

Panicgogy International Journal

Publication details, including instructions for authors and subscription information:
<https://nakiscience.com/index.php/pij>



Gender representation of women's language in *Anne with an E*: a study of sociolinguistics

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To cite this article:

Helmie, J & Salsabila, A.I. (2024). Gender representation of women's language in *Anne with an E*: a study of sociolinguistics. *Panicgogy International Journal*, 2(2), 51-63.

To link to this article: nakiscience.com/index.php/pij

Gender representation of women's language in *Anne with an E*: a study of sociolinguistics

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Abstract

Language and gender are inextricably linked and have been the focus of extensive study in sociolinguistics studies. The language features between men and women use are different as women's speech appears to be weaker than men's in many ways. Famous Netflix series entitled *Anne with an E* provides a unique context for examining women's language features as it is set in the late 19th century and features a young female protagonist who navigates a patriarchal society. The researcher aims to examine the types and factors of women's language features performed by the female main character in *Anne with an E* based on Lakoff's theory. This research uses qualitative method. The primary data source is the utterances extracted from a transcribed first episode of season 1 of the series. The first finding showed that Anne Shirley used 226 women's language features and all 10 types was found. The most used type was intensifier with 63 (27.87%) data acquired. She used it to emphasize her feelings, thoughts, and experiences, reflecting her expressive and emotive nature. Meanwhile Marilla Cuthbert used 99 women's language features and 8 from 10 types was found. The most used type was lexical hedge or filler with 34 (34.34%) data acquired. As a responsible adult and caretaker character, she used it to soften assertions or to give herself time to formulate her thoughts. The second finding reveal that both Anne Shirley's and Marilla Cuthbert's use of women's language features were influenced by physiological factors, psychological factors, and social (cultural and historical) factors. The analysis demonstrated that both of their language features in this series are deeply influenced by their backgrounds and characters. The use of women's language features in the series *Anne with an E* implies that gender differences in language are not only influenced by biological factors but also by psychological, social, and historical factors that shape how individuals communicate in a patriarchal society.

Keywords: Sociolinguistics, Language and Gender, Women's Language Features, Factors of Women's Language, *Anne with an E*

1. Introduction

Language and gender are inextricably linked and have been the focus of extensive study in sociolinguistics studies (Wodak & Benke, 2017). The relationship between language and gender is complex. It is encompassing elements such as language use in social interaction (Ellis, 2019), gender representation in language, and the effect of language on gender identity and socialization (Brutt-Griffler & Kim, 2018). Language is the cornerstone of human communication that plays a crucial role in shaping social interactions (Abbasi et al., 2023). It serves as a medium for communication among individuals within a society, consisting of auditory symbols created by people to convey ideas through established rules and practices (Oviogun & Veerdee, 2020). Gender significantly impacts various aspects of life, including language (Burck, 2011). Wharton (2005) emphasize that gender is not merely an attribute of individuals but a complex social system that structures relationships, institutions, and practices.

Gendered language, such as pronouns, titles, and forms of address that represent and reinforce gender norms and expectations, is included. The language features between men and women are also different (Nemati & Bayer, 2007). Lakoff suggested the theory that

women's speech appears to be weaker than men's in many ways (Nuringtyas & Navila, 2022). Priska et al(2020) stated that it is frequently asserted that negative stereotypes about women exist in many cultures as many people believe that women are more talkative or speak too much. Because of that stereotype, the researcher is interested in analyzing women's language features as it is also important to be studied.

Research that examined about women's language features has been conducted by many researchers. Among others Nuringtyas & Navila (2022) conducted a study to examine women's language features and the reasons using the features in a movie. Adi *et al.* (2022) also conducted a study of the use of women's language feature used in an interview video. Moreover, Pamikat (2020) investigated the women's language features used in a movie script. On the other hand, Priska et al. (2020) also investigated the types of women's language features used in a movie. Lastly, the investigation toward women's language features is conducted by Rawanita (2019) about the use in casual conversation.

Previous research above discussed about the women's language features in a movie, interview video, movie script, and in casual conversation. Although there are several researchers that investigated about the women's language features in a movie script, but there is not many investigated the women's language features in a series that compare the frequency between the female main characters and the factors that caused it. In that case, this research would be focusing in investigating women's language features portrayed by the main female characters in Netflix series *Anne with an E* and filling the gap of the previous study.

Famous Netflix series entitled *Anne with an E* provides a unique context for examining women's language features as it is set in the late 19th century and features a young female protagonist who navigates a patriarchal society. This series was created by Moira Walley-Beckett. The first season aired in 2017 and is adapted from Lucy Montgomery's novel with original title "Anne from Green Gables". The novel as well as the series has been widely praised for its portrayal of strong female characters and its exploration of themes such as identity, community, and social justice.

