

APPENDIX

Illocutionary Force Indicating Device (IFID)

No	Data Code	Utterance	Time Frame	Explanation
1	IF1D1	Sorry. Hold on.	00:10:39	When Riley, Mom, and Dad arrived at the new house, it looked very gloomy to Riley's eyes. However, Riley tried to have a good mindset that if the moving items were placed in the new house, it would look better. Riley accidentally saw a rat carcass in the living room and felt disgusted, so she went to the attic room that would be her room. Riley was surprised to see that her room was narrower than her previous room. Riley tried to cheer herself up by imagining where her belongings would be placed, and then Riley went down to the living room, where there was Mom and Dad. When Riley saw Mom and Dad arguing because the moving car couldn't deliver the goods, Riley took the initiative to invite them to play hockey using makeshift home

				furnishings to break the ice. Afterward, Mom and Riley hugged Dad, but in that happy moment, Dad suddenly received a call from a coworker. So at that time, Dad apologized for being able to answer the call to Riley and Mom. From Dad's utterance, Dad showed regret for interrupting the happy moment of the hug, this is included in the sub-strategy of IFID: "an expression of regret" (1.1)
2	IF2S1	I'm sorry, Joy. I don't really know	00:12:43	At Riley's new home in San Francisco. Riley wanted to buy pizza with Mom, but when they arrived at the pizza shop, the only pizza available was broccoli pizza, making Riley not buy it because Riley didn't like broccoli. So Riley and Mom decided just to go home. On the way home, Riley and Mom talked about the memories they had experienced in San Francisco. Riley recalls memories of his father's car backing up on its own while vacationing at the

				dinosaur statue, a memory that was actually pleasant. But it turns out that Sadness touched the memory ball, making the memory blue and Riley felt sad. Joy questioned what Sadness had done, and then Sadness replied that she only touched it and apologized because she thought Joy could change the memory ball back to orange and become a pleasant memory again. Sadness shows regret for holding the memory ball and making Riley feel sad, this is included in the sub-strategy of IFID: "an expression of regret" (1.1)
3	IF3S2	I know. I'm sorry.	00:13:38	This moment occurs when Riley is walking and wants to slide down the stairs, but inside her mind, Sadness, with her strong desire to touch Riley's core memory, tries to organize and touch it, affecting the Goofball Island. As a result, the island's memory ball falls, causing Riley to change her mind about sliding

				down the stairs. In the end, Joy scolds Sadness. Sadness eventually apologizes, saying that apologized for his actions(1.1)
4	IF4S3	Yeah, I know. I'm sorry.	00:23:41	This moment occurs when Riley goes to a new school for the first time since she moved. Her teacher asks her to talk about herself. Riley talks about her happy moments in Minnesota. However, the story brings up nostalgic moments that eventually make her sad. At the same time, Sadness touches the happy memory orb, turning it blue, which makes Riley sad. Joy once again warns Sadness about touching Riley's happy core memory. Sadness asking for forgiveness for the mistake he intentionally made (1.3)
5	IF5S4	Oh, no! I'm sorry!	00:24:12	This moment happens when the core memory touched by Sadness turns blue, and Joy is trying to fix it. It turns out that Sadness acts up again by pressing Riley's emotional control

				button, creating a new core memory that this time isn't a happy (yellow) one but a blue (sad/poignant) one. Joy panics again and scolds Sadness. Sadness apologizes for taking control of Riley's emotions (1.1)
6	IF6F1	Sorry, sir. No one was listening.	00:28:25	This moment takes place during Riley's family dinner. Her mother asks Riley how her new school life is going, but Riley responds unpleasantly. Her mother, confused, then looks towards her husband and gives him a signal (clearing her throat) to pay attention to Riley and ask about her situation. The emotion in her father's mind, Anger, becomes aware of this and asks another emotion, Fear, what the signal means, but Fear does not know and replies as such. Fear (Dad) asks for forgiveness from Anger (Dad) for not listening to Mom's words.
7	IF7S5	Sorry, I won't.	00:34:37	This moment occurs when Joy and Sadness

