moreover, Sidnell (2010) stated that every single problem in human social life can only be solved by talk. Even though the fact shows that many ways are used when they are talking or having a conversation, both speaker and hearer commonly apply these ways differently in each turn they have in conversation. Basic minimal sequence organization in conversation deals with the organizations that focuses on conditional relevance of conversation (commonly called as talk in interaction, or talk). It aims to understand the ways that people use to solve the problems during talk and the relevant information between speaker and hearer.

In addition, the ways that are used to talk are related to turn of speaker and hearer in conversation, sequence of conversation, response of hearers, and understanding of topic. For example, to begin their speech, speaker and hearer have their own way to change and manage their roles, and this is called as turn-taking (Coulthard, 1985). Thus, both speaker and hearer have their own significant turns and roles in conversation. Furthermore, speaker and hearer

have to focus on finishing one main topic in a conversation because when they talk other topics before finishing one main topic, the sequence of conversation is not in good order and relevant (Sidnell, 2010). This sequence of conversation is also called as adjacency pair.

Moreover, some utterances that are delivered by speaker need agreement and disagreement response yet every hearer commonly delivers this response in different ways. Agreement and disagreement response is called as preference organization in which it consists of preferred and dispreferred response (Sidnell, 2010). Also, some hearers sometimes face trouble of understanding the point of speaker's utterance and they just realize this trouble when they have delivered response, thus they need to repair their response. Repairing the response because of facing trouble of understanding the point of speaker's utterance is defined by Sidnell (2010) as repair or repairing mechanism. This repair is needed to get correct and relevant response of speaker's utterance.

Furthermore, the basic minimal organization in conversation including turn-taking, sequence of talk or adjacency pair, preference organization, and repair cannot be separated because each has its own important role to conversation. It is supported by Schegloff in Sidnell (2010) who stated that the basic minimal sequence organization in conversation relate and complete each other. To make my study more specific, I deal with preferred and dispreferred responses which will be connected to sequence of talk or adjacency pair because a kind of adjacency pair can stimulate particular response, whether



preferred response or dispreferred response. Preferred and dispreferred responses are significant to be examined because these responses are related to the sequence of conversation. It means that the sequence of talk can be seen through preferred and dispreferred responses. These kinds of responses are the key feature of adjacency pairs.

Preferred and dispreferred responses are closely related to adjacency pairs, a basic unit of sequence organization. Schegloff (1995) stated “participants’ orientations to preference organization is a major source for sequence expansion of adjacency pairs”. Additionally, both deal with the first pair part and the second pair part in talk. Schegloff (2007) said that first pair parts are types of utterance which initiate some exchange, for example question, request, offer, invitation, announcement, and so on. The second pair parts are types of utterance which function as response to the action of prior turn, for example answer, grant, reject, accept, decline, agree/disagree, acknowledge, etc (Schegloff, 2007). Each first pair part creates an expectation of a particular second pair part which is called as preference organization that consists of preferred and dispreferred responses. Therefore, each first pair part has to contain preferred and dispreferred response as the second pair part, and the sequence of first pair part and second pair part focuses on contiguity of talk and it composes two same types of turn, such as question-answer.

In addition, the relation between adjacency pair and preferred and dispreferred responses is clearly explained. Schegloff (2007) stated that most of adjacency pair types have alternative types of second pair part and these

alternative types of second pair part are called preferred and dispreferred responses. Alternative types means the second pair part which is different type from the first pair part. Moreover, Pomerantz (1984) stated that an assessment that is made as the first action will invite either agreement or disagreement. Agreement and disagreement here are well known as the term preferred and dispreferred responses.

These preferred and dispreferred responses occupy an important place in talk because whenever the speaker asks something to the hearer, he needs an assessment or response from the hearer in which the assessment indicates whether the hearer agrees or disagrees with the speaker's question or statement. Schegloff (2007:58) underlined "in a talk, not only a first pair part and a hearer of first pair part that can make a talk relevant but there are also types of response (preferred and dispreferred responses) which embody different alignments toward the project undertaken in the first pair part". Even though preference organization, including preferred and dispreferred responses, is related to adjacency pair, it is much broader and more profound than adjacency pairs because it can organize repair and generally operate social interaction.

Furthermore, in preference organization, the hearer can accept an invitation and can grant a request. It is called as preferred responses which means an agreement of a hearer as the response of speaker's question. However, the hearer may also reject or decline speaker's invitation or request as the responses of disagreement, and it is called as dispreferred responses. It

is supported by Pomerantz (1984) who said that the first action of talk-in interaction or conversation is called as the first assessment and it causes agreement and disagreement which is called as the second assessment. Moreover, Mazeland (2006) said that agreement response is called as preferred which is commonly marked whereas disagreement response is the opponent of agreement so it is called as dispreferred which is usually unmarked. It shows that dispreferred is mostly delivered softly than preferred. Additionally, Pomerantz (1984) and Schegloff (1995, as cited in Mazeland, 2006) stated that preferred responses are usually delivered without any kind of hesitation so it flows without the action of delay. Dispreferred response is frequently delivered by using some ways, for example a roundabout way, delay, mitigation, hidden away, and hesitation Pomerantz (1984) and Schegloff (1995, as cited in Mazeland, 2006). Moreover, preferred responses deal with project success which means when a question is successfully answered, a request is granted, an invitation is accepted, and a complaint is affiliated, the project of preferred responses is successfully done.

However, preferred response is sometimes designed that is roughly similar to dispreferred response. Therefore, to easily differentiate preferred and dispreferred responses, Schegloff (2007) provided features of preferred and dispreferred responses. Mitigation, elaboration, and positioning are the features of dispreferred response, whereas default is the feature of preferred response. These features do not have to be applied in each second pair part.

Preferred and dispreferred response has additional features which is called as non-vocal activities. Non-vocal activities focus on how people respond others' utterances by using their body languages. For example, to show an agreement, someone nods his head. This feature can be clearly applied in examining conversation in designed conversation because author certainly gives explanation about gestures of characters to make conversation clear and more alive. Therefore, preferred and dispreferred responses can be applied to investigate varied sources, such as movie.

Conversation in movie is different from daily conversation because conversation in movie is scripted. It means the characters in movie have to produce words based on the script. Thus, they themselves should not be free in practicing preferred and dispreferred responses. Daily conversation is natural so people can utter what they want as they need. Moreover, most topics in movie are only conversed by more than two characters so it provides rich data. In addition, although categorized into designed conversation, characters in movie provide rich responses. They deliver both preferred response and dispreferred response by their own ways which means they sometimes deliver by using different utterance from the script but the point of preferred and dispreferred response is still similar with the script. It is influenced by the surrounding situation, such as its topic or to whom they talk. Therefore, investigating preferred and dispreferred responses in movie is interesting.

A new famous movie in 2015 was Ant-Man. It is a kind of super hero movie which produced by Marvel Studios and distributed by Walt Disney

Studios Motion Pictures, also, it is firstly released in June, 29<sup>th</sup> 2015. It is a new movie so there is no previous researcher who has investigated this movie particularly on preferred and dispreferred responses. I decide to investigate this movie by using preferred and dispreferred responses now that it provides rich data from monolog and dialogues that happens among characters. In addition, each character provides different pattern of conversation from others which usually each pattern indicates a meaning. Another movie may also provide preferred and dispreferred responses yet examining the newest movie is significant to avoid similar subject of research.

Some researchers have discussed about preferred and dispreferred response. The first is Ping (2007) who has examined actual communication among people by using preferred and dispreferred second turns in interaction and found that people in actual communication commonly use marked and unmarked of preferred and dispreferred answers depend on speaker's intention and conversation circumstances. Secondly, another research showed that Batak Toba people prefer to practice dispreferred than preferred in their conversations, particularly in pre-wedding ceremony (Napitupulu, 2012). Thirdly is Musthofa (2014) who analysed designed conversation in Dish and Dishonesty Comedy but focused on adjacency pairs and its expansions and the result showed that all expansions are applied in this comedy and these make the comedy more interesting and funny.

However, those two previous studies focused on investigating natural conversation, thus, my study fills its gap by examining preferred and

dispreferred response in scripted conversation. Moreover, my study fills the gap of Ping's (2007) by analysing whether the circumstances of conversation influences the way preferred and dispreferred response in movie is delivered or not. Additionally, it fills the gap of Napitupulu's (2012) by providing the features of preferred and dispreferred response because the previous study does not provide the features of preferred and dispreferred response. In addition, there was one researcher who investigated designed or scripted conversation but its focus was different from my study. My study focuses on examining preferred and dispreferred responses yet Musthofa's (2014), as previous researcher, focused on analysing adjacency pairs. Shortly, conducting this study is really significant because of these interesting contributions, including whether different kinds of adjacency pairs can stimulate different kinds of response which is more dominant or not, and whether characters in Ant-Man movie are dominant in using particular features of preferred and dispreferred response or not.

## **1.2 Research Question**

Based on the background of the study above, my study proposes a research question:

“How are preferred and dispreferred responses used in Ant-Man movie?”

## **1.3 Research Objective**

Based on the research question, the objective to be achieved is to find out how preferred and dispreferred responses used in Ant-Man movie.

#### **1.4 Research Significances**

My study is theoretically and practically expected to give contributions. The theoretical contribution is first given to the study of talk in interaction, particularly to develop preferred and dispreferred responses that are used in movie, structured conversation within Discourse Analysis perspective. The second theoretical contribution is to develop the sequence of conversation in movie within Conversation Analysis perspective.

Practically, the results of my study are important for lecturers and students. For lecturers, my study can provide empirical data on the stages of preferred and dispreferred responses, and on the stages of the sequence of conversation. In addition, my study can be the students' assignment guideline in designing conversations using preferred and dispreferred responses, and designing systematic and relevant sequence of conversations. For example in Speaking class and English Drama class. Designing conversations by using preferred and dispreferred responses makes the flow of conversations smooth. The last practical contribution is that my study can be the starting point for the next researchers.

#### **1.5 Scope and Limitation**

The focus of my study is to investigate the process of preferred and dispreferred responses used in Ant-Man movie. Ant-Man movie is the newest movie that can be downloaded from the internet or its CD can be bought in Indonesia. Furthermore, this movie provides some linguistic uniqueness in

conversation, especially in its responses. Therefore, this movie becomes interesting to be investigated.

Due to the limited time, I choose to use only one movie, Ant-Man movie, as the subject of this study. Therefore, I cannot do observation and ask directly to the characters the reasons they produce the utterances. Moreover, I do not cover all patterns of conversation in this movie because investigating similar patterns of conversation can obtain similar findings.

### **1.6 Definition of the Key Terms**

To avoid misunderstanding, the definition of significant terms is given below:

1. Preferred response is the positive response produced by recipient and it is usually called as agreement, which also shows the success of project in conversation. For example, accepting invitation and granting request.
2. Accepting invitation is whenever second pair part responds first pair part's invitation and its reponse indicates acceptance, for example, first pair part: "Could you go to library tomorrow?" second pair part: "That will be fun, I think."
3. Granting request is a response of second pair part that shows agreement of the request, for example, first pair part: "If you see your father, tell him to call me." second pair part: "OK, I will."
4. Dispreferred response is the negative response (disagreement) produced by recipient by using some ways.



5. Mitigation is a way of response by mitigating or attenuating a real answer. For example, first pair part: “Do you know Paris?” second pair part: “Paris?? It is not too far from here.” Recipient’s response actually shows that Paris is far from the place both are involved in talk.
6. Elaboration is a response which is elaborated or accompanied by other accounts, such as hedges and apologies. For example, first pair part: “Maybe if you want to go home now, I will take my car.” Second pair part: “Wow thank you, emmm... you know I don’t wanna make anything definite but I just think my brother pick me up every day. Umm... I’m just waiting.”
7. Default is a way of response by using reference or using repair. For example (using reference), first pair part: “That where you work? ABC company?” second pair part: “That’s where I’ve ever worked.”
8. Positioning is a response which is delivered whether using normal transition space or long transition space.
9. First Pair Parts is the form of talk that initiates actions in conversation, such as asking, inviting, offering, etc.
10. Second Pair Part is the form of response of talk toward the prior action of turn, such as answering, accepting, rejecting, etc.

### **1.7 Research Method**

This section provides the description of research design, research instruments, data source, data collection, and data analysis.

### **1.7.1 Research Design**

My study was categorized as qualitative research design because it provided word-expressions and rich description which was commonly called as soft data in order to investigate preferred and dispreferred responses in Ant-Man movie. It also functioned to understand how preferred and dispreferred responses were used in Ant-Man movie. Additionally, my study adopted descriptive methods because it clearly functioned to describe preferred and dispreferred responses which were produced in the forms of utterances. Meanwhile, this study used conversation analysis approach as it analysed the phenomenon of language in conversation or talk in interaction which focused on responses. Furthermore, conversation analysis is an approach which attempts to explicate the meaning of context in interaction which became the focus of my study.

### **1.7.2 Research Instruments**

I used human instrument in my study because other instruments could not be used in this study, except myself. Moreover, I could not directly interview people who were involved in this movie, such as scriptwriter, editor, and even characters who were directly involved in conversations. Therefore, in order to investigate the organization of preferred and dispreferred responses used in this movie, I was the one who collected, interpreted, and analyzed the data that were already provided in this movie.

### 1.7.3 Data Source

The data used in my study were the utterances, gestures, facial expressions, and intonations which were produced by all characters in Ant-Man movie that was released on June, 29<sup>th</sup> 2015. Thus, I took the data from directly watching the movie and downloading the script in <http://www.springfieldspringfield.co.uk>. I chose this link because it was trusted and accessible link. So, through this link, I could get valid data.

### 1.7.4 Data Collection and Analysis

In order to get the data and the accurate findings, data collection and data analysis were done through these following steps. Firstly, I downloaded the script of Ant-Man movie in <http://www.springfieldspringfield.co.uk>. Secondly, I watched this movie to understand its content and to confirm the script to the movie. While understanding its content and confirming its script, I gave code of each character's name in each utterance to know who stated each utterance. The name coding as follows: Hank (H), Carson (C), Carter (Ct), Stark (S), Hope (Hp), Scott (Sc), Paxton (Px), Cassie (Cs), Luis (L), Kurt (K), Maggie (M), Police (P), Peachy (Pe), Buyer (B), Darren (Dr), Doll (Do).

Thirdly, I identified conversation that contained sequence of conversation or adjacency pair. The criteria of adjacency pair was when conversation consisted of two turns including the base first pair part and the base second pair part. The base first pair parts were request, invitation, question, offer, and so on, while the base second pair parts were the responses of the base first pair part. Even though

some conversation might have additional expansions such as pre-expansion, insert expansion, and post-expansion, it is still included to adjacency pair. Fourthly, I reduced the data that contained similar patterns, so if there were three data that had similar patterns I only chose one data. Afterwards, in order to differentiate each datum, I divided into some excerpts and gave number for each excerpt, for example excerpt 1, excerpt 2, and so on.

Fifthly, I described the content of each excerpt including where, when, the relation between speaker and hearer, setting of situation, emotional feelings of speaker and hearer, and so on because it influenced the sequence of conversation and the way people delivered preferred and dispreferred response. Sixthly, I identified and investigated the base second pair part whether it contained preferred response or dispreferred response. The criteria of preferred and dispreferred response was based on Schegloff's theory of features of preferred and dispreferred response (2007) including mitigation, elaboration, default, and positioning. Mitigation, elaboration, and positioning are the features of dispreferred response while default is the feature of preferred response. Additionally, I also identified and investigated preferred and dispreferred response through non-verbal activities such as body languages and facial expressions.

Seventhly, I made transcription of each excerpt. This transcription functions to know what happened during the talk in detail, for example raising intonation, overlapping, stressing words, gestures, and so on. Eighthly, I analysed a whole of adjacency pair and preferred and dispreferred response in each excerpt that I have made its transcription. This analysis is started by determining the base

first pair part and the base second pair part and seeing whether the excerpt contains expansion or not. After that, I focus on the base second pair part whether it consists preferred response or dispreferred response, and what kinds of features is applied in preferred and dispreferred response. Moreover, in analysing the data, I also looked at the context of the data including where, when, the relation between speaker and hearer, setting of situation, emotional feelings of speaker and hearer, and so on, because it might influence the way people delivered preferred and dispreferred response. The last was I summarized the findings and discussion of my study and I proposed recommendations for the next researchers.