By analyzing the women's language features from this series, this study aims to examine the types and factors of women's language features performed by the female main characters in the first episode of season 1 of *Anne with an E*. It is to provide an in-depth analysis of how women's language features are formed and interpreted by the female main characters in the Netflix series *Anne with an E*. The significance of this research lies in its potential to highlight the complex nature of gendered communication and its portrayal in modern media. By examining the dialogues and interactions of the show's female characters, the study seeks to identify patterns and themes that illustrate the nuances of women's language features in different social scenarios. This analysis can offer insights into how media representations shape and mirror societal gender norms and expectations.

2. Theoretical Framework

Sociolinguistics

Sociolinguistics is a branch of linguistics which study about the relationship between language and society. It investigates how language is used in various social contexts, as well as how it reflects and shapes social phenomena. Wardhaugh & Fuller (2015) states that sociolinguistics studies the links between language and society in order to gain a better understanding of language structure and how languages operate in communication.

Sociolinguistics studies how language use differs among social groups, geographies, and time periods. It also examines how language is employed in various circumstances to signal identity, express social standing, and negotiate power relations. It is an area of study that examines the complex connection between language and society using insights from linguistics, sociology, anthropology, psychology, and other disciplines. As supported by Meyerhoff's (2018) statement that says sociolinguistics is an extensive field that includes many different approaches to language study. Language and gender, language and

ethnicity, language and socioeconomic class, language and power, language and culture, and language interaction and bilingualism are all subjects of study in sociolinguistics.

Language and Gender

Language and gender are a major subfield of sociolinguistics that investigates how gender effects language usage as well as how language use reinforces or challenges gender roles and expectations. According to Meyerhoff (2018), gender shapes the way people see their social identities. Gender refers to the social and cultural roles that men and women play. It has an impact on how people use language in society since men and women have distinct socialization practices, employment, and voice production.

Gender can influence language use and interpretation. According to previous studies, men and women use language differently, with males using more strong and direct language and women using more uncertain and indirect language. This may also change how language is viewed, with men's assertive language being perceived as confident and authoritative, but women's assertive language may be perceived as hostile or confrontational.

Women's Language Features

Robin Lakoff (1975) proposed one of the most well-known hypotheses about women's language features, known as *women's language*. She was one of the first linguists to study the differences between men's and women's language. Lakoff identified ten key features in women's language, which reflect uncertainty, politeness, and stronger emotional expression compared to men's language. Some of these features include *lexical hedge or filler*, where words like *I think*, *perhaps*, and *you know* are used to fill pauses in conversation or indicate uncertainty. Additionally, *tag questions* are used to reinforce statements while maintaining softness, as seen in sentences like *It's a nice day, isn't it?*. Other features include *emphatic stress* and *intensifiers*, which emphasize the meaning of an utterance, such as in *It was a brilliant performance*, or through the use of words like *very*, *so*, and *just*.

Other women's language features reflect politeness and refined speech. For instance, *super polite forms* indicate that women tend to be more polite than men in their speech, often using more subtle requests. Additionally, they frequently use *hypercorrect grammar*, avoiding rough language and preferring more standard grammatical forms. Lakoff also noted that women tend to avoid strong swear words like *shit* or *damn*, replacing them with softer expressions such as *dear* or *goodness*. They are also more precise in naming colors, using terms like *beige*, *lavender*, and *aquamarine*, which are rarely used by men. Lastly, women often use *rising intonation*, a pattern where the intonation rises at the end of a sentence, making statements sound like questions and conveying uncertainty or hesitation.

Factors of Women's Language

Zhu (2019) identifies three primary reasons behind women's use of specific language features: physiological, psychological, and social (historical-cultural) factors. Physiologically, women tend to speak more than men due to emotional fluctuations influenced by endocrine hormones. However, despite their natural communication skills, societal structures often limit their opportunities to speak publicly. This paradox highlights the tension between women's verbal predisposition and the gender-based suppression they face. Psychologically, women exhibit a tendency toward indirect communication, driven by a lack of competitiveness, lower confidence, and a heightened sensitivity to social dynamics. In conservative settings, they prioritize relationships over conflict, often using hedging phrases like *probably* to maintain flexibility and avoid criticism. Their sensitivity enables them to perceive subtle cues in conversations, leading to indirectness that can sometimes cause misunderstandings, particularly in interpersonal relationships.

