ANALYZING SPENCER 2021 MOVIE: HOW DO WE MAKE REFUSAL STRATEGIES?

ANALISIS FILM SPENCER 2021: BAGAIMANA MELAKUKAN STRATEGI PENOLAKAN?

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Abstract
This study uses the movie of Spencer 2021 to describe the types of refusal strategies and the sequences of refusal strategies. This study uses a descriptive qualitative method. The results show that there are 2 types of refusal strategies: direct refusal and indirect refusal strategies. There are several subtypes included in the classification: reasons or explanations (12 data), attempts to obstruct the interlocutor (6 data) statements of principle (4 data), non-performative statements (5 data), statements of regret (3 data), alternative statements (2 data), acceptance that functions as a refusal (1 data) and avoidance (1 data). In addition, the sequences of refusal strategies consist of post refusal (22 data), pre-refusal (15 data) and main refusal (6 data).

Keywords: Pragmatics, types of refusal, sequence of refusal strategies

1. INTRODUCTION

Spencer 2021 movie comes from the biography of Princess Diana. It tells about the life of a princess in a United Kingdom that must obey the rules in order to stay in accordance with manners and have an attitude. The movie conveys the upheaval of a woman’s heart about her marriage life which is not going well. Her helplessness which lasted for around eleven years was finally fought for. It is suitable with this concept of study about refusal, all kinds of rejection that Princess Diana did in the movie to the injustice that happened to her. She took out everything for the sake of her freedom and happiness. The reality of public sentences said she is like a bird in a golden cage that had ensnared her for decades was finally broken. Having a good life living in a kingdom does not make Princess Diana have eternal happiness. Moreover, her husband as a person she really loved the source of her happiness turned into someone who hurt her the most. The most interesting thing here is that this family is the first family in the United Kingdom, the Queen Elizabeth family and also the rejection of his subordinates such as assistants in the royal family. The good one, for the deepening of this
theory the reader will know how the life of a princess in using refusal strategies.

Refusal is a response that is given as a face-threatening to interlocutors’ utterance, the response can be negative or positive according to the way it is delivered in communication (Beebe, Takahashi, and Uliss-Weltz, 1990). Say something clearly because the speaker assumes that the interlocutor is a person who does not understand the meaning at all of the conversation, so it takes repetition that explains in detail about this matter. Therefore, there is a negative side here, when someone says something, including refusal which is clearly considered an act of disrespect and should be avoided. Refusal strategies among cultured societies are very diverse.

According to Hassani, Mardani, and Dastjerdi (2011), refusal strategies are divided into three kinds of sequences. The first is pre refusal, the sentence contained as introduction to the main refusal so that a sentence is conveyed more politely. Then, main refusal which the sentences are spoken directly in order to refuse an offer. The last is post refusal which the sentence usually contains emphasis or conclusion that is spoken after the main refusal in order to make the atmosphere besides interlocutors become better. For example: “Uhm, I’d really like to invite you on my wedding day, but I can’t. I’m sorry, I lost my phone last week.” The sentence “Uhm, I’d really like to” belongs to the pre refusal, because it has a function to introduce sentences before going to the main refusal. Then the main refusal is located in the middle sentences “I can’t”. It clearly stated based on the speaker that the speaker rejected a request. And the last sentence belongs to the post refusal which has functioned as a mitigator of main refusal which in this case post refusal contains the reasons why the speaker refused the other person's request so that the offense in the conversation does not worsen.

There are some previous studies related to this study. The first study is conducted by Budi (2018) under the title “An Analysis of Refusal Strategies in Sesame Street Series”. The writer explained about refusal strategies based on theory by Félix-Brasdefer (2008). Not only the types of refusal strategies, but the writer also discussed kinds of sequences of refusal strategies found in sesame street movie. There are 23 data which are classified into direct strategy, and also between those 23 data there are 5 data which contain pre and main refusal and other contain post refusal. The second study is done by Nyoman et al. (2023) under the title “Flouting Maxim in Spencer Movie”. The result of this study showed that the four types of flouting maxim were performed in Spencer Movie. There are 25 data (60%) for flouting maxim of relevance, 7 (17%) data in flouting quantity maxim, 6 data (14%) for flouting manner maxim, and 4 data (9%) in flouting quality maxim. The reasons why the flouting maxim can occur in this movie are: Diana often changes the subject because she has to behave as a princess, she cannot express her feelings and she insisted on something that is against the rules because she wants to show everyone that she is feeling broken inside that make her flout the maxim of relevance.