## CHAPTER II

### REVIEW OF RELATED LITERATURE

This chapter discusses approach, theories, and previous studies which are closely related to my research. Those are:

#### 2.1 Adjacency Pairs

Adjacency pair is a basic unit of sequence organization or construction which deals with a class of units that are paired, such as greeting-greeting, question-answer, etc. Cutting (2002) stated that adjacency pair is a term that is used because there is relation between acts and conversation contains frequently occurring patterns, in pairs of utterances. Furthermore, it is produced by at least two speakers and the second utterance is related to the first utterance (Paltridge, 2006). According to Schegloff and Sacks in Schegloff (2007) basic expanded form an adjacency pair is characterized by these certain features:

1. It consists of two turns: first pair part and second pair part.  
First pair part consists of greeting, asking, requesting, inviting, complaining, and so on. The second pair part consists of greeting, answering, accepting, and rejecting.
2. It is said by different speakers.
3. It is adjacently placed, that is one after the other.
4. The two turns have to be ordered. It means that the second pair part has to come after the first pair part.

5. It is pair type related, not all types of second pair part can follow any first pair part.

Even though there are five criteria of adjacency pair, adjacency pair can only be grasped by the first two criteria, including consist of two turns and produced by different speakers.

However, Schegloff (2007) proposed the other forms beyond the basic unit that function to help in interpreting, understanding, and analysing the utterances in talk in interaction. These forms are,

→(Pre-expansion)

A FPP (First pair part)

→(Insert expansion)

B SPP (Second pair part)

→(Post-expansion)

The forms above show that expansion which occurs before first pair part is called as pre-expansion, while expansion between first pair part and second pair part is called as insert expansion, and expansion which happens after second pair part is called as post-expansion. These additional forms can happen in all of any given sequence. Pre-expansion can consist of first pair part and second pair part yet this second pair part is only go-ahead response as Schegloff (2007) said that pre-second pair part is not the main response which is discussed and analysed in the adjacency pair, so it only encourages the progress of the sequence in talk-in-interaction and leads to the main topic which is in the first pair part and the second pair part. On the other hand,

adjacency pair has a key feature that is called as preference organization. Cutting (2002) stated that the acts in adjacency pair are ordered with a first pair part and a second pair part, however, each first pair part creates an expectation of a particular second pair part which is called as preference organization. Preference organization consists of preferred and dispreferred responses. Moreover, the expansions in adjacency pair (although not all) can lead to the particular response is that dispreferred response. Therefore, both adjacency pair and preferred and dispreferred response complete each other in conversation.

## **2.2 Preferred and Dispreferred Responses**

In the majority of sequence types, there are not only responses which a first pair part makes relevant and a hearer of first pair part may employ, but there are also alternative types of response. Schegloff (2007:58) stated “these types embody different alignments toward the project undertaken in the first pair part”. In this case, preferred and dispreferred responses cannot be separated from sequence of conversation or adjacency pair because, according to Schegloff (2007), sequence of conversation is the vehicle for getting some activity accomplished. Schegloff (2007) also stated that response to the first pair part which embodies the accomplishment of the activity is the favoured. Moreover, “the key issues in the organization around “preference” and “dispreference” concern the alignment in which second action stands to a first, and the alignment which recipients take up toward a first pair part by the second pair part which implements their response”



(Pomerantz, 1984:63-64). These alignments are categorized into two types. The first type is well-known as plus response and the second type is called as minus response.

Furthermore, plus response is also called as preferred response because it shows positive response which also means the agreement of the hearer whereas minus response is commonly called as dispreferred or negative or disagreement response. Therefore, preferred responses are in the form of acceptances, grantings, agreements, etc, while dispreferred responses are in the form of rejections, declinings, disagreements, etc. However, preferred and dispreferred responses focus on social or interactional feature of sequences and of orientations to them. This is the table of preferred and dispreferred responses that is proposed by Levinson (1983):

First Pair Part	Second Pair Part	
	Preferred Responses	Dispreferred Responses
Request, offer, assessment, question, blame	Acceptance, acceptance, agreement, expected answer, denial	Refusal, refusal, disagreement, unexpected answer or non-answer, admission

In addition, to easily categorize preferred and dispreferred responses, the features have been provided by Schegloff (2007), these are:

### **(1) Mitigation**

Dispreferred responses tend to be mitigated or attenuated in order to avoid too overt disalignment. Moreover, dispreferred responses are never actually articulated because it is attenuated to the vanishing point.

Therefore, dispreferred responses are not clearly stated, and the word *too* is commonly used to mitigate this kind of response.

For example:

- 1 T: Is it near Batu?  
 2 F: It's not too far.  
 (Interview: a tourist and Farinda, 2016)

In this excerpt, a tourist (T) asks to Farinda (F) whether the place that she is asking is near Batu or not. F's response actually shows that the place is not near Batu because T and F are in Malang station and it indicated dispreferred response. Even though F mitigates and attenuates the distance. It functions to avoid too overt disalignment and to make dispreferred response smoothly.

## (2)Elaboration

Dispreferred responses are commonly accompanied by among other accounts, such as hedges, apologies, and appreciations. On the other hand, preferred responses are likely to be short and unequivocal, and to the point. These kind of response is also not ordinarily as accountable. For example, an excerpt of Ant-Man movie shows dispreferred response that is delivered by appreciation.

- 1 H: Not bad for a test drive.  
 2 Ke:ep the suit. I'll be in touch.  
 3 Sc: (scared face) No! No! No, thank you!  
 (Ant-Man Movie, 2015, 32.57-33.02)

In this excerpt, H requests Sc to keep the suit that he is wearing. In fact, Sc delivers response *No* that is elaborated by an appreciation *Thank*

*you*, so this response indicates dispreferred response. This appreciation is used to state that Sc seriously refuses H's request.

### (3)Default

Preferred responses may be treated as the default or response of reference while dispreferred responses may be shaped in their production as preferred responses. Moreover, dispreferred responses are usually produced by using repair. Schegloff (2007) stated that what amount in the end to dispreferred responses may be shaped in their production as preferred ones. The opposite shaping of what are basically preferred responses in the direction of appearing to be dispreferred one is uncommon. For example:

- 1 Ct: Tell me that isn't what I think it is. (taking formula)  
 2 H: (serious and emotional face) That depends if you think it's  
 3 a poor attempt to replicate my work  
 4 even for this group, that takes nerve.  
 (Ant-Man Movie, 00.31-00.41)

In this excerpt, Ct requests to H that she wants to know the fact that the formula is not an imitation just like what she thought. H delivers dispreferred response but it is shaped into preferred response. H uses the words *That* and *It is* to refer to the formula. This reference is used to show the fact that the formula is an imitation that is made by others like she has thought.

Another example is about dispreferred response that commonly delivered by using repair. Here is the excerpt.

- 1 H: Would you like some sugar?  
 2 Sc: Yeah, thanks.

- (0.3) (two ants bring the sugar)  
 3 You know what? I'm okay.  
 (Ant-Man Movie, 41.27-41.34)

In this excerpt, H offers to Sc to add some sugar to his tea and Sc quickly accepts H's offer. This acceptance indicates preferred response (line 2). Even though dispreferred response that is launched quickly usually causes a repair, and it happens in this excerpt. After delivering a preferred response quickly, there are two ants that deliver some sugar, and this fact causes Sc to repair his preferred response into dispreferred response (line 3). Therefore, how fast people produce response and the fact that happens when they are talking can influence people to repair his response.

#### **(4) Positioning**

Preferred responses are commonly delivered in normal transition space which means second pair part comes early after first pair part without long delay. Sacks (1987) added that preferred responses are placed contiguously with their respective first pair parts. However, dispreferred responses are produced differently. Various practices which are employed to break the contiguity of first and second pair part are:

##### **a. Inter-turn gap**

Inter-turn gap means that there is a gap between first pair part turn and dispreferred second pair part turn. It also means that the recipient of first pair part does not start a responsive turn on time and silence breaks contiguity of first and second pair part.

- 1 A: Please, can you forgive me?  
(0.3)
- 2 B: If you ever come close to me again, and I will kill you.  
(Divergent Movie, 2014, 01.26.58-01.27.05)

In this excerpt, A produces the base first pair part in the form of request. The base second pair part is delivered by B as a response of A's base first pair part. Furthermore, B's response indicates the dispreferred response because B rejects to forgive A by asking A to stay away from B. Also, before delivering the base second pair part, there is a gap for three seconds and it successfully breaks the contiguity of the base first pair part and the base second pair part. The dispreferred response is commonly not delivered on time, and it is called as inter-turn gap.

**b. Turn-initial delay**

Turn-initial delay means that once the response turn begins, the turn-initial position is occupied with other than the second pair part itself, such as "uh". Otherwise, the turn's beginning may be constituted by hedges (e.g., "I dunno") or other discourse markers (e.g., "Well"), with or without ensuing (further) silence. See the example below.

- 1 M: Are you nervous?
- 2 B: Uhhh..No  
(Divergent Movie, 2014, 00.04.46-00.04.48)

This talk happens between Batrice (B) and her mother (M) before Batrice joins in a test. Her mother asks what she feels at that time.

To respond her mother's question, Batrice delivers dispreferred response (line 2). The dispreferred response can be seen through the word *No*. Moreover, it indicates dispreferred response because the dispreferred response tends to be delivered by using delay. Batrice does not directly deliver *No* but she delays her dispreferred response by using *Uhhh*.

### c. Anticipatory accounts

Dispreferred responses are not only accompanied by hedges but also by accounts, excuses, appreciations, and so on. These things that accompany dispreferred responses cause delay and break the contiguity with the first pair part. For example:

- 1 F: Bil, will you go to library early tomorrow?  
 2 E: Well, I actually have a lot of dirty clothes that I have to wash tomorrow.  
 3 I don't know. May be not too early.  
 (Interview: Farinda and Ebil, 2016)

They talk about their plan to go to library. F asks whether E will go to library early or not and it indicates the base first pair part. Moreover, the base second pair part shows dispreferred response because it consists of an account (I actually many dirty clothes, also, it contains a turn-initial marker ("well") and a hedge ("I don't know").

**d. “Pro forma” agreements**

Pro forma agreements occur when agreement and disagreement responses are combined so agreement response can serve to delay dispreferred response. It is actually uncommon package.

Schegloff (2007:70) stated in a format of this sort, the “real” (i.e., interactionally consequential) – dispreferred – second pair part gets done as an exception or modification of an initial, apparently preferred, response – even such emphatically preferred, agreeing responses. For example:

- 1 F: Don't you hear what she talked about with her mother?
- 2 R: No, not hear anything
- 3 excerpt she will not stay here since next week.

(Interview: Fiky and Rahma, 2016)

They talk about their friend in the boarding home. Their friend is coded A. Moreover, F asks what R has heard in A's talk when she calls her mother, and it indicates the base first pair part. R delivers dispreferred response (line 2) and preferred response (line 3) at the same time. However, this kind of response is called as preferred response. This kind of response is uncommon.

**e. Pre-emptive reformulation with preference reversal**

It happens when the first pair part revises its assessment before the second pair part. For example, in this excerpt, E asks to N about the quality of a bag which is sold in a store in the mall.

- 1 E: It is cute  
(0.8)

- 3 E: Nothing uniqueness  
 4 N: No, depends on you yourself  
 (Interview: Nuckfi and Ebil, 2016)

E asks an opinion to N about a bag that E wants to buy (line 1). Even though before N responding E's first pair part, E revises her assessment of the bag into negative one. There is a gap between the base first pair part that is delivered firstly and the base first pair part that is revised. This gap can provide an indication that the base second pair part will be dispreferred response. However, the base second pair part is preferred response that is delivered without any gap but it actually responds the base first pair part that has been revised (line 3). The revision of the base first pair part causes the gap in line 2 cannot become an indication of dispreferred response.

Shortly, those features are important now that those can help in analysing preferred and dispreferred responses in my study.

### 2.3 Non-vocal Activities of Preferred and Dispreferred Responses

Preferred and dispreferred responses cannot only be examined through vocal features because the fact shows that people use their gestures in conversation. Schegloff (2007) stated people also use their body language or non-vocal activities to respond others' utterances. Moreover, Person (1996) said that conversation analytic studies or conversation analysis can be defined as studies that focus on ordinary conversation, so this first fold consists of the studies that defined the basic observations of conversation analysis, for example non-lexical speech (such as "mmm", "hmm", etc) and non-vocal



activities (such as nod the head as preferred response, and shake the head as dispreferred response). It is commonly used to analyse narrative conversation and movie because authors give explanation about gestures or how characters act as the response of what other said.

In addition, non-vocal activities cannot be separated from preferred and dispreferred responses because whenever people deliver responses, they commonly use non-vocal activities to show their expressions and to emphasize their responses, also to make their responses more distinct. Therefore, through non-vocal activities, preferred responses and dispreferred responses can be clearly and easily seen.

#### **2.4 Turn-taking**

Turn-taking is one of the most fundamental organizations of practice for talk-in-interaction. It has close relation with adjacency pairs and preferred and dispreferred responses now that adjacency pairs and preferred and dispreferred responses have to contain with at least two turns. Similar with adjacency pairs and preferred and dispreferred responses, turn-taking also does not care whether conversation is categorized into formal or informal conversation. It can be applied in any kind of conversation, thus Sack et al (1974) called it as context-free. On the other hand, Sack et al (1974) stated that turn taking is a kind of system which is also context-sensitive in the sense of what counts as possible completion determining speaker change varies according to what has gone before in the interaction. Therefore, preferred and dispreferred responses cannot be analysed without knowing each turn of

conversation. Turn-taking is the main supporter of preferred and dispreferred responses because it shows whether an utterance is the first pair part or the second pair part.

In addition, turn-taking deals with one party needs to talk after the other and each party have to talk singly and depending on each turn. Thus it pays attention to coherence of sequence of conversation. It means that turn-taking also deals with the possibility of responsiveness which means one participant shows what they are saying and doing is responsive to what another participant has said and done (Schegloff, 2007). Shortly, turn-taking is relevant to preferred and dispreferred responses because it is one of significant characters of preferred and dispreferred responses. Analysing preferred and dispreferred responses automatically means understanding each turn of conversation.

## **2.5 Conversation Analysis**

Conversation analysis is a particular paradigm in the study of verbal interaction. In the beginning, it is related to sociology as it focuses on talk or interaction rather than language. However, it develops into linguistics theory because of these two reasons. Firstly, talk here is seen as a jointly accomplished activity where the recipient and the speaker have equal status as co-constructors of the emerging talk. Therefore, both speaker and recipient have primary function in a conversation as the speaker designs his specific contribution for the recipient of talk while the recipient influences the talk by giving responses to the speaker's utterances. Secondly, conversation analysis

talks about how language can perform social action and interaction such as doctor-patient consultation, interview and classroom interaction (Paltridge, 2006). The job of conversation analysis is analysing those factors in conversation, or usually called as the study of talk in interaction (Nevile, Rendle-Short, 2007; Liddicoat, 2007; Schegloff, 2007). Therefore, conversation analysis sees that conversation is influenced by non-linguistic factors, such as the real context during conversation, and linguistic factors.

As the approach of the study of talk in interaction, conversation analysis focuses on the sequence of interaction which means seeing what happens and what happens next in a conversation (Nevile, Rendle-Short, 2007). Furthermore, Schiffrin (1991, as cited in Markee, 2009) stated that conversation analysis is one of a broad discipline perspectives which can include in interactional sociolinguistics, social psychology, ethnomethodology, ethnography of communication, speech acts, pragmatics, communication theory, and variation analysis. Also, since Schegloff (2007) stated that “conversation analysis investigates all area of socially motivated talk”, it means that the main job of conversation analysis is not differentiating formal conversation and non-formal conversation but it analyses social process when conversation happens, including linguistic factors and its context. In addition, since preferred and dispreferred response is one of the studies of talk in interaction, so conversation analysis can function as the approach of the study of preferred and dispreferred responses. Therefore, analysing preferred and dispreferred responses has to contain the characters

of conversation analysis, for example analysing linguistic factors and non-linguistic factors.