Social, cultural, and historical factors have also shaped women's linguistic tendencies by reinforcing gender inequality. In early societies, women held significant roles, but as labor began to favor physical strength, men gained dominance, leading to the establishment of patriarchal structures. This shift resulted in the subordination of women,

where gender norms dictated specific behavioral expectations. Today, patriarchal ideologies continue to justify discrimination by reinforcing stereotypes about women's speech and roles in society. Additionally, religious and cultural narratives have historically portrayed women in ways that sustain these stereotypes, further legitimizing gender-based discrimination. These deeply rooted ideologies influence the way women communicate, perpetuating linguistic differences between genders.

Overview of the Series *Anne with an E*

Anne with an E is a modern reimagining of Lucy Maud Montgomery's *Anne of Green Gables*, set in late 19th-century Prince Edward Island. The series follows Anne Shirley, an imaginative orphan mistakenly sent to live with aging siblings Marilla and Matthew Cuthbert on their farm, Green Gables. The series explores themes of identity, friendship, love, and dreams, with Anne's vibrant spirit impacting Avonlea's residents. Known for its lush cinematography and stellar performances, the show has garnered acclaim for its heartfelt storytelling.

In the first episode, "*Your Will Shall Decide Your Destiny*", Marilla and Matthew plan to adopt a boy for farm work but end up with Anne due to a mix-up. Anne's difficult past is revealed, yet her imagination and optimism shine. Marilla initially doubts keeping Anne, especially after accusing her of stealing a brooch. Anne falsely confesses, hoping to stay, but Marilla decides to send her back. When the brooch is found, Matthew, who has grown fond of Anne, brings her back, setting the stage for her new life and adventures in Avonlea. The episode highlights themes of belonging, acceptance, and the power of imagination.

3. Methods

This research uses qualitative method. According to Creswell & Creswell (2018) qualitative research is a method for investigating and comprehending the meaning that individuals or groups ascribe to a social or human problem. In qualitative method, Nurhayati (2020) states that "the researcher collects and analyzes data simultaneously to draw a temporary conclusion and repeats the cycles several times, deciding what data needs to be collected again to verify their temporary conclusion". Data are the starting point of empiric study (Krippendorff, 2019). The data source of this study are comprised words, phrases, and sentences extracted from a transcribed episode, which is the episode 1 of season 1 of the series *Anne with an E*, that is uttered by the two female main characters, Anne Shirley and Marilla Cuthbert.

To collect the data, the researcher employed content analysis. Krippendorff (2019) defines content analysis as a research technique for drawing replicable and reliable conclusions from texts (or other relevant matter) in relation to the context in which they are used. Content analysis is a research technique used to identify the presence of specific words, topics, or concepts in qualitative data (i.e. text) (*Content Analysis*, 2023). Bowen (2009) states that content analysis involves systematically categorizing information in relation to the key questions guiding the research. In collecting the data of this study, the researcher doing it by using the following steps such as identifying, coding, categorizing, analyzing, and describing by using theories from Lakoff.

Then to analyse the data, the researcher employed qualitative analysis following the framework of Miles et al. (2014), which includes three main steps: data reduction, data display, and conclusion drawing.

- a. Data reduction in this research involved selecting, focusing, simplifying, and transforming the raw data collected from the first episode from season 1 of *Anne with an E*. The researcher carefully reviewed the transcriptions of the dialogues to identify relevant women's language features performed by female main characters. Irrelevant information was discarded to concentrate on significant instances that illustrate the use of women's language features based on Lakoff's theory.

- b. Data display was means to organize the reduced data to facilitate understanding and analysis. The researcher used visual tools such as table and chart to categorize the identified features, illustrating how they fit into Lakoff’s principles. This step helped in identifying patterns, themes, and relationships within the data.
- c. Drawing conclusion is the final step to analyze the data. It is where the researcher interpreted the displayed data to draw meaningful conclusions. This involved synthesizing the findings to understand the functions of the women’s language features, how they performed it according to the influencing factors, and how they reflect the principles outlined by Zhu and Lakoff.

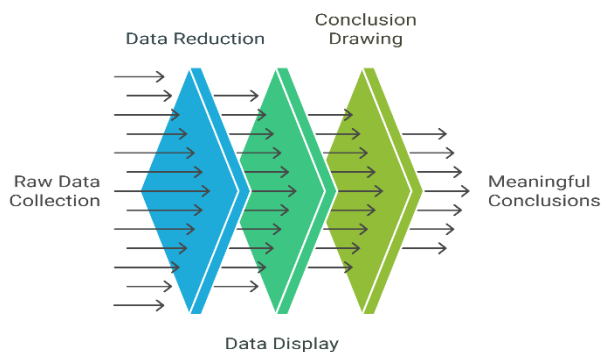


Figure 1. Data Analysis Process

4. Findings and Discussion

4.1 Finding

To answer the first research question, the researcher used a theory proposed by Lakoff (1975). As the results, it can be found that 194 utterances contain 325 women’s language features. Anne used total of 226 women’s language features, while Marilla used total of 99. Based on the first finding, all of the 10 features were used by Anne. The most frequently used was intensifiers. On the other hand, only 8 out of the 10 features were used by Marilla. The most used feature was lexical hedge or filler. There were no supporting data that showed empty adjective and precise color term were used by her. More detailed discussion will be explained below.