This study attempts to explore the following research question which discussed: 1) What are types of refusal strategies found in Spencer 2021 movie? 2) What are sequences of refusal strategies found in Spencer 2021 movie? Therefore, with a refusal analysis strategy it is necessary for us to learn how to refuse with the right strategy, so that the level of politeness that we address to the other person is conveyed properly.

2. METHOD

A descriptive qualitative method approach is used in this study. Descriptive qualitative method is a method that the researcher only has control to report about situations that happened over the extend. With collecting the data, the researcher has to consume facts or information already available, then analyze it to compose a critical evaluation of the material (Kothari, 2009). This study is included into descriptive qualitative because it tries to describe the linguistic phenomena: types of refusal strategies and sequences of refusal strategies which can be found even in the politest royal environment, there are a lot of unwillingness that must be voiced because there are certain reasons someone rejects the opinion, direction, or offer of the interlocutor.

Source of data in this study is Spencer 2021 Movie which the data has proposed to be testable, and has capability to accumulate and support or rather the opposite to fail from hypothesis. In addition, the script also used in this research to help this study work effectively. On the other hand, the data are utterances among Princess Diana with every character in the Spencer 2021 movie, those utterances are containing sequences of refusal and also types of refusal strategies.

The study uses content analysis as a technique of collecting data. Based on Tavakoli (2012), the content of analyzing data in qualitative methods usually uses data that are already existing, which include some aspects of written or spoken text or some form of visual representation.

The study applies an interactive model by Miles and Huberman (1994) to analyze the data. An
Interactive model of data analysis is a method of qualitative research which permits the researchers to find the data analysis which has been done at the same time as the process of collecting data. The first is data collection, in this step the researcher gathers all data in the form of words, phrases and sentences from Spencer 2021 movie which are used to comprehensive the research. The researcher then reduces the basic data that is already gathered by summarizing and choosing specific things which have correlation with topic refusal strategies including the types and sequences of refusal strategies. This type of summarizing and choosing is included into the code in the form of words, phrases, clauses, sentences that exist in the Spencer 2021 movie utterances then put them all into a table. In this process the researcher described in more detail about the types and the sequences of refusal strategies based on datum which are suitable for the topic in Spencer 2021 movie. The last process is a conclusion which in this case is about drawing and verifying the data that is already found in the Spencer 2021 movie.

3. RESULT AND DISCUSSION

The result of this study shows that there are 34 data about the types of refusal strategies which are used in Spencer 2021 Movie, as mentioned in Beebe, Takahashi, and Uliss-Weltz, (1990) in categorization of types of refusal strategies. There are direct and indirect refusal, but not all the subtypes of refusal strategies used in Spencer 2021 Movie. The researcher found five data included into direct refusal categorized in Non-Performative statements.

Meanwhile, the Indirect refusal strategy is a type of refusal strategy which is commonly used in Spencer 2021 Movie. It has twenty-nine data. The sub-types of indirect refusal mostly used are to refuse with excuse or reason or explanation, the data are about twelve data. Then, it was followed by an attempt to dissuade interlocutor subtypes with six data. Whereas, the statement of principle belongs into four data, Statement of regret consist of three data, Statement of alternative consist of two data, acceptance that functions as a refusal consist of one data and avoidance consist of one data. Moreover, the other sub-types are not used in Spencer 2021 Movie, they are Performative statements in direct refusal, wish, set condition for future or past acceptance, promise of future acceptance, statement of philosophy in indirect refusal.

<p>| Table 1. Types of Refusal Strategies Found in Spencer 2021 Movie |
|------------------|-----------------|-----------|</p>
<table>
<thead>
<tr>
<th>No</th>
<th>Sequences of Refusal Strategies</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Direct Refusal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Performative Statement</td>
<td>0</td>
</tr>
<tr>
<td>2.</td>
<td>Non-performative Statement</td>
<td>5</td>
</tr>
<tr>
<td>B. Indirect Refusal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Statement of regret</td>
<td>3</td>
</tr>
<tr>
<td>2.</td>
<td>Wish</td>
<td>0</td>
</tr>
<tr>
<td>3.</td>
<td>Excuse, reason, explanation</td>
<td>12</td>
</tr>
<tr>
<td>4.</td>
<td>Statement of Alternative</td>
<td>2</td>
</tr>
<tr>
<td>5.</td>
<td>Set Condition for Future or Past Acceptance</td>
<td>0</td>
</tr>
<tr>
<td>6.</td>
<td>Promise of Future Acceptance</td>
<td>0</td>
</tr>
<tr>
<td>7.</td>
<td>Statement of Principle</td>
<td>4</td>
</tr>
<tr>
<td>8.</td>
<td>Statement of Philosophy</td>
<td>0</td>
</tr>
<tr>
<td>9.</td>
<td>Attempt to Dissuade Interlocutor</td>
<td>6</td>
</tr>
<tr>
<td>10.</td>
<td>Acceptance that Function as a Refusal</td>
<td>1</td>
</tr>
<tr>
<td>11.</td>
<td>Avoidance</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>34</td>
</tr>
</tbody>
</table>