## 2.6 Previous Studies

Some studies on preferred and dispreferred responses and adjacency pairs have been conducted by some previous researchers. Firstly, Ping (2007) has examined actual communication among people by using preferred and dispreferred second turns in interaction. He found that people in actual communication commonly use marked and unmarked of preferred and dispreferred answers depend on speaker's intention and conversation circumstances. The strength of this study is that this study can provide the findings of preferred and dispreferred response in natural conversation which is influenced by social circumstances, although it only focuses on the way people apply preferred and dispreferred answers in actual communication. Thus, it tends to focus on criteria of preferred and dispreferred answers. From this, my study can fill a gap that is analysing preferred and dispreferred responses in scripted conversation, and seeing whether preferred and dispreferred responses in scripted conversation is influenced by the circumstances of conversation or not.

Secondly, Napitupulu (2012) showed that Batak Toba people prefer to practice dispreferred than preferred in their conversations, particularly in pre-wedding ceremony. The strength of this study is this study can relate preferred and dispreferred responses to the cultural sides. However, it cannot provide the features of preferred and dispreferred responses that commonly

used by Batak Toba. On the other hand, since this study did not focus on features of preferred and dispreferred responses, so my study can provide features of preferred and dispreferred responses to fill the gap of this study. In addition, those two previous studies are relevant to my study because both analyse preferred and dispreferred responses, but those use natural conversation as subject of research yet my study uses designed or scripted conversation as subject of research.

Thirdly, Musthofa (2014) analysed designed conversation in Dish and Dishonesty Comedy but focused on adjacency pairs and its expansions. The result of this study showed that all expansions are applied in this comedy and these make the comedy more interesting and funny. The strength of this study is this study can provide new finding about expansions in adjacency pairs. In addition, this previous study is relevant to my study now that both use designed or scripted conversation as subject of research. However, this previous study focused on examining sequence or adjacency pairs of conversation while my study focuses on examining preferred and dispreferred responses but it is connected to adjacency pairs. Therefore, my study can provide a complete package of preferred and dispreferred responses and adjacency pairs in scripted conversation, so these two studies can complete each other.

## CHAPTER III

### FINDINGS AND DISCUSSION

This chapter discusses the finding and discussion. The finding consists the presentation of the data and the analysis of the data based on preferred and dispreferred responses. The result of analysis is further discussed in later part.

#### 3.1 Findings

In my study, I focused on analysing preferred and dispreferred utterances which were produced by all characters of Ant-Man movie. There were forty one data which were reduced into twenty data due to avoid the existence of similar pattern of data because similar pattern of data would result similar finding. The data were divided into twenty excerpts which went along with their own contexts.

In addition, to make this analysis systematic, each character was coded as follows: Hank (H), Carson (C), Carter (Ct), Stark (S), Hope (Hp), Scott (Sc), Paxton (Px), Cassie (Cs), Luis (L), Kurt (K), Maggie (M), Police (P), Peachy (Pe), Buyer (B), Darren (Dr), Doll (Do). Afterwards, numbering (1,2,3,...) was placed in each line of paragraph to differentiate utterance in each line and to make it easier to analyse because each utterance might indicate an important thing, such as indicating the base first pair part.

##### 1. Excerpt 1

Excerpt 1 consisted of a long conversation among four characters, namely Hank (H), Stark (S), Carson (C), and Carter (Ct) who were

workmates. Those four characters worked as researchers and this conversation happened in a room in their office. They talked about formula or chemical liquid which became their business.

- 1 H: (walking quickly) ↑Stark!  
 2 C: ↓He doesn't seem happy.  
 3 S: Hello, ↓Hank  
 4 You're supposed to be in Moscow.  
 5 H: (serious face) I took a detour... (putting formula on the table)  
 (0.2)  
 6 through your defense lab  
 7 Ct: (confused face) Tell me that isn't what I think it is. (taking formula)  
 8 H: (serious and emotional face) That depends if you think it's  
 9 a poor attempt to replicate my work  
 10 even for this group, that takes nerve.

This talk began when Hank walked quickly to come to a room in the office that Stark, Carson and Carter stayed there, while calling Stark loudly, and it indicated that he was angry. The first pre-expansion was stated by Stark (line 4) that Hank should be in Moscow at that time and the second pre-expansion directly stated by Hank (line 5-6). This second pre-expansion led to the base first pair part, exactly when Hank paused for two seconds and he put formula on the table while saying *Through your defense lab* (line 6). Moreover, through this second pre-expansion, Hank led to the serious situation in this talk because Hank delivered second pre-expansion seriously without any smile in his face.

Since there were four characters which were involved in this talk, the base first pair part might not be stated by the one who had stated pre-expansion. In this excerpt, the base first pair part came from Carter's *Tell me that isn't what I think it is* (line 7). She really wanted to know the fact that as she thought the formula caused a problem among Hank, Stark, and Carson. She also delivered the base first pair part by showing confused face that indicated she did not know about the fact and she was not involved in the problem about the formula. Delivering this indicated that she was delivering a serious request so she really hoped that Hank would give true responses.

Moreover, Hank directly responded Carter's request which indicated dispreferred response *that depends if you think it's a poor attempt to replicate my work* (line 8-10). In his response, he used reference *that* and *it is* which meant that formula. This kind of reference had been used in the base first pair part when Carter said *tell me that isn't what I think it is*, *that* and *it is* also meant the formula. Moreover, Hank tried to shape his dispreferred response into preferred response by using this reference because he actually wanted to state that what happened with the formula was related to what she actually thought. Furthermore, through this response, Hank wanted to tell to Carter that the formula was not the real formula that made by him but it was an imitation that had been made by Carson and Stark. Seen from the features of preferred and dispreferred response, it included to non-default feature because he did



not state clearly what he actually wanted to say through his response. Thus he used the reference to provide something which was still related to the formula or chemical liquid that became the topic in this conversation.

Additionally, although the words after *that* and *it is* in the base first pair part and the second pair part had similar reference, but the words after *that* and *it is* in the base second pair part was not similar to the words after *that* and *it is* in the base first pair part, therefore it indicated non-default or non-response of reference. Dispreferred response tended to be shaped into preferred response. Preferred response which was shaped in the form of dispreferred response was uncommon because preferred response tended to be stated as the result of reference or response of reference which meant the whole utterance in the base second pair part had to be similar to the whole utterance in the base first pair part.

In addition, emotional situation influenced the way Hank produced his response. Hank produced his response directly after the base first pair part successfully delivered. Thus, there was no insert expansion between the base first pair part and the base second pair part. Insert expansion commonly functioned to lead to dispreferred response. Since dispreferred response was delivered without the existence of insert expansion, it indicated that Hank was seriously angry when he responded Carter's utterance. His anger was also showed through some words that are

emphasized and said in high intonation. Therefore, the emotional condition could influence the way someone responds utterance.

## 2. Excerpt 2

Excerpt 2 was still delivered by four characters including Hank, Stark, Carson, and Carter in a room in their office. They talked about who actually Hank was and about the formula. See the excerpt below.

- 1 C: You were instructed to go to Russia.  
 2 May I remind you, Dr. Pym,  
 3 that you're a soldier...  
 4 H: (staring at Carson with angry face) I'm a scientist.  
 5 S: (staring at Hank) Then ↑act like one.  
 6 The Pym Particle is the most  
 7 revolutionary science ever developed.  
 8 Help us put it to good use.  
 9 H: (angry face) I let you turn me into your errand bo:y,  
 10 and ↑now you try to steal my research?  
 11 C: If only you'd protected Janet  
 12 with such ferocity, Dr. Pym.  
 (0.5)  
 13 C: Ah... (while Hank is kicking Carson's face)  
 14 Ct: Easy, Hank. (breaking up Hank and Carson)  
 15 H: You mention my wife again  
 16 and I'll show you ferocity.

This excerpt was started by pre-expansion which delivered by Carson in an utterance *you were instructed to go to Russia* (line 1). After that he also produced the base first pair part in the form of blame (line 2-3) by reminding Hank that Hank was only a soldier. It meant that Hank should not be angry if he and Stark had replicated his work and he should

follow the instruction to go to Russia at that time so he should not come to this room.

Coming to line 4, Hank produced the base second pair part by saying *I'm a scientist* distinctly. It clearly indicated dispreferred response as Hank denied Carson's utterance that insulted him. Hank felt that he was insulted by Carson because the fact showed that he was a researcher that successfully made the formula so he should not be treated as a soldier. Also, Hank delivered the base second pair part while staring at Carson which indicated that he angrily did not like to be called as a soldier.

The interesting part was in line 5 that after Hank produced the base second pair part (line 4), Stark also produced the base first pair part to Hank without any pause (line 5). Two base first pair parts in one context in which the second base first pair part was delivered directly after the base second pair part rarely occurred in natural conversation because natural conversation commonly produced by only two people. This usually happened when more than two people are involved in one conversation, so the base second pair part could cause another person to deliver another the base first pair part.

Furthermore, insert expansion was also produced by Stark who had produced the first pair part (line 6-8). Insert expansion commonly led to the possibility of dispreferred response (although not all) because dispreferred response tended to be stated indirectly. Thus, insert

expansion was like a bridge between the base first pair part and the base second pair part. In this excerpt, the common function of insert expansion happened as Hank produced the base second pair part in the form of dispreferred response (line 6-8) yet this dispreferred response is in the form of question.

Dispreferred response tended to be elaborated. Hank used this feature by elaborating between soldier and the fact that Carson and Stark had tried to steal and replicate his research. Also, he elaborated the base second pair part with a question. Preferred response was commonly delivered in the form of statement while dispreferred response could be elaborated by using question or other forms. The word *my research* in Hank's response emphasized that he was a researcher not a soldier. This word showed clearly that he had done a research and the result of his research was the formula. Response which was produced in the form of question was uncommon as the question often represented a prior turn or first pair part. Since Hank delivered the base second pair part in the form of question and he altered his face from Stark in the last word of his response, his anger was clearly seen and he looked like a ferocious man.

However, the sequence of this conversation did not finish yet because in line 11-12, Carson stated the first post-expansion by saying *If only you protected Janet with such ferocity, Dr. Pym*. In this first post-expansion, Carson insulted Hank that he was a ferocious man but he could not protect his wife. It meant he was actually a weak man who

could not protect his wife and his weakness caused his wife die. In addition, the first post-expansion meant expansion which led to the end of a conversation but it still got response from another. Even though Hank delayed his response until five seconds but he surprisingly kicked Carson in which it indicated dispreferred response. The gap actually functioned to lead to dispreferred response. Moreover, people usually used kick to express their anger and it was practiced by Hank.

To make his dispreferred response clear, Hank also said *You mention my wife again and I'll show you ferocity* (line 16-17). Through this utterance, Hank closed this conversation by threatening Carson that he would be more ferocious which meant if Carson mentioned his wife again, he would kick and injured him more than this.

### 3. Excerpt 3

Similar to the two previous excerpts, this talk also occurred in a room in the office but the characters who were involved in this talk were only Hank and Stark. They talked about Hank's resignation that was still related to the problem which was caused by the formula.

- 1 H: I formally tender my resignation.  
 2 S: We don't accept it. Formally.  
 3 Hank,  
 4 we need you.  
 5 The Pym Particle is a miracle. Please.  
 6 Don't let your past determine the future.  
 7 H: As long as I am alive,  
 8 nobody will ever get that formula.

This excerpt was directly started by the base first pair part (line 1). The base first pair part was produced by Hank in the form of request. He wanted to resign after he knew that his friends, Stark and Carson, tried to replicate his work. In order to respond Hank's request, Stark produced the base second pair part in line 2-6. It was clearly dispreferred response as he said *We don't accept it. Formally*. It did not include into any features of preferred and dispreferred response because it was direct.

Moreover, to strengthen his dispreferred response, Stark stressed some words when he pronounced it, including *formally, need, and please*, which also functioned to persuade Hank to postpone his resignation. These three words that were put in line 2, 4, 5 meant Stark did not accept Hank's resignation and each utterance he said especially in line 2, 4, 5 was serious.

Although this adjacency pair was not started by pre-expansion, it was closed by post-expansion which was produced by Hank (line 7-8) and he explained that none could replicate his research and got the formula. This post-expansion could be also seen through Hank's body language as after saying the utterances (line 34-35), he left this room that meant he was very angry and he did not care with his workmates. Also, this body language meant that he seriously resigned from his job in this office.

#### 4. Excerpt 4

This conversation related to three previous excerpts because it still occurred in the same place yet Hank had left this place so the characters who were involved in this conversation were Carson, Carter and Stark. Carson, Carter and Stark were workmates which meant they were also Hank's workmates. In this excerpt, they talked about Hank.

- 1 C: ↓We shouldn't let him leave the building.  
 2 Ct: (staring at Carson seriously) You've already lied to him.  
 3 Now you want to go to war with him?  
 4 C: (emotional face) ↑Yes.  
 5 Our scientists haven't come close  
 6 to replicating his work.  
 7 S: (serious face) He just kicked your ass, full-size.  
 8 You really want to find out what it's like  
 9 when you can't see him coming?  
 (0.3)  
 10 S: I've known Hank Pym for a long time.  
 11 He's no security risk.  
 (0.3)  
 12 S: Unless we make him one.

Pre-expansion (line 1) had a role to start this conversation. Carson said it slowly when Hank walked to leave this room in order to not make Hank angry for twice. The base first pair part was delivered by Carter (line 2-3) in the form of question. She delivered this base first pair part while staring at Stark seriously which meant she asked a really serious question to Stark. Afterwards, there was no insert expansion in this conversation because Carson produced the base second pair part in the

form of preferred response (line 4) by saying *Yes*. The preferred response tended to be produced shortly and clearly, unequivocal, and to the point.

Similar to *No*, preferred response that was delivered by *Yes* did not include to any feature because it clearly indicated preferred response. Moreover, Carson produced it by rising his intonation and stressing the answer *Yes* so it was clearly preferred response. He was also angry to Hank at that time, it was showed through his emotional face when he said *Yes*. People who were angry commonly delivered response directly and clearly.

After stating the preferred response, this conversation was closed by post-expansion which was produced by Stark (line 7-12). In post-expansion, he reminded Carson to be careful if he wanted to go to war with Hank and his post-expansion also had a meaning that he did not want to be involved in that war. He produced post-expansion seriously by showing his serious face when he explained who Hank actually was.

### 5. Excerpt 5

In this excerpt, the conversation happened between Scott and Peachy in a jail in before Scott left the jail. In San Quentin jail, someone who would go out from jail had to battle with a prisoner in boxing. Peachy was a prisoner in San Quentin Jail who battled in boxing with Scott because he had bigger body than other prisoners.



- 1 Sc: What if I come in on the left side, (Peachy looked at the left side)  
 2 right?  
 3 Just down here.  
 4 You see this right here?  
 5 Pe: (Peachy follows Scott's request and at the that time Scott kicks  
 him)  
 (0.7)  
 6 Pe: (laughing) I'm gonna miss you, Scott.  
 7 Sc: (smiling) I'm gonna miss you, too, Peachy.

The conversation above started when Scott offered Peachy that he would come in on the left side of his body (line 1-2). Afterwards, Peachy responded this offer by directly looked at the left side. This body language indicated preferred response that meant he agreed if Scott came in on the left side. The word *Right?* functioned to emphasize his offer.

Moreover, Scott delivered another base first pair part in the form of request. After Peachy agreed with his offer, he calmly requested Peachy to see down of his body, exactly in his right stomach. This request indicated the base first pair part because it initiated an exchange or a response. Moreover, Peachy thought that his body was bigger than Scott so he would be a winner. When Peachy did Scott's request, Scott suddenly kicked the left part of Peachy's face. Peachy's gesture indicated a preferred response of Scott's request although he did not say anything but he followed what Scott requested. Thus Scott delivered two kinds of the base first pair part in the form of offer and request in order to deceive Peachy.