1. Lexical Hedge or Filler

Lakoff (1975) states that hedges are words that express the speaker’s uncertainty about what they are saying or are unable to ensure the accuracy of the statement. Meanwhile fillers are meaningless words (or sounds) used to fill a pause in a conversation. Based on the findings, Anne used 46 (20,53%) lexical hedge or filler. The data consist of “*I suppose*”, “*It sure seems*”, “*I mean*”, “*Oh*”, “*Well*”, “*Let me see*”, “*I think*”, “*I don’t think*”, “*It’s just*”, and “*Um*”. On the other hand, Marilla used 34 (34,34%) lexical hedge or filler. The data consist of “*Oh*”, “*So*”, “*Well*”, “*Perhaps*”, “*Must’ve*”, “*I don’t suppose*”, “*We may*”, and “*It seems*”. The excerpt below discussed the data example of lexical hedge or filler.

Excerpt 1

Anne’s Utterance	Marilla’s Utterance
I suppose I gave Mrs. Hammond a thrill, then. She was happy to be rid of me after her husband died.	Oh , we’ve got plenty of time. Matthew won’t be back for several hours.

Anne usually employed this feature to express uncertainty, doubt, and confidence, as well as to fill pauses before speaking. In this excerpt, she employed phrases like “*I suppose*” and “*It sure seems*” to soften her observations. Meanwhile Marilla used this to makes her statement less abrupt and more conversational, fostering a friendly and inviting atmosphere. This use of “*oh*” help her convey that the latter is not interrupting and is welcome to stay, without sounding too forceful.

2. Tag Question

Tag question falls somewhere between an express statement and a yes/no question. It is used when a speaker makes a claim but is but lacks full confidence in the truth of it. The findings showed that Anne used 9 (3,98%) tag question. The data consist of “*don't you?*”, “*haven't you?*”, “*do they?*”, “*is it?*”, “*doesn't it?*”, “*isn't it?*”, and “*didn't I?*”. Meanwhile Marilla only used 2 (2,02%) tag question. The only data is “*won't they?*”. The excerpt below discussed the data example of tag question.

Excerpt 2

Anne's Utterance	Marilla's Utterance
"If all the world hated you and believed you wicked, but your own conscience approved of you and absolved you from guilt, you would not be without friends." I love Jane Eyre, don't you?	I suppose the asylum will take her back, won't they?

Anne used tag question to seek for clarification and ensure a condition. In this excerpt, Anne's use of the tag question “*don't you?*” to engage the listener in the conversation and invite her opinion on the topic. As for Marilla's, by ending her statement with “*won't they?*” Marilla softens her assertion about the asylum taking Anne back and invites confirmation, indicating that she is not entirely certain and open to input. This use of a tag question made her statement more polite and less authoritative, fostering a sense of collaboration and openness in the conversation

3. Emphatic Stress

Emphatic stress is often used by women to highlight importance or sincerity in their statements. In this episode, Anne used 36 (15,92%) emphatic stress. Anne usually used this feature to emphasize, strengthen, or reinforce her statements by stressing the words in her tone, or repeating the words. On the other hand, Marilla used 11 (11,11%) emphatic stress. She typically employed emphatic stress to underscore, fortify, or reaffirm her statements by emphasizing certain words in her tone or by repeating them. The excerpt below discussed the data example of emphatic stress.

Excerpt 3

Anne's Utterance	Marilla's Utterance
I'm so homely, nobody would ever want to marry me. Unless he was a foreign missionary. I suppose a foreign missionary mightn't be very particular. But I do hope someday I shall have a white dress, with beautiful puff sleeves. That is my highest ideal of earthly bliss.	Let's not forget you were the one convinced of this plan. You've been set on it since winter, so there's no point fretting now. Not that I disagree, because I don't.

Within this context, Anne's emphasis on “*do*” in the phrase “*I do hope someday...*” to conveyed her earnest desire for a simple joy—a white dress with puff sleeves. On the other hand, Marilla uses emphatic stress in the phrase “*Not that I disagree, because I don't*” showed that she emphasized her agreement with the plan, Marilla ensured her position is clear and unequivocal.