In addition, it is found that the sequences of refusal strategies as cited by Hassani, Mardani, and Dastjerdi (2011) are being used in Spencer 2021 Movie. There are twenty-two data in the classification of Post refusal. Then, there are fifteen data belong into Pre-refusal. Meanwhile, the fewest classification used in Spencer 2021 Movie is Main refusal sequence, it has six data.
Table 2. Sequences of Refusal Strategies Found in Spencer 2021 Movie

<table>
<thead>
<tr>
<th>No</th>
<th>Sequences of Refusal Strategies</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Pre-Refusal</td>
<td>15</td>
</tr>
<tr>
<td>2.</td>
<td>Main Refusal</td>
<td>6</td>
</tr>
<tr>
<td>3.</td>
<td>Post Refusal</td>
<td>22</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>24</strong></td>
</tr>
</tbody>
</table>

Types of Refusal Strategies Found in *Spencer 2021* Movie

Types of refusal strategies analysis based on Beebe, Takahashi, and Uliss-Weltz (1990) are direct refusal and indirect refusal. Below are the discussions related to the types of refusal strategies that was found in several utterances of dialog conversation each character in *Spencer 2021* Movie.

**Datum 4**

Diana: If I gave them to you, would you take them?
Maria: No, No, I can’t possibly think of it, Ma’am

At the time Princess Diana brought a pearl, she felt that she did not want to wear that pearl which was brought by her husband Prince Charles. It is because the necklace was exactly the same as the necklace of another woman she met at church. Surprisingly, it was answered that it turned out that the pearls were also a gift from the same person, her husband. So, she immediately gave the pearls to her dresser. The refusal was made directly by saying “No” and continually with utterance “I can’t” by a dresser named Maria to her superior Princess Diana. In the Beebe, Takahashi, and Uliss-Weltz (1990) formula, this refusal corresponds to the type of direct refusal where the categorization is non-performative statements. Furthermore, when viewed from the politeness scale with the continuity of the speech given by Maria, it tends to be impolite. Because judging from the structure of his speech, she immediately said “No” to the person she should respect because of her status as a worker employed by Princess Diana. Maria could have said sorry first, but she did not. She chose to say “No” straight away with the addition of her reasons afterwards that she could not possibly think of having the right to own the jewelry that should be worn by her superiors, moreover the jewelry was a gift from Prince Charles.

**Datum 16**

Diana: Tell them I want Maggie. Tell Major Gregory who hears everything that I insist on having Maggie
Angela: It isn’t really Major Gregory who decides

Angela, a dresser belonging to Princess Diana, had knocked on the door in the morning with the aim of preparing Princess Diana's equipment. But Princess Diana keeps asking for her dresser Maggie who has been missing since a few days ago. Princess Diana thought it was because of Major Gregory until Maggie was laid off from her job and never came to Princess Diana again. Based on the context above, it can be seen that Angela is carrying out a refusal strategy in accordance with Beebe, Takahashi, and Uliss-Weltz (1990) explanation, when Princess Diana asked Angela to say that she wanted Maggie to be with Major Gregory because Princess Diana thought that Maggie is disappear because of Major Gregory was doing. By not agreeing to Princess Diana's request, Angela instead gave a statement as if she knew everything, a statement saying that Major Gregory did nothing to Maggie, a defense that Angela gave to Major Gregory. So, with the reason out, Angela no longer needs to convey Princess Diana's request to Major Gregory. The refusal made by Angela is included in the category of indirect refusal with the category of excuse. When observed Angela utterance which contains refusal, from the politeness it is a more polite scale. This is indicated by the refusal made in the way of reasonable avoidance because an utterance that further minimizes other people's losses can be said to be polite speech, especially when appealing to arguments.

**Datum 3**

Footman Brian: Your Royal Highness. The family are all gathered in drawing room for the
sandwiches. They are waiting.
Diana: Oh. The sandwiches, yes. The sandwiches. The holy sandwiches.