Moreover, Peachy produced first post-expansion which meant that Scott was the winner of this boxing by saying *I'm gonna miss you, Scott* (line 6). It indicated that Scott was the winner of this boxing because it was produced after Scott succeeded in kicking Peachy's face until his face bled, and in this boxing, someone who first said the farewell was commonly the loser. Scott answered by saying *I'm gonna miss you, too, Peachy* (line 7) while they shook hand. Scott's utterance was a response of first post-expansion which is called as the second post-expansion. In addition, Peachy and Scott closed this conversation happily because Peachy laughed when he delivered the first post-expansion and Scott delivered the second post-expansion by smiling.

#### 6. Excerpt 6

In this extract, Scott was picked up by his friend, Luis. Luis was Scott's friend in San Quentin jail who went free before Scott. Luis was waiting for Scott in front of the gate of San Quentin jail. Here is the dialog.

- 1 L: (laughing) ↑Scotty!
- 2 ↑What's up, man!
- 3 L: Damn! Hey.
- 4 Sc: (smiling) Ha-ha! Hey, man. (shaking hand and hugging each other)
- 5 L: Hey, what's up with your eye?

Since it was the first time these two people met after Scott went free from San Quentin jail, Scott was welcomed by Luis' greeting (line 3) and Scott replied this greeting by saying *Hey, man* (line 4). Moreover, when the base first pair part which was in the form of greeting was

answered by greeting, the second greeting indicated preferred response because it was an expected answer.

In addition, this preferred response was shown by their body languages and facial expressions in which when Luis greeted Scott by showing his laugh which meant he was really happy to meet Scott. Scott also gave response by smiling and hugging Luis which meant he was also happy. When Scott replied Luis' happiness by his happiness, it indicated that his response was a preferred response.

### 7. Excerpt 7

This talk was related to the previous excerpt as it was still produced by Scott and Luis. Even though they talked in a car while going to Luis' home and Luis offered a job to Scott. In this situation, Luis looked like happy but Scott looked like so serious.

- 1 Sc: Thanks for the hook-up, too.
- 2 I needed a place to stay.
- 3 L: (happy face/smiling) You wait till you see this couch.
- 4 You're gonna be really happy.
- 5 You're gonna be on your feet
- 6 in no time. Watch.
- 7 Sc: (nodding his head) ↓I hope so.
- 8 L: Yeah.
- 9 L: (smiling) And I gotta introduce you to some
- 10 people. Some really skilled people.
- 11 Sc: (serious face) Not interested.

12 L: (laughing) Yeah, right?

13 Sc: (serious and emotional face while staring at Luis) ↑No, I'm serious, man. I'm not going back.

(0.2)

14Sc: I got a daughter to take care of.

15 L: (serious face) You know that jobs don't come easy

16 for ex-cons, right?

17 Sc: (serious face) Look, man, I got a master's

18 in electrical engineering, all right?

19 ↓I'm gonna be fine.

The excerpt above consisted of two pairs of pre-expansion and two pairs of post-expansion. The first pair of pre-expansion was when Scott thanked Luis for picking him up and he also said that he needed a place to stay (line 1-2) and it was answered by Luis that he could stay at his home that had great facilities (line 3-6). Luis was happy that he could help Scott to stay at his home and it showed by his facial expressions that he proudly told Scott that his home had great facilities so Scott could stay comfortably. Luis' utterances indicated the second pre-expansion because it was a response of the first pre-expansion.

Moreover, Scott answered Luis' second pre-expansion (line 7) and it indicated the first pre-expansion. Then, Luis only gave a response by saying *yeah* (line 8) that indicated preferred second pre-expansion. This response was preferred response but it was merely go-ahead response which led to the base first pair part.

Afterwards, the base first pair part was delivered by Luis (line 9-10) in the form of offer. Luis happily offered a job to Scott through introducing his friends but Scott explicitly refused his offer by saying *not*

*interested* (line 11) because he knew that Luis offered a job as a thief. He refused this offer surely and seriously. It was shown through his facial expression that was so serious without smiling at all. Since Scott refused Luis' offer, it means that Scott's response was a dispreferred response. Seen from features of preferred and dispreferred response, dispreferred response should be articulated by using elaboration, mitigation or other features but Scott delivered the dispreferred response directly and clearly.

Coming to the next line, Luis stated the first post-expansion as he did not believe that Scott had refused his offer (line 12). He assumed that Scott's response was only a joke, so he delivered the first post-expansion while laughing. The fact showed that Scott still gave a dispreferred response in second post-expansion (line 13-14). This response functioned to make Luis believe that Scott seriously refused his offer and his base second pair part was not a joke. It could be seen through Scott's facial expression in which he was looked so serious and emotional when delivering the second post-expansion. Furthermore, he was staring at Luis at that time. Even though Luis did not give up to try to make Scott accepting his offer, so he produced the first post-expansion again (line 15-16). In this second first post-expansion, Luis' facial expression was looked so serious that indicated he had understood that Scott's refusal was not a joke. Also, he wanted to show that his offer was also not a joke so Scott should accept it.

In line 17-19, Scott delivered the second post-expansion that functioned to make Luis sure that he did not accept his offer. To emphasize his dispreferred response which had already produced in the base second pair part and to make Luis trusting that he refused Luis' offer, Scott said smoothly in line 19. Although he stressed his last word *fine* which meant no problem would be faced by him although he did not accept Luis' offer to become a thief. Therefore, in some cases, people produced more than one expansion for a particular purpose such as to emphasize the base pair part.

#### 8. Excerpt 8

The excerpt below occurred between Scott and a man in ice cream shop in the afternoon, Baskin-Robbins. Scott was a worker and this man was a buyer. As a worker, Scott offered to the buyer the products that were sold in Baskin-Robbins.

- 1 Sc: Welcome to Baskin-Robbins.
- 2     Would you like to try our
- 3     Mango Fruit Blast?
- 4 B: (confused face) U::h, no, thanks.
- 5     Um, I will--have...
- 6     I'll have a burger, please.
- 7 Sc: Oh, we don't... We don't make that.

In this excerpt, Scott as a worker welcomed a buyer when he came to Baskin-Robbins in the afternoon. It was pre-expansion now that it was introductory words in conversation which was related to the base first pair part. In line 2 and 3, Scott directly stated the base first pair part in the form of offer. He offered a product of this shop, Mango Fruit Blast.

However, the buyer refused Scott's offer by saying *Uh, no, thanks* (line 4). Then, to complete his refusal, he said that he wanted to buy a burger (line 5-6). The base second pair part (line 4-6) indicated dispreferred response because he clearly refused Scott's offer because he actually wanted to buy a burger.

Dispreferred response which was delivered by using turn-initial delay and elaboration. Turn-initial delay could be seen through the existence of *Uh* before the word *No*, it meant that he was confused whether he refused or accepted Scott's offer so he delayed his response by using *Uh*. Moreover, the dispreferred response was ended by using *Thank you*, so the buyer elaborated dispreferred response with appreciation.

Furthermore, the interesting part was that explicit dispreferred response was produced without any insert expansion, so it was directly produced after the base first pair part was successfully stated. However, since this talk was started by pre-expansion, it was also closed by post-expansion which was said by Scott in utterance *Oh, we don't... We don't make that* (line 7). It was a brief explanation that this shop was ice cream shop so it did not make burger.

## 9. Excerpt 9

The characters who were involved in this talk were Darren and Hank Pym. Darren was Hank's assistant in the past yet at this time, he was a researcher in Pym Technology and he became a partner of Hank's daughter in this office. This talk occurred in a room in the office when Darren would like to present his new research in front of many guests. Moreover, this talk was about Ant-Man.

- 1 Dr: (serious face) Now, before we start,  
 2 I'd like to introduce a very special guest.  
 3 This company's founder and my mentor,  
 4 Dr. Hank Pym.  
 5 (applause and smile while looking at Hank)  
 (0.14)  
 6 When I took over this company  
 7 for Dr. Pym,  
 8 I immediately started  
 9 researching a particle  
 10 that could change  
 11 the distance between atoms,  
 12 while increasing density and strength.  
 13 Why this revolutionary idea  
 14 remained buried  
 15 beneath the dust and cobwebs of  
 16 Hank's research, I couldn't tell you.  
 (0.2)  
 17 But just ima--gine,  
 18 a soldier the si::ze of an insect.  
 19 (0.53) (playing a video)  
 20 The ultimate secret weapon.  
 21 (laughing) An Ant-Ma(h)n.  
 22 (pointing Hank) That's what they called you.  
 23 ↑Right, Hank?  
 (0.3)  
 24 Silly, I know.  
 25 Propaganda.



- 26     ↑Tales to astonish!  
 27     Trumped-up BS to scare the USSR.  
 28     (serious face) Hank, ↑will you tell our ↓guests  
 29     ↑what you told me every single time I asked you,  
 (0.2)  
 30     ↓"Was the Ant-Man real?"  
 31 H: (staring at guests) Just a ta::ll tale.  
 32 Dr: Right.  
 33     Because how could anything  
 34     so miraculous possibly be real?

Darren as the one who made this big event opened it by introducing a special guest, Hank Pym. Hank Pym was the owner of Pym technology. Another hand, after introducing Hank to other guests, Darren explained his research that related to Hank's research yet he did not give detail explanation about Hank's research. The introductory speech from Daren (line 1-27) functioned as pre-expansion of this talk because it successfully opened this talk. Also, the pre-expansion was delivered by showing serious face which meant this event was formal so the guests should be treated formally especially Hank.

Moreover, in the middle of his speech, Darren requested Hank to tell whether Ant-Man real or not, and the answer should be similar to Hank's answer when Darren personally asked about it to Hank. Ant-Man was assumed as Hank's research. Darren's request (line 28-30) indicated the base first pair part of this talk. As this request was stated in the middle of his speech, so Darren stressed some words that could be indicated as request's words *will* and *tell*. This stressed words functioned to separate the base first pair part from the pre-expansion which was delivered in one speech by one person. Thus, people would be easier to

differentiate which utterances indicated pre-expansion and which utterances indicated the base first pair part. Moreover, to show the main point of his request, he paused for two seconds before producing the question that should be answered by Hank.

After that, Hank accepted his request by giving an answer that usually given to Darren. He said that Ant-Man was only a tall tale (line 31). Since Hank did well what Darren requested, his answer indicated preferred response. To make people sure with his answer, Hank stared at people while answering. Moreover, preferred response was commonly stated confidently with non-positioning which means it was stated in normal transition space or no gap after the base first pair part was successfully delivered, and there was no insert-expansion which separated between the base first pair part and the base second pair part in which it commonly led to dispreferred response.

However, Darren not only opened this talk yet he also closed this talk in line 31-33. The word *right* at the end of talk indicated post-expansion because it included to assessment of minimal post-expansion.

#### 10. Excerpt 10

This conversation was delivered by Carson and Darren after the closure of Daren's presentation about Yellowjacket, Darren's new research. Carson was a workmate of Hank in the past, so he was a researcher. He came to this event because Darren invited him, so he was one of guests in this event. Moreover, this conversation occurred in a

presentation room which was similar to excerpt 9. In this conversation, I found a simple pattern of adjacency pair. See the excerpt below.

- 1 C: ↑Dr. Cross?  
 (0.3)  
 2 (whispering) You sell to me first,  
 3 20% over your asking price,  
 4 I can have the cash here in two weeks.  
 5 Dr: Deal.

Since Carson was interested in the product of Darren's research, he whispered to Darren that he would be the one who bought Yellowjacket. Also, he would pay it only in two weeks. Carson's utterance indicated an offer whether Darren agreed to finally sell Yellowjacket to him or not, if he could pay in two weeks. This offer functioned as the base first pair part (line 1-4). In order to answer Carson's offer, Darren delivered a short word *deal* (line 5) that indicated preferred response. This word was commonly used to show an agreement especially in business, thus it meant that Darren accepted Carson's offer to sell Yellowjacket to Carson.

The pattern of adjacency pair in this conversation was simple because it merely consisted of the base first pair part and the base second pair part so there was no additional expansion. It had explained in features of preferred and dispreferred response that if the base second pair part showed preferred response, it would be delivered without additional expansion.

## 11. Excerpt 11

This talk was delivered by Hank and Hope. Hope was Hank's daughter who became director of Pym technology. The owner of Pym technology was Hank. Additionally, this talk happened in presentation room in Pym technology when Darren had closed his presentation. At that time, all people had left this room including Darren, thus only Hank and Hope who still stayed in this room. They talked about the way to stop Darren's research because they assumed that Darren's research was dangerous for the peace of the world.

- 1 Hp: We have to make our move, Hank.  
 2 H: How close is [he?  
 3 Hp: [He still can't shrink a live subject.  
 4 Just give me the suit and let me  
 5 finish this once and for all.  
 6 H: (shaking head) No.  
 7 Hp: I have Cross' complete trust.  
 8 H: It's too [dangerous.  
 9 Hp: [We don't have a choice.  
 10 H: Well, that's not entirely true.  
 (0.2)  
 11 H: I think I found a guy.  
 12 Hp: Who?

To open this talk, Hope came to Hank and said that they had to work together as soon as possible to stop Darren's research as it was a dangerous research for the world. Thus, this Hope's utterance (line 1) functioned as first pre-expansion. When delivering this utterance, Hope looked at Hank and made her voice slow in which it indicated that she tried to build a serious atmosphere and showed that she was talking a serious and secret topic to Hank.

Moreover, Hank was involved in this serious talk as he delivered second pre-expansion seriously (line 2) by asking the progress of Darren's research. Before finishing the second pre-expansion, Hank's utterance was overlapped by Hope. She told that Darren's research was not perfect yet and she also directly produced the base first pair part in the form of request (line 4-5). She hoped that Hank allowed her to wear the suit and destroy Darren's research. It was an extraordinary suit that has made by Hank to save the world but none wore this suit because it had a big risk. Someone who wore this suit could die if he failed in controlling it.

In the next line, it was Hank's turn to respond Hope's request and he said *No* while shaking his head which clearly indicated dispreferred response so it meant Hank did not accept Hope's request. Even though Hope and Hank still argued about Hope's request and this caused the existence of two pairs of post-expansion. In the first pair of post expansion, Hope still tried to make Hank accepting her request (line 7) by saying *I have Cross' complete trust*. It was the first post-expansion. This got the second post-expansion or response from Hank (line 8) by explaining that Hope's request was too dangerous to be accepted.

However, when Hank delivered the last word of second post-expansion, *dangerous*, Hope overlapped his utterance by delivering the first post-expansion (line 9) *We don't have a choice*. Also, she stressed the word *Don't* in the first post-expansion. Through overlapping and

stressing the word, she forced Hank to accept her request but Hank calmly gave a dispreferred response (line 10-11) *Well, that's not entirely true I think I found a guy*. This response was categorized as dispreferred response as it was delivered by using anticipatory accounts. It meant that this response was accompanied by other components such as hedges, account, excuses, and so on which were positioned early in the turn.

In this case, Hank used a turn-initial marker *Well* (line 10) to delay his dispreferred response, after that he explained the reason of refusing Hope's request (line 11). Additionally, Hope closed this talk by using a question *who* (line 12). It was post-expansion which meant the end of this talk without a response because the scene changed after this post-expansion. Shortly, this excerpt was an interesting excerpt because it gave empirical data that that features of preferred and dispreferred response could also be applied in response to additional expansion, such as the second post-expansion.

## 12. Excerpt 12

The conversation below was at Paxton's house when Cassie, a daughter of Scott and Maggie, celebrated her birthday. Paxton was Maggie's boyfriend while Maggie was Scott's ex-wife. This conversation was about a gift that was given by Scott to Cassie.

- 1 Sc: Hey (.) look what I have for you.  
 2 Cs: Can I open it now?  
 3 Px: Of course, sweetheart. It's your birthday.  
 (0.4)  
 4 Do: You're my best friend.  
 5 Px: ↓What is that [thing?  
 6 Cs: (smiling) [He's so ugly!  
 7 ↑I love him!  
 8 Cs: Can I go show my friends?  
 9 Px: Of course, sweetheart. Go ahead.