4. Intensifier

Women often use intensifiers to emphasize their statements and convey certainty or conviction. Anne used total of 63 (27,87%) intensifier in this episode. The data consist of “*very*”, “*pretty nearly perfectly*”, “*perfectly*”, “*certainly*”, “*so*”, “*just*”, “*a lot*”, “*simply*”, “*extremely*”, “*such*”, “*nearly*”, “*firmly*”, “*terribly*”, “*really*”, “*nicely*”, “*surely*”, “*fairly*”, “*dreadfully*”, “*pretty*”, and “*quite*”. Meanwhile Marilla used total of 11 (11,11%) intensifier. The data of consist of “*quite*”, “*pretty*”, “*very*”, “*certainly*”, “*absolutely*”, and “*just*”. The excerpt below discussed the data example of intensifier.

Excerpt 4

Anne's Utterance	Marilla's Utterance
I suppose you are Matthew Cuthbert of Green Gables? I'm very glad to see you.	Well, I... I don't know. I... I didn't say Matthew and I had absolutely decided we wouldn't keep her.

Anne's choice of "very" in this context expressing her gladness to see Matthew suggested a heightened sense of joy or relief upon finally meeting him after waiting patiently. While Marilla's use of the intensifier "absolutely" is to underscore her assertion about she and Matthew had not entirely ruled out keeping Anne. It ensures clarity in her intention to consult Matthew before making a decision regarding Anne's future, asserting her authority firmly amidst the conversation's tension.

5. Empty Adjective

Empty adjectives are words that not only have specific meanings but also show the speaker's approval or admiration for something (Lakoff, 1975). Based on the findings, Anne used 18 (7,96%) empty adjective that consist of "lovely", "decent", "glorious", "wonderful", "divine", and "romantic". On the other hand, the researcher did not find any supporting data about the use of empty adjective by Marilla in this episode. The excerpt below discussed the data example of empty adjective.

Excerpt 5

Anne's Utterance	Marilla's Utterance
I mean, you and your sister are practically the stuff of fiction. Two hard-working, decent people, lonely all their lives in their silent house, longing for the love of a child.	-

Anne use empty adjective to convey her admiration or gratitude while maintaining her politeness. In this excerpt, Anne used the adjective "decent" to describe Matthew and his sister, Marilla. Empty adjectives such as "decent" are often employed by women to express positive evaluations and maintain social harmony. In this context, by calling them "decent", Anne politely conveyed her admiration and gratitude without being too direct, reflects her being polite and positive.

6. Super Polite Form

According to Lakoff, women often use such forms to show respect, mitigate the imposition of requests, and maintain social harmony. Zhu (2019) adds that rather than being direct, women often prefer to make requests in a subtle and intricate manner. In this episode, 9 (3,98%) data where Anne used this feature was found. Anne expressed her politeness by saying such things like "Please", "Could you please,", "I hope", "Dearest", "Gracious Heavenly Father", "Yours respectfully", "Dear" and "It should be". On the other hand, 6 (6,06%) data were found when Marilla used this feature. She expressed her politeness by saying such things indirect. The excerpt below discussed the data example of super polite form.

Excerpt 6

Anne's Utterance	Marilla's Utterance
Could you please spell it with an E when you speak it? Anne with an E looks much more distinguished.	I beg your pardon?

In this excerpt, Anne demonstrated respect and deference to the listener, softens her request to avoid sounding demanding, and fosters a positive interaction by saying things such as "Could you please...". As for Marilla's, she used "I beg your pardon?" to softens her response and politely asked the listener to reconsider her statement without sounding confrontational.

7. Hypercorrect Grammar

Lakoff suggests that women often use precise grammar to adhere strictly to language norms, demonstrating politeness, formality, and a desire to be taken seriously. From the finding, it can be found that Anne used 23 (10,17%) hypercorrect grammar in this episode which consists of "cannot", "going to", "shall", "I would", "You will", "I have", "I am", "You are", "You have", "They have", and "It would". On the other hand, Marilla used 18 (18,18%) hypercorrect grammar which consists of "Where is", "What is", "I have", "That

is”, “That will”, “Should have”, “I have”, “I am”, “That is”, “It is”, “You have”, and “You will”. The excerpt below discussed the data example of hypercorrect grammar.

Excerpt 7

Anne’s Utterance	Marilla’s Utterance
I cannot believe that I'm going to get to live somewhere so beautiful. Dreams don't often come true, do they? But just now I feel... pretty nearly perfectly happy. Although I can't feel exactly perfectly happy, because, well... what color would you call this?	There's no point in crying. There's been a mistake, is all. We're not going to turn you out-of-doors tonight. What is your name?