Princess Diana has just entered the palace drawing room and is greeted by Major Gregory. He immediately invited Princess Diana to immediately enter the dining room, because the time for sandwiches had started. The data above shows that it belongs to the classification as part of the attempt to dissuade interlocutors and it is seen from the sentence "the holy sandwiches". Princess Diana used a sentence containing criticism of Major Gregory on the grounds that she was queasy with formal events that required everyone to attend with binding rules. Not explicitly refusing it, but by showing that she was indirectly criticizing the agenda, Princess Diana was reluctant to contribute to the sandwiches agenda. Without needing to hurt Major Gregory who had invited her, she was just a little queasy with the agenda. So, the data above is included in indirect refusal with categorized attempts to dissuade interlocutors based on Beebe, Takahashi, and Uliss-Weltz (1990). Another datum found about attempts to dissuade interlocutors is given and discussed below.

Datum 10

Major Gregory: But, please keep your curtains
Diana: Yes, maybe, no. Depending on lots of things

Major Gregory is worried about the increasingly tense situation and regrets that some things are out of the context of privacy. In recent days journalists have been very aggressive in gathering news about the royal family. The main focus they caught was Princess Diana, so Major Gregory intended to remind Princess Diana to always maintain her private area, especially the window area of her room. Major Gregory added about his request to Princess Diana to be more aware of her surroundings and always keep her window to not open, so that journalists would not disturb her privacy. Meanwhile, Princess Diana responded with the expression "Yes, maybe, no". According to Beebe, Takahashi, and Uliss-Weltz (1990) it can be categorized as an indirect rejection, the element that the researcher gets in this sentence is acceptance with unspecific. Then, the utterance that Princess Diana gave to Major Gregory were accompanied by reasons, depending on all the situations that happened. This strategy was aimed at addressing the lack of enthusiasm that Princess Diana gave to Major Gregory. Just because Princess Diana needs to have her own life without being bound by the royal rules. The unspecific reason given by Princess Diana is included in a strategy that contains good decency, because she participates in providing reasons that are capable of being argued.

Datum 26

Major Gregory: But your dresser needs to dress you. Come...
Diana: I will be along shortly

Dinner time is coming soon and Major Gregory still sees Princess Diana at the edge of the garden seeing the birds eating their lunch. Major Gregory then intends to invite Princess Diana to immediately rush into the palace to prepare their dress to get ready. The sentence which Major Gregory said sounds very gentle with his invitation to Princess Diana to immediately return to the palace and prepare for dinner with the Queen. But as if she still wanted to enjoy her time on the edge of the garden with the birds that roam freely around her, Princess Diana said that she would be there soon. This subtle refusal by Princess Diana has the meaning of postponement, which will make the other person not feel rejected but only take her quality time. The meaning that can be explored by Princess Diana refusal is that she does not want to move from her seat immediately or it could also be that she does not want to be present at the dinner and for Major Gregory it is expected to immediately leave her alone and not wait for her presence.

The Sequences of Refusal Strategies Found in Spencer 2021 Movie

It is found that Spencer 2021 movie used 43 data which contains sequences of refusal strategies. The most data found with 22 data about Pre-refusal, then with 15 data around Post refusal, and the
fewest is data which contains Main refusal with percentage around 6 data. Below are the discussions relating to the sequences of refusal in each of data found in *Spencer 2021* Movie.

**Datum 19**
William: My turn, major William to soldier Diana. What’s happened to make you so sad?
Diana: I don’t know what you mean

This conversation was carried out when the game ‘Major and Soldier’ was played by Princess Diana and her two children. When the opportunity exists to ask and the answer must be true and honest. William then asked Princess Diana as his mother. The statement “I don’t know what you mean” is a kind of refusal sentence. The sequence of this sentence is located in the word “I don’t know” as classified into the main sentence and the next sentence is classified into post refusal “what you mean”. Main refusal which brings out Princess Diana is as the main sentence that refuses a question issued by William, then it is followed by a mitigator, as the next sentence. Based on the analysis conducted by the researcher, when the structured refusal sentence is issued, the questioner will not feel burdened and prefers to forget the question. The specification is according to Hassani, Mardani, and Dastjerdi (2011). Below is the next data which contains refusal sequences.