When Cassie happily came to Scott, Scott gave a small bag to Cassie while saying *Hey look what I have for you* (line 1). It was the opening of this conversation which could cause the base first pair part. Thus, it was called as pre-expansion. Furthermore, the base first pair part was directly delivered by Cassie (line 2) *Can I open it now?*. She was curious with something in the bag so she requested to open it yet she did not give clear clue to whom this request was pointed, such as calling name of Paxton or Scott. The fact showed that in line 3, the one who responded her request was Paxton by saying *Of course, sweetheart. It's your birthday*. This response indicated preferred response now that *of course* was just like *yes* even it had a stronger meaning than *yes*. Also, Paxton delivered this response by stressing the word *course* to make it clear that it was preferred response.

In addition, in this one context, there was another adjacency pair which was produced continuously after previous adjacency pair that had been explained above. This second adjacency pair did not have pre-expansion, thus it was begun by the base first pair part in the form of request that was delivered by Cassie (line 8) *Can I go show my friends?*. She requested to be able to show the doll to her friends and Paxton's response was similar to his response in the previous adjacency pair. He delivered preferred response by saying *Of course, sweetheart. Go ahead* (line 9).

This excerpt was interesting because there were three people who were involved in the conversation and someone who delivered the base first pair part did not give clear clue to whom the base first pair part was pointed, thus, in this case, both hearers could give response or only one person gave response. If more than two people were involved in a conversation, people could freely choose whether they delivered response or the others. In addition, some people usually had their own dominant words of giving response, for instance Paxton who dominantly used the word *of course* to give dispreferred response to those two base first pair parts.

### 13. Excerpt 13

This excerpt was at Luis' house when Scott just came from Cassie's birthday party. It was about a job that has been offered by Luis yet Scott has refused it in excerpt 7. Moreover, in this excerpt, Scott



asked Luis to talk more detail about the job. Kurt, who was at Luis' house at that time, was also involved in this talk because he also knew about this job. Kurt was Luis' friend. See the excerpt below.

- 1 Sc: (serious face) Tell me about that tip.  
 2 L: (shocked face) What? (putting stick of a game)  
 3 Sc: (serrious face) I wanna know about that tip.  
 4 L: (shouting) ↑Oh, baby, it's on! It's so on, right [now.  
 5 Sc: (serious face)↑[Calm down, all right?  
 6 I just need to know where it came from.  
 7 It's gotta be airtight.  
 (.)  
 8 L: (smiling) Okay.  
 9 L: I was at a wine tasting  
 10 with my cousin Ernesto.  
 11 Which was mainly reds,  
 12 and you know I don't like reds, man.  
 13 But there was a ros that saved the day.  
 14 It was delightful.  
 15 And then he tells me about this girl,  
 16 Emily, that we used to kick it with.  
 17 It was actually the first pair of boobs  
 18 I ever touched.  
 19 Sc: (serious face) It's the wrong details.  
 20 It has nothing to do with the story.  
 21 ↑Go.  
 (0.2)  
 22 L: So, uh, he tells me that she's  
 23 working as a housekeeper now, right?  
 24 And she's dating this dude, Carlos,  
 25 who's a shot caller from across the bay.  
 26 And she tells him about the dude  
 27 that she's cleaning for.  
 28 Right? That he's like this big-shot CEO  
 29 that is all retired now, but he's loaded.  
 30 And so, Carlos and Ernesto  
 31 are on the same softball team,  
 32 and they get to talking, right?

33 And here comes the good part.  
 34 Carlos says, ↑"Yo, man.  
 35 ↑"This guy's got a big-ass safe just  
 36 sitting in the basement, just chilling."  
 37 Of course Ernesto comes to me because  
 38 he knows I got mad thieving skills.  
 39 Of course, I ask him...  
 40 "Did Emily tell Carlos to tell you  
 41 to get to me what kind of safe it was?"  
 42 And he says, "Nah, dawg.  
 43 "All she said is that it's super-legit  
 44 "and whatever's in it, it's gotta be good."  
 (0.3)  
 45 Sc: (confused face) What?  
 46 K: (serious face) Old ma:n have safe.  
 47 L: (serious face) And he's gone for a week.  
 48 Sc: (serious face) All right.  
 49 There's an old man, he's got a safe,  
 50 and he's gone for a week.  
 51 Let's just work with that.  
 52 L: (smiling) You know what I'm saying?

The adjacency pair of this excerpt was started by the base first pair part that was delivered by Scott (line 1) *Tell me about that tip*. After coming from Cassie's birthday party, he realized that he needed a lot of money to take Cassie from Maggie. Thus, he requested Luis to tell about job or tip that has been offered by Luis. In line 2, Luis did not directly produce the base second pair part as he was shocked with Scott's request thus he said *What?* while putting stick of game because Luis played a game with his friends, Dave and Kurt, at that time. It showed that Luis did not believe that Scott talked about a job that had been refused.

Luis' utterance (line 2) functioned as the first insert expansion which meant the utterance that was placed between the base first pair part and second pair part. It was commonly delivered to clarify the base first pair part. The first insert expansion had a response which was called the second insert expansion. In this excerpt, the second insert expansion was delivered by Scott (line 3). He said *I wanna know about that tip* which meant he restated his first pair part in the form another utterance. Also, this utterance functioned to make Luis believe that his request was not a joke. Hearing Scott's response in line 3, Luis was very happy and he got up from his seat and he delivered another first insert expansion loudly (line 4). In this first insert expansion, Luis happily knew that Scott changed his decision, so he accepted the job that has been offered.

On the other hand, Scott was thinking a serious problem about Cassie so he uttered second insert expansion seriously (line 5-7), *Calm down, all right? I just to know where it come from. It's gotta be airtight.* In this second insert expansion, he explained what he actually requested and he hoped that Luis would give a detail response. Moreover, to show that his request was serious and important to him, his facial expression was so serious, also, he interrupted Luis' first insert expansion so overlapping occurred in this situation. Thus, there were two pairs of insert expansion in this excerpt.

Afterwards, the situation in this place suddenly changed into serious situation and everyone was looked so serious, and this change

was marked by a brief interval between Scott's second insert expansion and Luis' base second pair part. Luis seriously delivered the second base pair part by saying *Okay* (line 8) which clearly means preferred response. In addition, the base second pair part that was delivered by Luis could be indicated as preferred response because it came after single beat of silence or about a tenth of a second without intern-turn gap.

After the base second pair part, there were two pairs of post-expansion. Firstly, the first post-expansion was delivered by Scott (line 45) after listening Luis' long explanation about that tip. Scott said *What?* that meant he was confused what the conclusion of Luis' long explanation and he wanted to know a short conclusion of this explanation. This first post-expansion got two second post-expansions that were from Kurt and Luis. Kurt firstly delivered the second post-expansion (line 46) by explaining that there was an old man that had a safe, and Luis secondly stated another second post-expansion (line 47) by giving an additional explanation that the old man left his house for a week. Secondly, Scott delivered first post-expansion by saying *All right. There's an old man, he's got a safe, and he's gone for a week. Let's just work with that* (line 48-51). In this first post-expansion, he concluded Luis and Kurt's explanation about that tip and asked them to work soon. However, as the closure of this conversation, Luis finally produced the second post-expansion. In this second post-expansion, Luis showed his happiness because Scott had accepted his offer and grasped his

explanation well, thus he said *You know what I'm saying?* while smiling. Sometimes, people delivered an utterance in the form of question to respond other's utterance and to close the conversation.

#### 14. Excerpt 14

This talk occurred between Hank and Scott after Scott tried to wear Ant-Man suit. Hank was the owner of Ant-Man suit whereas Scott was a man that had been asked by Hank to be the next Ant-Man. In this talk, Hank guided Scott from his house and Scott finally fell on the rooftop of a car, thus they were not in one place yet they were involved in a long distance communication. They talked about Scott's skill in becoming Ant-Man.

- 1 H: Not bad for a test drive.  
 2 Ke:ep the suit. I'll be in touch.  
 3 Sc: (scared face) No! No! No, thank you!

The excerpt above contained a simple adjacency pair as it only consisted of the base first pair part and the base second pair part without other expansions. The base first pair part was delivered by Hank (line 1-2) in which he focused on giving a comment about Scott's test drive of wearing Ant-Man suit (line 1). Then, he continuously delivered the base first pair part in the form request by saying *Keep the suit and I'll be in touch* (line 2). It meant that the test drive finished so Scott could take this suit off. However, Hank requested to him to keep it because Hank would call him another day to do a business about this suit with him.

In addition, the base second pair part in the form of dispreferred response was delivered by Scott (line 3) *No! No! No, thank you!*. He said *No* for three times that he surely did not accept Hank's request, also, he produced the last word *Thank you* that indicated appreciation of Hank's request. *Thank you* functioned to emphasize that Scott refused Hank's request since it was elaborated with dispreferred response in a word *No*. Moreover, a seriousness of refusing Hank's request was showed through Scott's facial expression. He was so scared after doing this test drive and he did not want to do this kind of test drive again, thus he refused Hank's request to keep the suit. Shortly, dispreferred responses commonly tended to be delivered by using elaboration, such as elaborating with appreciation.

### 15. Excerpt 15

In this excerpt, Scott was going to return Ant-Man suit that had been stolen by him. Unfortunately, when he arrived to Hank's house, the police have been waiting him there. Therefore, this talk occurred between Scott and police when police would like to arrest Scott.

- 1 P: (turning the lamp of police car) ↑Get down on the ground!  
 2 ↑You are under [arrest!  
 3 Sc: [↑No, I didn't steal anything!  
 4 ↑I was returning something I stole.  
 (.)  
 5 (closing the eyes) ↓Oh...

This talk was almost similar to the previous excerpt (excerpt 14) because both consist of a simple adjacency pair including the base first pair part and the base second pair part. Even though excerpt 14 contained

dispreferred response in the base second pair part while this excerpt contained preferred response. Coming to the analysis of this excerpt, the talk was started by the base first pair part which was delivered loudly by police (line 1) when Scott just arrived to Hank's house. The police turned on the lamp of police car and requested Scott to get down on the ground. Also, the reason why Scott was requested to do that was explained in line 2. Scott was shocked looking at this situation thus he quickly rejected police's request by explaining the purpose of his coming to Hank's house (line 3-4). Scott's response (line 3-4) indicated dispreferred response because he did not agree with the police's statement that he was under arrest. Thus, he rejected to get down on the ground.

However, there was a brief interval between line 4 and line 5, after that Scott uttered *Oh* while closing his eyes (line 5). When he closed eyes, it indicated that he just realized what he recently delivered. Also, the brief interval and his utterance *Oh* indicated preferred response which meant he admitted that he had stolen this suit so he could be called as an arrest. Thus, he accepted police's request to get down on the ground.

This kind of response included into default feature of preferred and dispreferred response because Scott reversed and revised his dispreferred response into preferred response. In features of preferred and dispreferred response, dispreferred response was articulated as non-default and commonly produced by using repair, but in this talk, Scott delivered

preferred response by using repair. Moreover, the cause of repairing response was that Scott delivered the first response in a rush.

### 16. Excerpt 16

This talk occurred between Cassie and Maggie at Paxton's house, exactly when Cassie was going to sleep. It was about the doll that was given by Scott. See the excerpt below.

- 1 M: Are you sure you  
 2 don't want a different to:y?  
 3 Cs: (smiling) No, I love this one.  
 (.)  
 4 M: Okay. Well, get some sleep. I love you. (Kissing Cassie)

To open this talk, Maggie delivered the base first pair part in the form of offer that was pointed to Cassie (line 1-2). Maggie asked to Cassie whether she was interested in another toy or not. Afterwards, Cassie produced the base second pair part to respond Maggie's offer (line 3). She rejected Maggie's offer by saying *No* which clearly meant dispreferred response and she gave the reason of rejecting Maggie's offer by saying *I love this one*. The utterance *I love this one* had function to emphasize her rejection, thus the base second pair part which was produced by Cassie in an utterance *No, I love this one* included to dispreferred response. Hearing Cassie's response, Maggie closed this talk by saying *Okay. Well get some sleep. I love you* (line 4).

Additionally, the word *Okay* that was used by Maggie to close this talk had a meaning that Maggie accepted what Cassie had stated in the base second pair part. Moreover, *Okay* usually works to propose closure



for a sequence where the base second pair part consists of preferred response. However, in this datum, *Okay* works to propose closure for a sequence which contains dispreferred response in the base second pair part.

### 17. Excerpt 17

This talk happened between Cassie and Maggie in Cassie's room before Cassie slept. In this talk, Cassie and Maggie talked about Scott. Scott was Maggie's ex-husband and Cassie's father.

- 1 Cs: Mommy?  
 2 M: Hmm?  
 3 Cs: (anxious face) Is Daddy a bad man?  
 4 I heard some grownups say he's ba:d.  
 (0.2)  
 5 M: No.  
 6 Daddy just gets confused sometimes,  
 7 you know?  
 8 Cs: (nod her head)

To start this talk, Cassie called Maggie who sat beside her (line 1) *Mommy?*. This Cassie's utterance indicated the first pre-expansion and indicated that she would deliver the base first pair part as this utterance was delivered in question intonation. In the next line, Maggie answered Cassie's first pre-expansion by saying *Hmm?* (line 2). This utterance indicated the second pre-expansion and through this utterance, she actually allowed Cassie to deliver the base first pair part.

Moreover, Cassie delivered the base first pair part in the form of question (line 3) by asking whether his father, Scott, was a bad man or not. Cassie asked about it because she was anxious with people who said

that her daddy was a bad man, thus she delivered the first pair part by showing anxious face. Afterwards, the gap existed between the base first pair part and the base second pair part because Maggie was silent for two seconds before producing the base second pair part. Then, the base second pair part existed through the utterance *No. Daddy just gets confused sometimes, you know?* (line 5-7). This utterance indicated dispreferred response in surface because Maggie seemed like stating that Scott is not a bad man. Even though this utterance was actually a preferred response which was mitigated into dispreferred response.

In Maggie's view, Scott was a bad man because he had been a thief and a prisoner and he did not give money to his family, In addition, she had mitigated her response because she was conversing with Cassie who was still a child so she might be shocked when she knew that her father was a bad man. Maggie had attenuated her response to vanish the point. Maggie used the gap to think how to design the answer that could be easily accepted by Cassie because Cassie was still a child.

Moreover, mitigation was commonly used to state dispreferred response, but in this excerpt, mitigation was used to state preferred response. Therefore, sometimes preferred response was not articulated in fact, and to whom people were talking was involved in the way of designing response. On the other hand, Maggie's response was successfully accepted by Cassie as dispreferred response and it was showed by Cassie through nodding her head which meant she agreed that

her father was not a bad man. When Cassie nodded her head, it indicated the post-expansion because it closed this talk.

### 18. Excerpt 18

This talk was when Scott had decided to wear Ant-Man suit and left the jail mysteriously. Hank sent his ants or his robots to pick up Scott and he controlled those ants in another place through camera that was put in one of the ants. Therefore, this talk happened between Scott who was in front of the jail and Hank who was in another place. They talk about how Scott left the prison.

- 1 Sc: Where's the car?  
 2 H: No car. We've got wings.  
 3 ↑Incoming!  
 (0.9)  
 4 Put your foot on the central node  
 5 and mount the thorax.  
 6 Sc: (anxious face) ↑How safe [is...  
 7 H: ↑[Just get on the damn ant, Scott!  
 8 Sc: (putting his foot on the central node and mounting the thorax)

The first pre-expansion which was delivered by Scott opened this talk (line 1). Scott asked to Hank about the car for him easier and faster leaving the prison. In line 2-3, Hank delivered second pre-expansion by explaining that Scott could not leave the prison by car because he would be helped by the ants to leave the prison and those ants had wings. While delivering the second pre-expansion, a big ant flew toward Scott, it was the ant that had been mentioned by Hank.

After delivering this second pre-expansion, Hank was silent for nine seconds after that he delivered the base first pair part (line 4-5) in the form of request. Hank requested Scott to put his foot on the central node and mount the thorax of this ant. In this talk, the gap could be indicated that it functioned to separate the second pre-expansion and the base first pair part which was delivered by one person.