Both Anne and Marilla sometimes use hypercorrect grammar in their utterances to avoid using simplified forms. Speaking in a formal and polite manner that conveys seriousness and respect. This adherence to standard grammar reflects desire to conform to societal expectations and make a positive impression. In this excerpt, Anne's use of hypercorrect grammar, such as “cannot” and “going to”, to express her disbelief and joy about living in such a beautiful place. On the other hand, Marilla's use of hypercorrect grammar, particularly inquiring about Anne's name with “What is your name?” underscores her desire to address Anne with dignity and propriety, despite the informal circumstances. By employing hypercorrect grammar, Marilla emphasizes the significance of the question, indicating to Anne the importance of providing a formal response.

8. Avoidance of Strong Swear Word

Women are always regarded as more emotional than men (Zhu, 2019). They often avoid using coarse language, opting for more polite expressions even when expressing strong emotions. The findings only found 2 (0,88%) data when Anne used this feature. Anne typically speaks politely, but there are moments when she explodes with emotion, yet she still avoids to express her feelings brutally. On the other hand, Marilla used this feature 11 (11,11%) times. The data consist of “Oh, for heaven’s sake”, “Foolishness”, “What on earth”, “Oh, good gracious”, “For pity’s sake”, “Gracious me!”, “Oh, my Lord!”, “Oh, dear Lord!”, and “Oh, my heavens”. The excerpt below discussed the data example of Anne avoiding using strong swear words.

Excerpt 8

Anne’s Utterance	Marilla’s Utterance
How dare you call me skinny and ugly?! How dare you call me freckled and redheaded?! You are a rude, unfeeling woman!	Oh, for heaven's sake , child, what are you doing on the ground? Now, you listen here and stand up.

By avoiding vulgar words, the characters adhere to societal expectations for women to maintain to speak politely, even in heated situations. This choice allows them to express their emotion strongly but appropriately, maintaining their respectability and dignity. In this excerpt, despite being deeply hurt and angry, Anne still addressed the listener as “woman”, demonstrating a degree of politeness and restraint. As for Marilla's, her choice of “Oh, for heaven's sake” serves as a replacement for a stronger expletive, maintaining a level of politeness in her speech. Despite feeling flustered, Marilla refrains from using harsh language, choosing a gentler phrase to convey her exasperation.

9. Precise Color Term

Zhu (2019) states that compared to man, woman tends to use more specialized color terms because they probably have a larger and richer color corpus. Lakoff (1975) suggests that women often use descriptive language to communicate their tastes and individuality. The findings showed that Anne used 2 (0,88%) precise color terms in this episode which are “azure blue” and “willow green”. On the other hand, the researcher did not find any supporting data in this episode about the use of precise color term by Marilla. The excerpt below discussed about the data found.

Excerpt 9

Anne's Utterance	Marilla's Utterance
Oh. Well, I'm sure if it's a lovely azure blue or willow green , I'm sure I won't mind if it's... plain.	-

Anne: Anne's use of precise color terms highlights her assertiveness and individuality within the constraints of societal norms. In this excerpt, Anne's use of detailed color terms like "azure blue" and "willow green" reflects her ability to articulate her aesthetic preferences. Anne's choice of specific colors allows her to assert her unique perspective and create vivid imagery, showcasing her attention to detail and personal style.

10. Rising Intonation

Lakoff suggests that rising intonation, where the pitch of the voice goes up at the end of a sentence, is often used by women to indicate uncertainty or seek confirmation. The findings showed that Anne used this feature 18 (7,96%) times. She often rises her intonation when she seeks confirmation, when she overjoyed by the situation, or when she seeks assurance or certainty. Meanwhile Marilla used it 6 (6,06%) times. Marilla often rises her intonation when she seeks confirmation, expressing concern or highlighting important points in conversation. The excerpt below discussed the data example of rising intonation.

Excerpt 10

Anne's Utterance	Marilla's Utterance
She doesn't have a name? But the right name is so important.	Afternoon, Rachel. I've put the kettle on. Won't you sit down?

In this excerpt, Anne's use of rising intonation in the question "she doesn't have a name?" reflects her surprise and curiosity about a mare not having a name. She subtly signals her uncertainty and seeks clarification from the listener regarding the mare's lack of a name, indicating that she finds it unusual. For Marilla's, her use of rising intonation in asking the listener to sit down reflects her intention to make the request politely and with a friendly tone, fostering a sense of warmth and hospitality in their interaction.

The difference in the usage of women's language features between Anne and Marilla in the first episode of season 1 Anne with an E can be attributed to various factors. Anne's frequent use of intensifiers suggests her expressive and emotive nature. She might use these language features to emphasize her feelings, thoughts, and experiences, reflecting her passionate and imaginative character. Anne's upbringing as an orphan might also contribute to her reliance on expressive language as a means of coping with her past and expressing herself in her new environment. On the other hand, Marilla's predominant use of lexical hedges or fillers indicates a more reserved and pragmatic communication style. As a responsible adult and caretaker, Marilla might prioritize clarity and precision in her speech, using hedges and fillers to soften assertions or to give herself time to formulate her thoughts. Her role as a guardian and her conservative upbringing might influence her preference for more measured language usage.