				are thrown out of headquarters and they try to return there through the Long Term Memory path while Joy carries Riley's five happy core memories. Throughout the night, they walk with Joy dragging Sadness. When morning arrives, Joy is exhausted and drops one of the core memories. Sadness touches it slightly and a blue stain immediately appears on the ball. Joy once again warns Sadness not to touch it anymore, because Joy doesn't want Riley to be sad. Sadness then apologizes. Sadness regretted his actions and apologized for touching the core memory ball.
8	IF8J1	Excuse me, hi.	00:34:48	This moment occurs when Joy finds a Memory worker who is cleaning memories that Riley no longer remembers in Long Term Memory. Joy wants to ask them about the way to Friendship Island, so she says the above. Joy asks permission to ask a memory worker

				with permission (1.3)
9	IF9J2	Excuse me.	00:37:57	While on her journey, Joy sees Bing Bong collecting memory balls on the Long Term Memory shelf. Joy greets him, but Bing Bong, scared, immediately runs away. Joy chases him and finds Bing Bong sitting in fear, covering his eyes with his hands. Then Joy says the phrase above with the intention of asking for directions. Joy asked for permission to ask Bing Bong a question with an excuse (1.3)
10	IF10B1	I'm sorry.	00:44:55	This moment takes place in Imagination Land, in the House of Cards section. Bing Bong, who took his Rocket there and excitedly explained, accidentally touched the House of Cards, causing the stack of cards to collapse. Bing Bong then apologized to the Memory Worker for this. Bing Bong apologized to the memory worker for tearing down the card palace (1.1)

11	IF11S6	Sorry.	00:48:46	Bing Bong grieves the loss of his rocket, the memory worker who threw it away, Bing Bong sits pensively on the edge of the valley of forgotten memories. Joy tried to cheer him up by saying funny and encouraging things, but Bing Bong was still pensive and sad because without the rocket Bing Bong could not realize Riley's dream of going to the moon. Sadness approached Bing Bong's side and said that Sadness was sorry for the waste of Bing Bong's rocket. Joy who saw Sadness' treatment felt that Sadness was only adding to Bing Bong's Sadness and would make things worse by saying "Sadness. Don't make him feel worse". Then Sadness apologized to Joy because what she did to Bing Bong only added to his Sadness. From Sadness' utterance, it shows that Sadness feels sorry for making the situation worse, this is included in the sub-
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				strategy of IFID: "an expression of regret".(1.1)
12	IF12J3	Sorry, she's from out of town.	00:52:29	Joy, Sadness, and Bing Bong went to the dream production house to try to wake Riley from her sleep through dreams. While passing through the hallway of the dream production house building, they saw a rainbow Unicorn lady who was preparing. Joy, who liked Miss Rainbow Unicorn, showed her interest, and Sadness responded to Joy's interest by directly telling Miss Rainbow Unicorn that Joy was talking about Miss Rainbow Unicorn's popularity and asking for her autograph. Joy immediately denied it and asked Miss Unicorn not to respond to Sadness' words by saying, "Don't bother Miss Unicorn, okay?". Then Joy apologized for what Sadness had said and reasoned that Sadness was from out of town and could speak impolitely. Judging from Joy's

				utterance, Joy intended to apologize to Miss Unicorn for what Sadness did. The apology can be classified into the sub-strategy of IFID: "A request for forgiveness".(1.1)
13	IF13S7	Sorry. I went sad again	01:02:26	This moment takes place in the Memory Train. Bing Bong sees Riley's happy memory when she won the Hockey championship. Joy explains that happy moment. Sadness responds by saying, "I love that too," and continues by saying something pessimistic about Riley losing the rematch that day and feeling sad and wanting to quit. Sadness, realizing she has ruined the mood, immediately apologizes to Joy by saying the above. Sadness apologized to Joy because she felt sad again (1.1)
14	IF14M1	Excuse me, isn't there any way that you can rush it?	01:03:07	This moment happened at night, on the same night when Riley decided to run away from home and wanted

				to steal money from her mother's bag. Riley's mother was on the phone with a delivery service. Riley's mother politely apologized and asked if they could expedite the delivery process. Mom asks the service provider to expedite the delivery.
15	IF15J4	I'm sorry. Riley needs to be happy.	01:05:50	Riley was already preparing to run away from home to Minnesota. Family Island began to experience an earthquake and almost collapsed, damaging several memory ball storage areas and falling into the abyss of memory erasure. After the memory ball storage was damaged, the memory retrieval tube was seen disconnected, leading Joy to have the idea to return to the central room through the memory retrieval tube. Joy, Sadness, and Bing Bong ran to the memory tube. When Joy had successfully climbed into the connection of the memory tube, Sadness tried to go up.