Scott did not directly gave a response of Hank's request yet he stated the first insert expansion by asking about safety of the ant. Moreover, he stated the first insert expansion by showing anxious face. It meant that Scott was actually afraid to do Hank's request. Thus, this first insert expansion indicated that Scott would reject it by producing the dispreferred response in the base second pair part.

Even though before Scott finished his utterance, Hank interrupted him so overlapping occurred between the first insert expansion and the second insert expansion. In this second insert expansion, Hank asserted his request and forced Scott to do it. Therefore, overlapping in this talk functioned to convince Scott to accept a request. After listening Hank's second insert expansion, Scott put his foot on the central node and mounted the thorax of the ant. Even though Scott did not say anything at that time, what he had done indicated preferred response. It meant he accepted what Hank had requested to him. Shortly, in order to respond other's utterance, people sometimes did not use verbal response yet they only used their body languages.

### 19. Excerpt 19

This excerpt was at Hank's house when Hank asked Scott to talk about everything related to Ant-Man suit. During the talk, Hank served Scott with a cup of tea, and it caused the existence of this excerpt.

- 1 H: Would you like some sugar?  
 2 Sc: Yeah, thanks.  
 (0.3) (two ants bring the sugar)  
 3 (shaking his head) You know what? I'm okay.

The existence of the base first pair part (line 1) clearly had function to open this conversation between Hank and Scott. In this line, Hank said *Would you like some sugar?* to Scott which explicitly meant as an offer whether Scott would like to add some sugar to his tea or not. In line 2, Scott quickly said *Yeah, thanks* which could be indicated as preferred response where Scott accepted Hank's offer to add some sugar to his tea.

However, based on features of preferred and dispreferred response especially default feature, a quick response commonly would be revised and reversed into another kind of response, Scott also revised his response after the existence of gap for three seconds. When this gap occurred, two ants actually was delivering sugar that had been offered by Hank. Seeing this fact, Scott suddenly revised and reversed his preferred response into dispreferred response by saying *You know what? I'm okay* (line 3). This utterance meant that Scott would be okay and would like his tea although he did not add some sugar to his tea.

This dispreferred response was also showed through his body language, he shook his head which meant he rejected Hank's request. Furthermore, in this case, Scott had launched preferred response and the fact of sugar that was delivered by the ants had made him revising his response and reversing into dispreferred response. Therefore, everything that happened when people were talking could influence people to revise and reverse their responses although those responses had been clearly launched.

#### 20. Excerpt 20

This talk occurred between Hank and Darren at Hank's home. Darren came to this home to invite Hank to come to a big moment in Pym Technology.

- 1 H: (serious face) Well, to what do I owe this pleasure?
- 2 Dr: (smiling) I have good news.
- 3 H: Really?
- 4 What's that?
- 5 Dr: Pym Tech, the company you created,
- 6 is about to become one of the most
- 7 profitable operations in the world.
- 8 We're anticipating \$15 billion in sales,
- 9 tomorrow alone.
- 10 You're welcome.
- 11 (serious face) I know this is odd,
- 12 but I'd like you to be there.
- 13 This is my moment. I want you to see it.
- 14 H: (nodding his head) Sure, Darren. Yeah, sure.
- 15 I'll be there.

This talk started by the first pre-expansion that was delivered by Hank (line 1). In this first pre-expansion, Hank opened this talk by seriously asking what purpose Darren came to this home. Moreover,

Darren produced the second pre-expansion by saying *I have good news* (line 2). Also, he produced it by smiling that indicated he was happy to tell Hank about this news. Afterwards, Hank stated the first pre-expansion by asking what the news was (line 3-4). Darren responded Hank's first pre-expansion by explaining the achievement of Pym Technology that had been called by Darren as a good news (line 5-10). Thus, this excerpt consisted of two pairs of pre-expansion.

Additionally, after stating the second pre-expansion, Darren directly stated the base first pair part in the form of invitation (line 11-13). Darren invited Hank, as the owner of Pym Technology, to come to this moment. Darren showed serious face when delivering the base first pair part because he seriously invited Hank and hoped Hank could come in this moment. Also, he seriously wanted to show to Hank that he had succeeded in leading Pym Technology, thus the achievement of Pym Technology meant the achievement of him. Furthermore, Hank responded Darren's invitation by saying *Sure, Darren. Yeah, sure. I'll be there* (line 14-15) that clearly indicated preferred response. Moreover, Hank nodded his head while delivering the base second pair part, thus Hank's body language indicated the acceptance of Darren's invitation.

### **3.2 Discussion**

The findings above showed that preferred and dispreferred responses had significant roles in build-up scripted conversation. Moreover, seen from

the findings above, there were ten excerpts that contained preferred responses and ten excerpts contained dispreferred responses.

Since preferred and dispreferred response was a key feature of adjacency pair, both preferred and dispreferred response and adjacency pair influenced each other. The findings showed that some forms of adjacency pair were different from the characteristics. For example, the characteristic said that insert expansion led to the dispreferred response but some findings showed dispreferred response was stated directly without the existence of insert expansion. Also, some forms of preferred and dispreferred responses were different from features of preferred and dispreferred responses that had been proposed by Schegloff (2007). For example, the data showed that preferred response was delivered by using repair or non-default whereas dispreferred response was delivered explicitly without any features. Therefore, based on the findings, people in this movie tended to deliver preferred and dispreferred response by not using the features of preferred and dispreferred response including mitigation, elaboration, default, and positioning and not applying the characteristics of adjacency pair.

Furthermore, these differences were successfully influenced by the context of conversation particularly the topic of conversation, the situation around conversation, to whom they were talking, and the emotional feeling of speaker and hearer. Even though the most influential in delivering preferred and dispreferred response was emotional feeling of hearer. When the characters talked about a serious topic or in particular situation especially



serious situation, or when the hearer had anxious or happy feelings, they tended to deliver preferred response by using *Yes* which indicated agreement and dispreferred response by using *No* or *Don't* which indicated a contrast with the base first pair part. These words indicated explicit preferred and dispreferred response.

Additionally, dispreferred response that was delivered explicitly and directly was different from features of preferred and dispreferred response that had been proposed by Schegloff (2007) because dispreferred response was not directly and clearly delivered but this was delivered by using mitigation, elaboration, non-default, and positioning. However, the fact that the context of conversation especially emotional feeling could influenced the way the characters delivered the dispreferred response explicitly could be seen through these examples. Firstly, when Hope requested to Hank by saying *Just give me the suit and let me finish this once and for all* and Hank answered *No* (excerpt 11). Secondly, a happy feeling could cause people to produce explicit dispreferred response in word *No*, for instance, when Maggie offered to Cassie to play with another toy by saying *Are you sure don't want a different toy?* and Cassie rejected it by answering *No, I love this one* while playing with her favorite doll (excerpt 16). Therefore, not only a seriousness that could cause people to deliver the explicit and direct dispreferred response but a happiness also could influence people to deliver this kind of response.

People tended to deliver dispreferred response by ignoring features of dispreferred response because they wanted to emphasize the point of

dispreferred response. Thus, the dispreferred response could be clearly understood by others as soon as possible. Moreover, the emotional feelings could be seen through facial expressions and body language when people produced the base second pair part, so facial expressions and body language functioned to make the context clear and support dispreferred response.

In default feature, the findings could provide empirical data that preferred response could be delivered by using repair. It means that the first response was dispreferred response but then it was repaired into preferred response. For instance, the dispreferred response that was in utterance *I didn't steal anything! I was returning something I stole.* was repaired into *Oh* that indicated preferred response (excerpt 15). Another hand, it is different from Schegloff's statement (2007) that dispreferred response was commonly delivered by using repair whereas producing preferred response by using repair was uncommon. However, the cause of repairing dispreferred response into preferred response was similar to what Schegloff had stated (2007) that people repaired their response because they firstly delivered a response in a rush.

Moreover, based on the findings, repairing dispreferred response into preferred response happened because the dispreferred response was delivered quickly in order to be accepted by the producer of the base first pair part as soon as possible. Also, this dispreferred response that was delivered in a rush was commonly used to deflect an accusation of the producer of the base first pair part, and defend the hearer himself through saying the fact honestly. But

the hearer did not realize that the fact he had uttered actually strengthened the accusation of the speaker. Furthermore, the hearer just realized that their response needed to be repaired after launching the first one. Therefore, saying the fact honestly and quickly without thinking further about what the hearer said influenced the repair of preferred response.

In addition, repairing response commonly happened in natural conversation because in natural conversation, people did not write and prepare well about what they were going to deliver. Also, this excerpt could give the empirical data that repairing answer could also occurred in scripted conversation or the conversation that had been prepared well and previously designed. This way was used in designed conversation to make conversation more natural so people who watched this movie could enjoy and feel like watching the real life.

In mitigation feature, excerpt 17 showed that preferred response could be mitigated into dispreferred response. When preferred response was mitigated into dispreferred response, it meant that someone who delivered this response was actually disagree with the first pair part but the response was designed so that it could be looked as agreement. It contrasts with Schegloff's opinion (2007) that dispreferred response is commonly mitigated into preferred response because mitigation is a way to deliver a response through hiding the real point, and it functions to make dispreferred response smooth and to vanish disagreement that indicated negative response.

However, this excerpt provide empirical data that preferred response that was

mitigated into dispreferred response was influenced by the speaker of the first pair part, for example a child.

To response child's first pair part, people needed to make their utterance smooth especially when they talk about particular topic such as about family. The children were too sensitive to accept negative fact of their family so the hearer that had been adult had to produce the response smoothly. Therefore, preferred response that was delivered into dispreferred response functioned to vanish the positive point or the agreement, it occurred when the first pair part was in the form of negative utterance. Moreover, to whom people were talking and what topic people were talking about really influenced the way people responded although it broke features of preferred and dispreferred response.

Additionally, since preferred and dispreferred response was closely related to adjacency pair, some findings above showed that people delivered the response through breaking the rule of adjacency pair. For instance, Schegloff (2007) stated that additional expansions, such as insert expansion led to the dispreferred response whereas preferred response would be delivered in the base second pair part when a conversation only consisted of the base first pair part and the base second pair part. However, the finding showed that preferred responses could be delivered although the adjacency pair contained additional expansion (excerpt 13). Moreover, this excerpt consisted two pairs of insert expansion. Insert expansion led to the dispreferred response because dispreferred response was not delivered

directly (Schegloff, 2007). Even though this excerpt could provide empirical data that insert expansion could lead to preferred response when the hearer or the producer of the base second pair part was influenced by emotional feeling especially a happiness. Thus, when the hearer or the producer of the base second pair part wanted the speaker to restate and emphasize the base first pair part because he was so happy hearing the speaker's utterance, he would produce insert expansion. Another hand, pre-expansion and post-expansion were also used in preferred response, such as excerpt 4.

Meanwhile, seen from these excerpts above (excerpt 4 and 13), I concluded that pre-expansion commonly led to the base first pair part as the introduction of the topic so it did not influence whether the hearer produced the preferred response or the dispreferred response. Whereas post-expansion only functioned as the closure of a conversation that sometimes provided a conclusion of a conversation. Therefore, through the findings, I concluded that additional expansions could not become the main measurement that led into particular types of responses.

Shortly, the main factor that influenced people in this movie ignored the features of preferred and dispreferred response and the characteristics of adjacency pair was the context of conversation including situation of conversation, topic of conversation, to whom they were talking, and emotional feeling. Moreover, through ignoring these and using body languages and facial expressions, the conversation in this movie successfully became more alive and natural. Therefore, people who watch this movie did

not think that the conversations were previously designed. Also, since the context could successfully influenced people delivering preferred and dispreferred response in particular ways, additional expansions was not a main measurement that could lead to particular responses.

On the other hand, the findings showed that people in this movie applied features of preferred and dispreferred response appropriately. For example excerpt 1 that applied non-default in dispreferred response. Even though the similarity to the theory was only in feature of preferred and dispreferred response, the sequence of conversation was different. It was because the dispreferred response was not delivered after insert expansion. It was delivered directly after the base first pair part. Also, it commonly functioned to show that the producer of the dispreferred response was really angry. Thus, the producer did not state dispreferred response explicitly to avoid stating the bad and painful fact that made him angry. For example when the producer of the base second pair part was deceived by his own workmate (excerpt 1). Therefore, even though people used the features of preferred and dispreferred response appropriately but at that time, they sometimes did not apply appropriately the characteristics of adjacency pair. Moreover, features of preferred and dispreferred response that were applied in conversation had different functions from the theory because the functions was commonly based on the context.

As the result, the findings above successfully showed that the conversations in Ant-Man movie are unique now that the conversations could

provide some differences from Schegloff's theory of preferred and dispreferred response although those had been previously designed. Moreover, the varied ways that were used in preferred and dispreferred responses whether it broke the features of preferred and dispreferred responses or not, those caused the conversations more alive. Thus, the conversations felt like natural conversations in daily activities. Also, those caused people who watched this movie were emotionally involved in the movie. The last, my study contributed the theory that the context of conversation was more influential to the ways people delivered preferred and dispreferred response than expansions in adjacency pair including pre-expansion, insert expansion, and post-expansion because the expansions only had function to make the conversation flow.

## CHAPTER IV

### CONCLUSION

After analysing the data in Ant-Man movie, I conclude the findings and provide suggestion. The conclusion is obtained based on the analysis to answer the problem of the study or the research question as stated in chapter one. Afterwards, I enclose the suggestion. This suggestion is intended to provide information for the academic readers, particularly the next researchers who want to conduct the similar study or to continue this study.

#### 4.1 Conclusion

After analysing the data, I found that there were ten excerpts that contained preferred response and ten excerpts consisted of dispreferred response. Moreover, some data contained the features of preferred and dispreferred response that had been proposed by Schegloff (2007) whereas others broke the rule of using features of preferred and dispreferred response. The most data provided the differences from features of preferred and dispreferred responses and characteristics of adjacency pair.

The findings show that some data of dispreferred response that did not use the features were delivered directly and explicitly in the form of word *No*. It functioned to emphasize the point of response, thus the recipient of the response form of word *No* could understand the point of response as soon as possible. However, it is different from Schegloff's statement (2007) in which dispreferred response commonly used the features of preferred and



dispreferred response as a mark whereas preferred response tended to state directly. Thus, people tend to deliver dispreferred response clearly because of certain purpose.

Furthermore, some data used uncommon features, such as preferred response that was mitigated into dispreferred response. Schegloff (2007) said that dispreferred response was usually delivered by using mitigation while preferred response that was mitigated was uncommon. However, mitigating preferred response into dispreferred response and breaking other features of preferred and dispreferred response could build the sense of natural. Also, the sense of natural was built through facial expressions and the body languages of the producer of the base second pair part. Therefore, people who watched this movie could be emotionally involved in the conversations in this movie and they did not think that the conversations were previously designed.

Moreover, the context of conversation could influence the way people delivered preferred and dispreferred response. For example, when people were talking a particular topic in a serious situation, people tended to deliver preferred response by using *Yes* and deliver dispreferred response in a word *No*. It functioned to make the designed conversations more alive and natural.

Shortly, although preferred and dispreferred responses in this movie included into designed conversation but those are more interesting because those could provide empirical data that different from Schegloff's theory, thus it could make the sequences of conversations run smoothly.

## 4.2 Suggestions

After conducting my study, I hope the other researchers use different context in analysing preferred and dispreferred responses, such as in academic seminar in order to differentiate the findings in designed conversation and in academic and natural conversation. Moreover, the other researchers can also focus on investigating the way context of conversation in academic seminar can influence adjacency pair and preferred and dispreferred response, so they can get the findings how particular context in academic and natural conversation builds the sequence of conversation and leads to particular ways of delivering preferred and dispreferred response. This kind of research can provide rich and new findings in preferred and dispreferred response.

Furthermore, the next researchers can investigate another movie that has another genre, such as drama. The findings of the research can provide that preferred and dispreferred responses are not only in particular genres in designed conversation. Also, the researcher can compare the findings of the research with previous research in another genre of designed conversation so the findings can provide what genre of designed conversation that contains preferred and dispreferred response dominantly. Therefore, it can make the research of preferred and dispreferred response in designed conversation richer than before.