Moreover, societal expectations and gender norms of the time period portrayed in this series could play a role in shaping Anne and Marilla's language choices. Anne, as a young girl full of dreams and aspirations, might feel the need to assert herself through expressive language in a society that often devalues women's voices. Meanwhile, Marilla, as a mature woman in a position of authority, might navigate social interactions with a degree of caution and adherence to conventional language norms.

In line with that, to answer the second research question which is about the factors, the researcher analyzed it according to a study by Zhu (2019). The result showed that the three factors influenced both of main female characters' language use. Those are physiological factors, psychological factors, and social (historical and cultural factors). More detailed discussion will be explained as follow:

1. Physiological Factors

Physiological factors, such as changes in hormones and strong emotions, can influence how individuals express themselves verbally. According to Zhu (2019), women tend to speak more than men, and their emotions are significantly influenced by endocrine

hormones. Consequently, the variation in women's emotions is larger compared to that of men. The excerpt below discussed about how physiological factors influence Anne's and Marilla's language use.

Excerpt 1

Anne's Utterance	Marilla's Utterance
I'm so glad. I know you and I are going to get along together just fine. It's such a relief to talk when one wants to and not be told that children should be seen and not heard. I've had that said to me a million times if I have once. People would laugh at me because I use big words. But they're exciting and descriptive words, like... like "enraptured" and "glorious"! If you have big ideas, you have to use big words to express them, haven't you?	Well, this is a pretty piece of business. She's got to go back.

This excerpt showed how Anne's high-pitched and energetic speech reflects her youthful energy and emotional depth, evident in her use of vivid, descriptive language like "enraptured" and "glorious." This expressiveness may be influenced by endocrine hormones affecting women's emotional and linguistic creativity. In contrast, Marilla's calm, steady, and lower-pitched tone reflects her maturity and practical demeanor, with her short, strict speech possibly influenced by stress or frustration. This highlights how physiological factors impact not only the emotional content of language but also its tone and delivery, illustrating the complexity of women's linguistic behavior.

2. Psychological Factors

Psychological factors, such as beliefs, attitudes, and emotions, can influence how individuals express themselves verbally. It also include cognitive processes and personality traits which all of it contribute to an individual's linguistic behavior. The excerpt below discussed about how psychological factors influence Anne's and Marilla's language use.

Excerpt 2

Anne's Utterance	Marilla's Utterance
I was beginning to be afraid that you weren't coming and I was imagining all the things that might have happened to prevent you. I'd made up my mind that if you didn't come for me, I'd go down the tracks to that big wild cherry tree and climb up into it and stay all night. I wouldn't be a bit afraid, and it would be lovely to sleep in a tree all white with bloom in the moonshine, don't you think?	You will mind your manners and answer the question.

Based on this excerpt, Anne's language reflects her emotional state and cognitive processes, such as her active imagination and assertiveness, shown in her detailed scenarios and willingness to act independently. These psychological factors contribute to her unique communication style. Conversely, Marilla's formal and polite language reflects her conservative nature and adherence to traditional values and societal norms. Her emphasis on manners and proper behavior highlights how psychological factors, like a conservative disposition, shape language use to align with societal expectations.

3. Social (Cultural and Historical) Factors

In social factors, historical and cultural norms dictate appropriate communication styles and language choices within specific cultural contexts. According to Zhu, social factors encompass societal norms, cultural values, historical events, and linguistic traditions that impact how individuals communicate within their communities. The excerpt below discussed about how social factors influence Anne's and Marilla's language use.

Excerpt 3

Anne's Utterance	Marilla's Utterance
Could you please spell it with an E when you speak it? Anne with an E looks much more distinguished.	I'll thank you to keep your questions to yourself until we can speak in private.

Anne's request to be called "Anne with an E" reflects her desire for acceptance and identity assertion within societal constraints. Names historically carry cultural and familial significance, and Anne's preference suggests a value placed on elegance and individuality influenced by cultural ideals of self-presentation. This shows how social factors shape linguistic behavior and identity expression. Conversely, Marilla's language reflects societal expectations for women, emphasizing propriety, modesty, and formality. Her directive to keep questions private aligns with norms of respectability and social boundaries, illustrating how historical and cultural norms shape women's communication styles and expressions of propriety.