**Datum 35**
Angela: Ma’am, I will help you
Diana: How can you help me? No one is here to help me

Angela intends to help Princess Diana, because it is her responsibility as a dresser for a Princess. Which then made a bid when she saw Princess Diana having trouble matching her clothes. Princess Diana felt that in the palace no one could understand her, how she dressed and how to be a good listener to her. Only a dresser named Maggie can do that. For him, Angela dresser really did not help her, their tastes were too different so that in the end, the help offered by Angela would be useless. Actually, the intention that Angela gave to Princess Diana was very good because of the work she had done related to the preparation of Princess Diana in all events. It was used to adjust the clothes that Princess Diana will wear and was adjusted by the butler. He would only help put it on, and so did Maggie. But with the despair contained in Princess Diana's refusal sentence, she chose to respect the queen's decision. A sentence that should function as a sentence to refuse has a polite element because it doesn't burden the interlocutor more. Princess Diana also said refusal statement, which in her classification is based on Hassani, Mardani, and Dastjerdi (2011), the sentence "how can you help me?" is upcoming refusal because with the sentence Angela will understand that her offer will be rejected by Princess Diana, she has no power to help the queen. then followed by the sentence "no one is here to help me" which in this case is included in the post refusal. Angela will feel a little calm because it's not her or her fault if Princess Diana doesn't want to be helped, but because Princess Diana doesn't want anyone in the palace to help her.

**Datum 7**
Maggie: Have you tried it on?
Diana: No, with my mood. It doesn’t fit with my mood. It should be black. Black to contrast the pearls.

Maggie's job is to prepare clothes for Princess Diana to wear. This time she came with a green dress and asked Princess Diana to wear it, even just trying on Princess Diana seemed reluctant. The statement issued by Princess Diana is in the form of a refusal sentence which is carried out directly to her interlocutor. Judging from the context of the sequence of the sentence, there is the word "No" which can be classified as the main refusal because that sentence shows a direct rejection originating from Princess Diana. While the next sentence "it" is a sentence that can be classified as a post refusal, a silence sentence so that the questioner does not feel hurt because his offer was rejected by princess Diana. With the addition of this sentence, the bidder will try to understand the reasons why Princess Diana did not want to wear the dress. The discussions concluded by the researcher are in accordance with the division of sequences according to (Hassani, Mardani, and Dastjerdi, 2011).
Datum 41

**Major Gregory: Your highness would you like me to...**

**Charles: My son is going to join their mother. Everyone holds your fire**

There was a fight between Princess Diana and Prince Charles. Princess Diana asked to bring their children in the middle of a bird shooting competition that was flying in the sky. Because the atmosphere was not conducive, Major Gregory then offered help whether he should bring Princess Diana back to the palace. The utterances above have said by Prince Charles in the data above can be classified as a form of indirect refusal strategy, because according to what is written in Beebe, Takahashi, and Uliss-Weltz (1990) book which said that utterances contain of refusal strategies can be categorized as indirect excuse, reason or explanation when the sentence has used to reject the interlocutor. And it contained elements as described. The element is in a sentence that shows a reason. When Major Gregory offered to help solve the problems faced by a husband and wife in the royal family, Prince Charles refused outright the offer for him. Furthermore, his words were cut off with an excuse which stopped the bidding activity that Major Gregory conveyed. The refusal sentence above if it is categorized in politeness is very impolite. Even though Prince Charles is the superior of Major Gregory still interrupting people's conversations is something that cannot be justified.

Based on Hassani, Mardani, and Dastjerdi (2011) the classification of the refusal statement said by Prince Charles who refused Major Gregory would help his family affairs, Prince Charles said that their child would follow his mother. with so many things that can be saved, because Charles knows the life of Princess Diana is in their child when he no longer has value in the eyes of his wife. The sentence uttered by Princess Charles in her classification is included in post refusal. Even though there was no direct refusal, the sentence indirectly told Major Gregory not to interfere with his family's problems. Reasons or silencers when refusing are made so as not to offend the interlocutor who has good intentions to offer services.

4. CONCLUSION

This study focused on analyzing the types of refusal strategies and the sequences of refusal strategies. The results show that there are 2 types of refusal strategies, they are direct refusal and indirect refusal strategies, but not all the sub-types of refusal strategies used in Spencer 2021 movie. It found five data included into direct refusal categorized in non-performative statements. Meanwhile, the Indirect refusal strategy is a type of refusal strategy which is commonly used in Spencer 2021 Movie. The sub-types of indirect refusal are mostly used in the way of refusal with excuse or reason or explanation Sub-types, the data are about twelve data. Then, it is followed by an attempt to dissuade interlocutor subtypes with six data. Whereas, statement of principle has four data, statement of regret consists of three data, Statement of alternative consists of two data, acceptance that functions as a refusal consists of one data, and avoidance consists of one data. However, the other sub-types are not used in Spencer 2021 movie, they are performative statements in direct refusal, wish, set condition for future or past acceptance, promise of future acceptance, statement of philosophy in indirect refusal. In addition, the result shows that the sequences of refusal strategies consist of post refusal strategy that has twenty-two data; pre-refusal strategy that has fifteen data; and main refusal strategy that has six data.

5. REFERENCES


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