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## APPENDIX

### 1. The Transcription Conventions Proposed by Jefferson (1985)

The elaboration of Jefferson's (1985) transcription conventions are as follows:

// *Double Obliques* indicate the point at which a current speaker's talk is overlapped by talk of another. ((No longer in use.<sup>1</sup>))

Mary: 'N how o//ld are you, Mark.

Kate: How old'r you, Mark.

[ *A left bracket* indicates the point of overlap onset. ((The currently-used alternative to the double obliques.))

Mary: 'N how old [are you, Mark.

Kate: [How old'r you Mark.

] *A right bracket* indicates the point at which two overlapping utterances end, if the end simultaneously, or the point at which one of them ends in the course of the other. It is also used to parse out the segments of overlapping utterances.

Mary: 'N how o[l d u h r] you ] ↓ Ma:]rk,

Kate: [How old 'r] ↓you] Mark, ]

= *Equal signs* indicate no break or gap.

*A pair of equal signs*, one at the end of one line and one at the beginning of a next, indicate no break between the two lines.

Maggie: ...en 'e weighs about a hunnerd 'n thirty five pounds.=

Ronald: =AAUUGH! WHADDA L-LIE!

The pair is also used as a transcript convenience when a single speaker's talk is broken up in the transcript, but is actually through-produced by its speaker.

Pammy: Yeah well okeedoe=

Myra: =[Yeah.

Pammy: [I j's thought I'd ask

In this case, Pammy's utterance is produced as "Yeah well okeedoe I j's thought I'd ask", with Myra's "Yeah" starting up immediately upon completion of "okeedoe", and simultaneously with "I j's..."

A *single equal sign* indicates no break in an ongoing piece of talk, where one might otherwise expect it, e.g., after a completed sentence.

Ehrlichman: ... so I said I jis' find that hard to ima↓gine.=Now (0.4) ·p ↑  
since ↓ then I've retained coun↓sel.

*Numbers in parentheses* indicate elapsed time by tenths of seconds.

Al: ...j's be a lot'v (shh) lotta work- lotta hassle.

(0.2)

Al: =[Well,

Roger: [Well if yer goin' t'all that trouble,

-- *Double dashes* indicate a short, untimed interval without talk, e.g., a 'beat'.

Example

Vic: I'm intuh my thing, intuh my -- attitude against othuh pih- ·hh

(·) *A dot in parentheses* indicates a brief interval ( $\pm$  a tenth of a second) within or between utterances.

Mrs A: 'Ello:?

Guy: 'Ello is Curly there?

→ (·)

Mrs A: → Oo jis (·) e-Who:?

$\overline{\hspace{1cm}}$   
(0.0)  
 $\overline{\hspace{1cm}}$  *Numbers in parentheses bracketing several lines of transcript* indicate time elapsed between the end of the utterance or sound in the first bracketed line and the start of the utterance or sound in the last bracketed line.

Mrs A: Oo jist ↑a minnih,

(0.6)

Kid: ( [ )

Mrs A: (1.2) [It's fer you dea:r,

— *Underscoring* indicates some form of stress, via pitch and/or amplitude.

A short underscore indicates lighter stress than does a long underscore.

Ehrlichman: Well Dean has: uh:,h totally coop'rated  
with the U.S Attorney.

:: *Colons* indicate prolongation of the immediately prior sound. The longer the colon row, the longer the prolongation.

Mike:           ↑iYeh it's all in the ↑chair=

Mik:            =↓all th[at °junk's in the chair. °↓]

Vic:                [W o : : : : : ] ↓ : : : w : : =

Vic:            =I din' know that?

:\_ *Combinations of underscore and colons* indicate intonation contours. Basically, the underscore 'punched up' the sound it occurs beneath.

wo:rd If a letter preceding a colon is underscored, the sound represented by that *letter* is 'punched up', i.e., an underscored letter followed by a colon indicates an 'up-to-down' contour.

Kalmbach:    Hi:.=

Ehrlichman: =How'r you:.:

Wo:rd If the colon is underscored, then the sound at the point of the *colon* is "punched up", i.e., a letter followed by an underscored colon indicates a 'down-to-up' contour.

Emma:        Is SA:M there with [yuh?]

Lottie: →                                    [Y e : ]a h,=

Emma: →        =Uh ha[:h

Lottie:                                    [Uh huh

Wo:rd If underscoring occurs prior to the vowel preceding the colon, then the entire word is 'punched up', i.e., the colon indicates the prolongation only; there is no mid-word shift in pitch.

Vic:            'M not saying he works ha:rd.

↑↓ *Arrows* indicate shifts into especially high or low pitch.

Dan:            °Thet;s a good ↑ques↓tion. °

Louise:        ↑↑Thank ↓you.

.,?? *Punctuation markers* are used to indicate 'the usual' intonation. (The italicized question-mark [?] substitutes for the question-mark/comma of my non-computer transcripts, and indicates a weaker rise than that indicated by a standard question-mark.<sup>2</sup>) These symbols usually occur at appropriate

syntactical points, but occasionally there are such displays as the following.

Maggie: Oh I'd say he's about what.=five three enna

ha:lf?=aren't chu Ronald,

Sometimes, at a point where a punctuation marker would be appropriate, there isn't one. The absence of an 'utterance-final' punctuation marker indicates some sort of 'indeterminate' contour.

WORD *Upper case* indicates especially loud sounds relative to surrounding talk.

Kalmbach: I returned it 'n went over the:re (·) tih↑da:y, (0.5)

A::ND uh (0.8) he said the ↑rea:son thet...

°word° *Degree signs* bracketing an utterance or utterance-part indicates that the sounds are softer than the surrounding talk.

Leslie: But we were ↑very ↓ sorry to hea:r (·) that uh (·)

°your mother° had (·) died is that ri:ght Phi[↑lip?

Philip: [Yeah.

□ *Asterisk*

In some transcripts, the *asterisk* indicates percussive non-speech sounds, e.g., as in the following fragment, a fist thumping a table.

Vic: BU(h)D I'M NO9h)T I(h)NTUH THA(h) □ T! □

In non-computer transcripts, the *asterisk* indicates 'creaky voice'. (In computer transcripts, I've stopped tracking 'creaky voice' and am using the asterisk for another phenomenon.)

Emma: En ar air conditioner went out. Comin' ba:ck so

Go□ :d.=

Lottie: =°O[h::G□ o:d. °

*whord* An italicized 'h' appearing in such a word as 'which' 'where', 'what', 'when', 'whether', etc., indicates that while such words are often produced



with the 'h' silent (as if they were the words 'witch', 'wear', 'wen', 'weather', etc.), in this case the 'h' was sounded.

Ehrlichman: En I said well Joh:n *what* 'n the world er yih  
talking ↓about □ .

word *An italicized letter* replaces the sub- or the superscribed degree sign which, in my non-computer transcripts, indicates unvoiced production.

Ehrlichman: → He said we:ll?=hmhh e-I came dih you:,hh fr'm

Mitchell, hh en I sai:d □ ,h uh ↓ : M Mitchell needs  
money?

(Kalmbach): → (°°Right°°)

Ehrlichman: Uh::: could □ = uh we:::ca:::ll Herb Kalmbach  
en

Kalmbach: → °°Yeah.°°

<word *A pre-positioned left carat* is a 'left push', indicating a hurried start; in effect, an utterance trying to have started a bit sooner than it actually did. This can be heard, for example, as a compressed onset of the utterance or utterance-part in question. A common locus of this phenomenon is 'self repair'.

Ruth: Monday nights we play, (0.3) <I mean we go to  
ceramics,

Polly: Y'see it's diff'rent f'me:. <eh f' (·) the othuh  
boy:s,

Word< *A post-positioned left carat* indicates that while a word is fully completed, it seems to stop suddenly.

Meier: Uh well I fel' like my lef' side of my (·) chest I

c'd (·) mah had a k- cramp <

– *A dash* indicates a cut-off.

Vic: He said – yihknow, I get – I get sick behind it.

>> *Right/left carats bracketing* an utterance or utterance-part indicate that the bracketed material is speeded up, compared to the surrounding talk.

< > *Left/right carats bracketing* an utterance or utterance-part indicate that the bracketed material is slowed down, compared to the surrounding talk.

·hhh *A dot-prefixed row of 'h's* indicates an inbreath. Without the dot, the 'h's indicate an outbreath.

wohhrd *A row of 'h's within a word* indicates breathiness. In some transcripts the 'h's are italicized, in some not.

Colson: ... a *gh*huy wh(h)o's also totally loyal<

(h) *Parenthesized 'h'* indicates plosiveness. This can be associated with laughter, crying, breathlessness, etc.

Jim: Don't sound so (h)amp(h)itious fer

Ch(h)rise'sake (h)ihsuh ·hh sou'l(h)I'yuh k(h)uh

g(h)o tuh sleep 'n the pho(h)one.

wghord *A 'gh' stuck into a word* indicates gutturalness. In some transcripts, the 'gh' is italicized, in others, not.

Mike: Ah don' think 'ee lives onna ↓groun' flo↓ :h  
(0.3)

James: The: ghghroun' flo'

In this case, a speaker with phlegm in his throat is saying "the ground floor", with the word 'groud' heavily gutturalized.

( ) *Empty parentheses* indicate that the transcriber was unable to get what was said. The length of the parenthesized space reflects the length of the ungotten talk.

Mike: No.  
(0.4)

Mike: ( ),

(word) *Parenthesized words and speaker designations* are especially dubious.

(Mike) [(Lee me alone.)]

Carol: hnh Yhehh

(blerf) *Nonsense syllables* are sometimes provided, to give at least an indication of various features of the un-gotten material.

Jerry sh'd talk to ↑Witnaw. (0.5) And uh: (·) jis

brace eem 'n tell 'im tih (·) (offih sebbatikiss)..

Nixon:

- ( $\emptyset$ ) A *nul sign* indicates that there may not be talk occurring; that what is being heard as possibly talk might also be ambient noise.

Nixon: °(Well ah'll protect chu but □ uh)°

( $\emptyset$ ): ———  
| (Qkay.)

Nixon: (0.7) °(Thet uh)° thet's that's why.. (0.9) °°I°° (0.5)

—————  
| can't let chu ↓go (0.2) go dow:n.

- (( )) *Doubled parentheses* contain transcriber's descriptions.

Ray: ehh-heh-heh-heh- heh-he:h-eh=

Maggie: =((dainty snort))

...

Vic: (dumb slob voice)) Well we usetuh do

## 2. The Script of The Data of Preferred and Dispreferred Responses in “Ant-Man” Movie

---

Hank (H), Carson (C), Carter (Ct), Stark (S), Hope (Hp), Scott (Sc), Paxton (Px), Cassie (Cs), Luis (L), Kurt (K), Maggie (M), Police (P), Peachy (Pe), Buyer (B), Darren (Dr), Doll (Do), Dale (Da), Dave (Dv), A man (Mn), Sam (Sm)

### 1. Excerpt 1

- 1 H: Stark!  
 2 C: He doesn't seem happy.  
 3 S: Hello, Hank  
 4 You're supposed to be in Moscow.  
 5 H: I took a detour through your defense lab.  
 6 Ct: Tell me that isn't what I think it is.  
 7 H: That depends if you think it's  
 8 a poor attempt to replicate my work  
 9 even for this group, that takes nerve.

### 2. Excerpt 2

- 1 C: You were instructed to go to Russia.  
 2 May I remind you, Dr. Pym,  
 3 that you're a soldier...  
 4 H: I'm a scientist.  
 5 S: Then act like one.  
 6 The Pym Particle is the most  
 7 revolutionary science ever developed.  
 8 Help us put it to good use.  
 9 S: I let you turn me into your errand boy,  
 10 and now you try to steal my research?  
 11 C: If only you'd protected Janet  
 12 with such ferocity, Dr. Pym.  
 13 Ah...  
 14 Ct: Easy, Hank.

15 H: You mention my wife again  
16 and I'll show you ferocity.

### 3. Excerpt 3

1 H: I formally tender my resignation.  
2 S: We don't accept it. Formally.  
3 Hank,  
4 we need you.  
5 The Pym Particle is a miracle. Please.  
6 Don't let your past determine the future.  
7 H: As long as I am alive,  
8 nobody will ever get that formula.

### 4. Excerpt 4

1 C: We shouldn't let him leave the building.  
2 Ct: You've already lied to him.  
3 Now you want to go to war with him?  
4 C: Yes.  
5 Our scientists haven't come close  
6 to replicating his work.  
7 S: He just kicked your ass, full-size.  
8 You really want to find out what it's like  
9 when you can't see him coming?  
10 I've known Hank Pym for a long time.  
11 He's no security risk.  
12 Unless we make him one.

### 5. Excerpt 5

1 Sc: What if I come in on the left side  
2 right?  
3 Just down here.  
4 You see this right here?  
5 Pe: I'm gonna miss you, Scott.  
6 Sc: I'm gonna miss you, too, Peachy.

### 6. Excerpt 6

1 L: Scotty!  
2 Sc: What's up, man!

- 3 L: Damn! Hey.  
 4 Sc: Ha-ha! Hey, man.  
 5 L: Hey, what's up with your eye?

### 7. Excerpt 7

- 1 Sc: Thanks for picking me up, brother.  
 2 L: Bro, you think I'm gonna miss  
 3 my celly getting out?  
 4 Sc: Hey, how's your girl, man?  
 5 L: Oh, she left me.  
 6 Yeah, my ma died, too.  
 7 And my dad got deported.  
 8 But I got the van!  
 9 Sc: It's nice.  
 10 L: Yeah. Right?

### 8. Excerpt 8

- 1 Sc: Thanks for the hook-up, too.  
 2 I needed a place to stay.  
 3 L: You wait till you see this couch.  
 4 You're gonna be really happy.  
 5 You're gonna be on your feet  
 6 in no time. Watch.  
 7 Sc: I hope so.  
 8 L: Yeah.  
 9 And I gotta introduce you to some  
 10 people. Some really skilled people.  
 11 Sc: Not interested.  
 12 L: Yeah, right.  
 13 Sc: No, I'm serious, man. I'm not going back.  
 14 I got a daughter to take care of. Spost  
 15 L: You know that jobs don't come easy  
 16 for ex-cons, right?  
 17 Sc: Look, man, I got a master's  
 18 in electrical engineering, all right?  
 19 I'm gonna be fine.

### 9. Excerpt 9

- 1 Sc: Welcome to Baskin-Robbins.  
 2     Would you like to try our  
 3     Mango Fruit Blast?  
 4 B: Uh, no, thanks.  
 5     Um, I will have...  
 6     I'll have a burger, please.  
 7 Sc: Oh, we don't... We don't make that.

#### 10. Excerpt 10

- 1 B: Pretzel. Hot pretzel. Like, mustard...  
 2     Do you have mustard dip?  
 3 Sc: It's ice cream.  
 4     Baskin-Robbins.  
 5 B: I'll just do, like,  
 6     whatever's hot and fresh.  
 7 Sc: Dude.  
 8 Da: Can I see you in the back, chief? Pronto.  
 9 Sc: Sure thing, Dale.

#### 11. Excerpt 11

- 1 L: Hey, Scotty. What's up?  
 2     I thought you were  
 3     supposed to be at work.  
 4 Sc: I was. I got fired.  
 5 L: Damn. They find out who you are?  
 6 Sc: Yeah.  
 7 L: Baskin-Robbins  
 8     always finds out, bro.  
 9 Dv: Baskin-Robbins don't play.  
 10 L: You want some waffles?  
 11 Sc: Yeah, I'll take a waffle.

#### 12. Excerpt 12

- 1 L: Okay.  
 2     My cousin talked to this guy  
 3     two weeks ago about this little perfect job.  
 4 Sc: No way.  
 5 L: No, no, no. Wait!  
 6     This guy... This guy fits your M.O.

7 Sc: No!  
 8 I'm finished, man.  
 9 I'm not going back to jail.  
 10 L: It's some retired millionaire  
 11 living off his golden parachute.  
 12 It's a perfect Scott Lang mark!  
 13 Sc: I don't care. I'm out.