The analysis demonstrated that Anne Shirley's and Marilla Cuthbert's language features in *Anne with an E* are deeply influenced by their backgrounds and characters. The interaction between Anne and Marilla showcased the impact of their backgrounds and characters on their language use. Anne's imaginative and expressive language contrast with Marilla's practical and restrained speech, highlighting their different coping mechanisms and views shaped by their life experiences. Anne's language reflected her need for acceptance and her resilient spirit, while Marilla's language embodies her adherence to societal norms and her gradual emotional opening. This dynamic interplay of physiological, psychological, and social factors not only defined their individual speech patterns but also enrich their relationship, driving character development and narrative progression in the next episodes of *Anne with an E*.

Discussion

In this study, the differences in the use of women's language features by Anne Shirley and Marilla Cuthbert in *Anne with an E* reflect their respective characters and backgrounds. Anne, as an expressive and imaginative character, uses all ten women's language features proposed by Lakoff, with intensifiers (27.87%) being the most dominant feature. Her use of intensifiers demonstrates how she expresses her feelings, thoughts, and experiences in an exaggerated manner, aligning with her emotional and enthusiastic nature. Meanwhile, Marilla only uses eight women's language features, with lexical hedges or fillers (34.34%) being the most dominant. Marilla tends to use this feature to provide pauses in speech or to soften the assertiveness of her communication, which aligns with her role as a rational and wise caretaker.

Additionally, the pattern of women's language features in this study can also be linked to the psychological factors proposed by Zhu. Anne, as a young girl still searching for her identity, exhibits greater sensitivity and lower confidence in certain situations. This is reflected in her use of features such as tag questions and rising intonation, which indicate uncertainty and a need for validation from her conversation partners. In contrast, Marilla, as a mature woman, uses these features less frequently, as she has greater confidence in her speech. This difference reinforces the theory that psychological factors, such as confidence levels and sensitivity to the environment, influence how women communicate.

Social factors also play a crucial role in the variation of language used by both characters (D'Onofrio, A. (2020)). Anne, who has experienced a challenging and uncertain life, tends to speak with heightened emotion and exaggerated expressions, as seen in her use of emphatic stress and intensifiers. Meanwhile, Marilla, coming from a more stable and conservative background, uses more careful and structured language, with a higher frequency of lexical hedges or fillers to regulate her communication style. This reflects how social environments and gender expectations shape women's speech patterns.

Furthermore, the findings of this study also indicate that historical aspects contribute to the variation in women's language features. In the patriarchal society depicted in *Anne with an E*, women are often restricted in how they express themselves. Anne, as a character

who challenges social norms, uses more expressive and dramatic language to assert her presence. In contrast, Marilla, who has lived longer in a more rigid social system, tends to speak in a more restrained manner, reflecting how cultural norms shape women's communication patterns.

Overall, this study confirms that women's language features are not merely universal linguistic phenomena but are also influenced by various individual and social factors. The differences in language use between Anne and Marilla illustrate how age, personality, social background, and cultural expectations play a role in shaping their communication patterns. Thus, this research provides deeper insights into the relationship between language and women's identity within a broader social and cultural context.

5. Conclusion

This research aims to examine the types and factors of women's language features by the female main characters in *Anne with an E* series. The first result of this study was analysed by using Robin Lakoff theory. Anne Shirley, the first female main character, used all of ten women's language features in her utterances. Those features are lexical hedge or filler (20,35%), tag question (3,98%), emphatic stress (15,92%), intensifier (27,87%), empty adjective (7,96%), super polite forms (3,98%), hypercorrect grammar (10,17%), avoidance of strong swear words (0,88%), precise color terms (0,88%), and rising intonation (7,96%). The most dominant feature used by her is intensifier with 63 (27,87%) data acquired. Based on the findings, she used it to emphasize her feelings, thoughts, and experiences, reflecting her expressive and emotive nature. On the other hand, Marilla Cuthbert only use eight out of the ten women's language features. Those features are lexical hedge or filler (34,43%), tag question (2,02%), emphatic stress (11,11%), intensifier (11,11%), super polite forms (6,06%), hypercorrect grammar (18,18%), avoidance of strong swear words (11,11%), and rising intonation (6,06%). The researcher did not find any supporting data for empty adjective and precise color terms in her utterances. Based on the findings, the most used feature by Marilla is lexical hedge or filler with 34 (34,34%) data acquired. As a responsible adult and caretaker character, she used it to soften assertions or to give herself time to formulate her thoughts. Moreover, the researcher analysed the second result based on the study by Zhu. The analysis demonstrated that Anne Shirley's and Marilla Cuthbert's language features in the first episode of season 1 of *Anne with an E* are deeply influenced by their backgrounds and characters. Based on the findings, both of the female main characters' women's language use was influenced by physiological, psychological, and social factors.

6. References

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