				Sadness hand accidentally touched the memory ball, which caused the memory ball to turn blue (into sad memories). Joy who saw this immediately moved the memory ball away from her. Joy also decided to go to the headquarter alone and apologized to Sadness for leaving her because what she did was for Riley's happiness. Joy's speech to Sadness shows that her apology is included in the IFID strategy and is a sub-strategy of "A request for forgiveness". (1.1)
16	IF16G1	Sorry I don't speak moron as well as you	01:18:34	This moment happens when Joy and Sadness are thrown out of the rocket that was taking them to Headquarters. They are thrown out into outer space, and Anger, Fear, and Disgust, who see this, try to break the window. Anger throws a chair at the window, but it doesn't work. Seeing Anger's effort fail, Disgust sarcastically remarks, triggering Anger's anger. Seeing

				the situation, Disgust comes up with a brilliant idea to further provoke Anger. Anger responds by saying, "Do it if you're so smart." Disgust replies, "I already did, but you're too stupid," adding, "Sorry I don't speak moron as well as you," sarcastically. This sentence starts with an apology but is sarcastic to provoke Anger's fiery temper above his head to melt the glass window of Headquarters so they can save Joy and Sadness. Disgust apologizes to Anger (1.1)
17	IF17F2	Sorry. I did it again.	01:24:40	At Headquarters, the Emotions are happy because they've received an Expanded Console. Anger, who is delighted with his new console, is sharing his opinion when Fear interrupts by pressing a button on the console, causing a sound that cuts off Anger's words. Fear then apologizes for the interruption. Fear apologized to Anger for accidentally pressing the button

18	IF18D2	Oh! Sorry.	01:25:24	Riley experienced this moment while walking from the podium to the hockey field. She accidentally bumped into a young boy, causing the bottle he was carrying to fall. Riley promptly apologized by saying the above and picked up the bottle to give it back. She then hurried off to compete. Riley apologizes to the stranger he hit (1.1)
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Acknowledgment of responsibility (RESP)

No	Data Code	Utterance	Time Frame	Explanation
1	RS1S1	I just touched it.	00:12:32	At Riley's new San Francisco residence. Riley and Mom went to a pizza restaurant, where Riley wanted to buy pizza, but the only pizza Riley could find was broccoli pizza, which Riley refused to buy because he didn't like broccoli. Riley and Mom made the decision to return home. Riley and Mom discussed their experiences in San Francisco during their drive home. Riley recalls memories

				of his father's car backing up on its own while vacationing at the dinosaur statue, a memory that was actually pleasant. But Riley suddenly looked sad, it turned out that Sadness was holding the memory. Then Joy asked Sadness "What did you do?" Sadness also answered honestly that she had held it, making the memories that were actually fun become sad. It can be seen that Sadness stated her mistake explicitly to Joy, therefore, Sadness's response is categorized in the apology strategy: Acknowledgment of responsibility (RESP) which has the sub-strategy Statement of the offense (2.6)
2	RS2S2	It's just that, I wanted to may be hold one.	00:13:28	Sadness's desire to touch the happy core memory ball leads to her action touching the ball and make a little bit of blue mark in it. She admitted to Joy the reason beyond her action is just because she wanted to. Her curiosity rises since Joy never let Sadness to