### 13. Excerpt 13

1 Dr: Now, before we start,  
 2 I'd like to introduce a very special guest.  
 3 This company's founder and my mentor,  
 4 Dr. Hank Pym.  
 5 When I took over this company  
 6 for Dr. Pym,  
 7 I immediately started  
 8 researching a particle  
 9 that could change  
 10 the distance between atoms,  
 11 while increasing density and strength.  
 12 Why this revolutionary idea  
 13 remained buried  
 14 beneath the dust and cobwebs of  
 15 Hank's research, I couldn't tell you.  
 16 But just imagine,  
 17 a soldier the size of an insect.  
 18 The ultimate secret weapon.  
 19 An Ant-Man.  
 20 That's what they called you.  
 21 Right, Hank?  
 22 Silly, I know.  
 23 Propaganda.  
 24 Tales to astonish!  
 25 Trumped-up BS to scare the USSR.  
 26 Hank, will you tell our guests  
 27 what you told me every single time I asked you,  
 28 "Was the Ant-Man real?"  
 29 H: Just a tall tale.  
 30 Dr: Right.  
 31 Because how could anything



32 so miraculous possibly be real?

**14. Excerpt 14**

1 C: Dr. Cross?  
 2 You sell to me first,  
 3 20% over your asking price,  
 4 I can have the cash here in two weeks.  
 5 Dr: Deal.

**15. Excerpt 15**

1 Hp: We have to make our move, Hank.  
 2 H: How close is he?  
 3 Hp: He still can't shrink a live subject.  
 4 Just give me the suit and let me  
 5 finish this once and for all.  
 6 H: No.  
 7 Hp: I have Cross' complete trust.  
 8 H: It's too dangerous.  
 9 Hp: We don't have a choice.  
 10 H: Well, that's not entirely true.  
 11 I think I found a guy.  
 12 Who?

**16. Excerpt 16**

1 Sc: Hey, look what I have for you.  
 2 Cs: Can I open it now?  
 3 Px: Of course, sweetheart. It's your birthday.  
 4 Do: You're my bestest friend.  
 5 Sc: What is that thing?  
 6 Cs: He's so ugly!  
 7 I love him!  
 8 Can I go show my friends?  
 9 Px: Of course, sweetheart. Go ahead.

**17. Excerpt 17**

1 Sc: Tell me about that tip.  
 2 L: What?  
 3 Sc: I wanna know about that tip.  
 4 L: Oh, baby, it's on! It's so on, right now.

5 Sc: Calm down, all right?  
6 I just need to know where it came from.  
7 It's gotta be airtight.  
8 L: Okay.  
9 I was at a wine tasting  
10 with my cousin Ernesto.  
11 Which was mainly reds,  
12 and you know I don't like reds, man.  
13 But there was a ros that saved the day.  
14 It was delightful.  
15 And then he tells me about this girl,  
16 Emily, that we used to kick it with.  
17 It was actually the first pair of boobs  
18 I ever touched.  
19 Sc: It's the wrong details.  
20 It has nothing to do with the story.  
21 Go.  
22 L: So, uh, he tells me that she's  
23 working as a housekeeper now, right?  
24 And she's dating this dude, Carlos,  
25 who's a shot caller from across the bay.  
26 And she tells him about the dude  
27 that she's cleaning for.  
28 Right? That he's like this big-shot CEO  
29 that is all retired now, but he's loaded.  
30 And so, Carlos and Ernesto  
31 are on the same softball team,  
32 and they get to talking, right?  
33 And here comes the good part.  
34 Carlos says, "Yo, man.  
35 "This guy's got a big-ass safe just  
36 sitting in the basement, just chilling."  
37 Of course Ernesto comes to me because  
38 he knows I got mad thieving skills.  
39 Of course, I ask him...  
40 "Did Emily tell Carlos to tell you  
41 to get to me what kind of safe it was?"  
42 And he says, "Nah, dawg.  
43 "All she said is that it's super-legit  
44 "and whatever's in it, it's gotta be good."

- 45 Sc: What?  
 46 K: Old man have safe.  
 47 L: And he's gone for a week.  
 48 Sc: All right.  
 49 There's an old man, he's got a safe,  
 50 and he's gone for a week.  
 51 Let's just work with that.  
 52 L: You know what I'm saying?

**18. Excerpt 18**

- 1 Sc: Oh, man.  
 2 L: What is it?  
 3 Sc: Well, they weren't kidding.  
 4 This safe is serious.  
 6 L: How serious  
 7 are we talking, Scotty?  
 8 Sc: It's a Carbondale.  
 9 It's from 1910.  
 10 Made from the same steel as the Titanic.  
 11 L: Wow.  
 12 Can you crack it?  
 13 Sc: Well, here's the thing.  
 14 It doesn't do so well in the cold.  
 15 Remember what that iceberg did?  
 16 L: Yeah, man. It killed DiCaprio.  
 17 Dv: Killed everybody.  
 18 K: Did not kill the old lady.  
 19 She still throw the jewel into the oceans.  
 20 L: What are you doing?  
 21 Sc: I poured water in the locking mechanism  
 22 and froze it with nitrogen.  
 23 Ice expands. Metal doesn't.  
 24 L: What are you doing now?  
 25 Sc: Waiting.  
 26 Waiting.  
 27 Sc: Nice.

**19. Excerpt 19**

- 1 H: Not bad for a test drive.  
 2 Keep the suit. I'll be in touch.

3 Sc: No! No! No, thank you!

**20. Excerpt 20**

1 P: Get down on the ground!  
 2 You are under arrest!  
 3 Sc: No, I didn't steal anything!  
 4 I was returning something I stole.  
 5 Oh... pref  
 6 P: Don't move.

**21. Excerpt 21**

1 H: Maggie was right about you.  
 2 Sc: How do you know about...  
 3 H: No wonder she's trying  
 4 to keep you away from Cassie.  
 5 The moment things get hard,  
 6 you turn right back to crime.  
 7 The way I see it, you have a choice.  
 8 You can either spend  
 9 the rest of your life in prison,  
 10 or go back to your cell  
 11 and await further instructions.  
 11 Sc: I don't understand.  
 12 H: No, I don't expect you to.  
 13 But you don't have many options  
 14 right now, and quite frankly,  
 15 neither do I.  
 16 Why do you think I let you  
 17 steal that suit in the first place?  
 18 Sc: What?  
 19 H: Second chances don't come around  
 20 all that much.  
 21 So, next time you think  
 22 you might see one,  
 23 I suggest you take a real close look at it.

**22. Excerpt 22**

1 Do: You're my best friend!  
 2 M: Are you sure you

- 3 don't want a different toy?  
 4 Cs: No, I love this one.  
 5 M: Okay. Well, get some sleep. I love you.  
 6 Cs: Mommy?  
 7 M: Hmm?  
 8 Cs: Is Daddy a bad man?  
 9 I heard some grownups say he's bad.  
 10 M: No.  
 11 Daddy just gets confused sometimes,  
 12 you know?

**23. Excerpt 23**

- 1 Sc: Where's the car?  
 2 H: No car. We've got wings.  
 3 Incoming! Pre  
 4 Put your foot on the central node  
 5 and mount the thorax.  
 6 Sc: How safe is...  
 7 H: Just get on the damn ant, Scott!  
 8 Scott shows pref response by geture (put his foot on the central  
 node and mount the thorax of ant)

**24. Excerpt 24**

- 1 Sc: What happens  
 2 if I throw up in this helmet?  
 3 H: It's my helmet, Scott.  
 4 You do not throw up.  
 5 Sc: Let's set her down, all right?  
 6 I'm getting light-headed.  
 7 H: Hang on, Scott.  
 8 Sc: I'm getting a little light...  
 9 I need a snooze button.  
 10 Hit me in 5 minutes.

**25. Excerpt 25**

- 1 H: Would you like some tea?  
 2 Sc: Uh... Sure.

**26. Excerpt 26**

1 H: Would you like some sugar?

2 Sc: Yeah, thanks.

3 You know what? I'm okay.

**27. Excerpt 27**

1 Sc: Uh... Dr. Pym?

2 H: You don't need to raise your hand, Scott.

3 Sc: Sorry, I just have one question.

4 Who are you, who is she,

5 what the hell's going on,

6 and can I go back to jail now?

7 H: Come with me.

**28. Excerpt 28**

1 H: If you can help me,

2 I promise I can help you be

3 with your daughter again.

4 Now, are you ready to redeem yourself?

5 Sc: Absolutely.

6 My days of breaking into places

7 and stealing shit are done.

8 What do you want me to do?

9 H: I want you to break into a place

10 and steal some shit.

**29. Excerpt 29**

1 Sc: Hank, I'm a thief, all right? I mean,

2 I'm a good thief, but this is insane.

3 Hp: He's right, Hank. And you know it.

4 You've seen the footage,

5 you know what Cross is capable of.

6 I was against using him

7 when we had months,

8 and now we have days.

9 I'm wearing the suit.

10 H: Absolutely not!

11 Hp: I know the facility inside and out.

12 I know how Cross thinks.

13 I know this mission

- 14 better than anybody here.  
 15 H: We need you close to Cross.  
 16 Otherwise, this mission cannot work.  
 17 Hp: We don't have time to screw around!  
 18 H: Hope, please listen to me...  
 19 Hp: He is a criminal! I'm your daughter.  
 20 H: No!

**30. Excerpt 30**

- 1 Sc: She's right, Hank.  
 2 I'm not your guy.  
 3 Why don't you wear the suit?  
 4 H: You think I don't want to?  
 5 I can't.  
 6 I spent years wearing it,  
 7 and it took a toll on me.  
 8 You're our only option.  
 9 Before Hope lost her mother,  
 10 she used to look at me like  
 11 I was the greatest man in the world.  
 12 And now she looks at me  
 13 and there's just disappointment.  
 14 It's too late for me,  
 15 but not for you.  
 16 This is your chance.  
 17 The chance to earn that look  
 18 in your daughter's eyes.  
 19 To become the hero  
 20 that she already thinks you are.  
 21 It's not about saving our world.  
 22 It's about saving theirs.  
 23 Sc: Damn. That was a good speech.  
 24 H: Scott,  
 25 I need you to be the Ant-Man.

**31. Excerpt 31**

- 1 Hp: When you're small,  
 2 energy's compressed,  
 3 so you have the force  
 4 of a 200-pound man

- 5 behind a fist a 100th of an inch wide.  
 6 You're like a bullet.  
 7 You punch too hard, you kill someone.  
 8 Too soft, it's a love tap.  
 9 In other words,  
 10 you have to know how to punch.  
 11 Sc: I was in prison for three years.  
 12 I know how to punch.  
 13 Hp: Show me.  
 14 Hp: Terrible.  
 15 Sc: You wanna show me how to punch?  
 16 Show me...  
 17 Hp: That's how you punch.

**32. Excerpt 32**

- 1 H: Hope trained in martial arts  
 2 at a difficult time.  
 3 Hp: Oh, by "difficult time,"  
 4 he means when my mother died.  
 5 H: We lost her in a plane crash.  
 6 Hp: It's bad enough  
 7 you won't tell me how she died.  
 8 Could you please stop  
 9 telling me that lie?  
 10 We're working, here.

**33. Excerpt 33**

- 1 Sc: Guys?  
 2 We might have a problem.  
 3 Hank, didn't you say  
 4 this was some old warehouse?  
 5 It's not!  
 6 You son of a bitch!  
 7 Hp: Scott, get out of there.  
 8 H: Abort!  
 9 Abort now!  
 10 Sc: No, it's okay.  
 11 It doesn't look like anyone's home.

**34. Excerpt 34**



- 1 Mn: What's going on down there, Sam?  
 2 Sm: It's the Falcon!  
 3 I had a sensor trip  
 4 but I'm not seeing anything.  
 5 Wait a second.  
 6 H: Abort, Scott! Abort now!  
 7 Sc: It's okay. He can't see me.  
 8 Sm: I can see you.  
 9 Sc: He can see me.  
 10 Hi. I'm Scott.

**35. Excerpt 35**

- 1 H: Well, to what do I owe this pleasure?  
 2 Dr: I have good news.  
 3 H: Really?  
 4 What's that?  
 5 Dr: Pym Tech, the company you created,  
 6 is about to become one of the most  
 7 profitable operations in the world.  
 8 We're anticipating \$15 billion in sales,  
 9 tomorrow alone.  
 10 You're welcome.  
 11 I know this is odd,  
 12 but I'd like you to be there.  
 13 This is my moment. I want you to see it.  
 14 H: Sure, Darren. Yeah, sure.  
 15 I'll be there.

**36. Excerpt 36**

- 1 Sct: Luis?  
 2 L: Oh, man, you know it.  
 3 You know what? I get to wear a uniform.  
 4 That's what's up.  
 5 Sc: Luis.  
 6 L: I'm sorry. I'm good. I'm good.  
 7 I'm just excited.  
 8 Plus, your girlfriend's really hot.  
 9 So, you know,  
 10 that makes me nervous, too.  
 11 And you are very beautiful, ma'am.

12 Hank: Oh, my Lord.  
 13 Sc: She's not my...  
 14 L: You know what? I was thinking of  
 15 a tactic, like when I go undercover.  
 16 Like a whistling. You know  
 17 what I'm saying? To like, blend in.  
 18 Sc: No. Don't whistle. No whistling.  
 19 It's not The Andy Griffith Show.  
 20 No whistling.

**37. Excerpt 37**

1 Px: San Francisco P.D.!  
 2 Out of the van!  
 3 I know you're in there!  
 4 Dv: Make it go faster.  
 5 K: Dude, seriously.  
 6 Sc: Ready to jump. Do you read, Kurt?  
 7 K: So close.  
 8 Dv: Okay, hold up! Wait a minute!  
 9 Px: Freeze!  
 10 Dv: There was a black guy  
 11 that looked exactly like me  
 12 who attacked us and put us  
 13 in the back of this disgusting van.  
 14 Paxton: Get out of the van!  
 15 Dv: Okay, I'm coming.  
 16 Take it easy!  
 17 K: No, I will not move!  
 18 Go now! Wait!  
 19 Sc: What? What do you mean, "Wait"?  
 20 Phew!  
 21 What? What?

**38. Excerpt 38**

1 Dr: Hey, little guy.  
 2 I always suspected you had  
 3 a suit stored away somewhere.  
 4 Which begs the question,  
 5 who is the new Ant-Man?  
 6 Who is the man that my beloved mentor

7 trusted even more than me?  
 8 Scott Lang.  
 9 A martyr  
 10 who took on the system  
 11 and paid the price,  
 12 losing his family and his only daughter  
 13 in the process.  
 14 Exactly your kind of guy, Hank!  
 15 He escapes his jail cell  
 16 without leaving any clue as to how.  
 17 And then he disappears magically,  
 18 despite having no money to his name.  
 19 And now he brings me the Ant-Man suit.  
 20 The only thing that can rival my creation.  
 21 H: Darren, don't do this.  
 22 If you sell to these men,  
 23 it's gonna be chaos.  
 24 Dr: I already have.  
 25 And for twice the price,  
 26 thanks to you.  
 27 It's not easy to successfully infiltrate  
 28 an Avengers facility.  
 29 Thankfully, word travels fast.  
 30 I'll sell them the Yellowjacket,  
 31 but I'm keeping the particle to myself.  
 32 They don't run on diesel.  
 33 If you want the fuel,  
 34 you'll have to come to me.

**39. Excerpt 39**

1 Sc: Paxton, let me help!  
 2 Px: Don't move.  
 3 Sc: Let me help!

**40. Excerpt 40**

1 Dr: You insult me, Scott.  
 2 Your very existence is insulting to me.  
 3 You know, it'd be much easier to hit you  
 4 if you were bigger.  
 5 Sc: Yeah, I agree.

**41. Excerpt 41**

- 1 H: Scott, please.  
2 You don't remember anything?  
3 Sc: Hank. I don't.  
4 H: There must be something else.  
5 Well, I suppose the human mind  
6 just can't comprehend the experience,  
7 but you made it.  
8 You went in,  
9 and you got out.  
10 It's amazing.  
11 Hope: Scott,  
12 I'll walk you out.  
13 Get some rest.