				touch the happy core memory of Riley (2.6)
3	RS3S3	It's like I'm having a breakdown.	00:13:41	After Joy screaming at Sadness due to her action touching the ball. Sadness apologized and blamed herself that by saying maybe she's having a breakdown (2.1)
4	RS4S4	I'm awful.	00:13:47	Sadness thinks she's the troublemaker that inhibits Joy's work to make Riley happy by touching the happy core memory. After realizing her action. She feels bad and blames herself by saying she's awful as part of Riley emotions. Sadness thinks of himself as horrible (2.4)
5	RS5S5	And annoying.	00:13:50	After the incident of touching the happy core memory, she also thinks that she is an annoying emotion. By saying that Sadness realizes that she is sucks and useless as a emotion. It leads to Sadness thinks of himself as annoying (2.4)
6	RS6S6	I don't know how to do that.	00:14:01	After the incident of touching the happy core memory on the Headquarters, Joy suggests Sadness to do

				something fun to distract her negative thoughts. As a pessimistic emotion, she has never capable to do such a thing. So she tells Joy like on the quote. She tells her that she does not know how to find pleasure (2.4)
7	RS7F1	I'm so jumpy. My nerves are shot.	00:16:15	After moved out from Minnesota to San Francisco, in the new house, Riley calls her parents to give her a night kiss before sleep. However, her parents are too busy. So she try to get sleep on her bedroom and realizes that it is a scary room because it's dark and there is a light from outside runs towards her room. Suddenly, Fear feels afraid and thinks it's a bear and getting jumpy indicating he gets scared. (2.4)
8	RS8D1	I get it. You need some alone time	00:32:08	Dad realizes there is something wrong with Riley. So, he decided to talk to her at Riley's room and try to cheer her up and failed. Eventually, Dad decided that her daughter needs to make up her mind and need some privacy until

				she is ready to talk. (2.3).
9	RS9B1	D-A-N-G-E-R. Shortcut. I'll prove it to you.	00:41:01	At this moment, Joy, Sadness and Bing Bong are trying to get to the Headquarter as soon as possible to bring back the happy Riley. Bing Bong brings them to the shortcut which is the Abstract Thought. Sadness thinks it is a dangerous way but Bing Bong convinces them it is the shortest way to get in. Realizing he can't read the word DANGER instead he loudly pronounces it as SHORTCUTS and it is safe. (2.7)
10	RS10B2	Never seen this before.	00:42:03	Joy and Sadness meet Bing Bong, Riley's imaginary friend as a toddler. They talked about Riley's childhood memories. When Joy told Bing Bong that Joy and Sadness wanted to go to the headquarter, Bing Bong suggested that they take the mind train instead. Joy and Sadness agreed and rushed to the Mind train station together with Bing Bong. The road to the mind train station was very far,

				but Bing Bong told them that there was a shortcut, which was through the abstract thought space. At the entrance of the abstract thought space, there was a warning board that read DANGER, but Bing Bong insisted that the room was not dangerous and Bing Bong was used to passing through it. But it turned out that when Joy, Sadness, and Bing Bong entered the abstract thought space. The space that was previously dark and not functioning suddenly became bright and functioning. Their previously humanoid form suddenly turned into an abstract form, which in the end they could be trapped in the abstract thought space forever. Joy, who was in a state of panic, asked Bing Bong, “Stuck? Why did we come here?” Bing Bong, who heard the question, replied that they were on a shortcut. Bing Bong’s statement is very contrary to the actual situation. Bing Bong still denied that
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				what they were passing through was a dangerous abstract thought space. Bing Bong who denied that it was an abstract thought space and instead said that what they were on was a shortcut, is a form of apology strategy: Acknowledgment of responsibility (RESP) which has the sub-strategy Refusal to acknowledge guilt. (2.7).
11	RS11B3	I told you, it's a shortcut!	00:42:42	In the Abstract Thoughts, they are in dangerous and almost die. On that situation Bing Bong still denies that the dangerous abstract thought space is a shortcut (2.7)
12	RS12B4	we should not have gone in there.	00:43:31	Joy, Sadness, and Bing Bong who can barely get out of the abstract thought space. They managed to get out by becoming a one-dimensional form that is a straight line to get out through the small door of the abstract thought space. Once outside the abstract thought space, Joy, Sadness, and Bing Bong slowly changed

				into their original forms. In between their shape changes, Joy said, “No! I thought you said that was a shortcut”. Bing Bong who heard that immediately responded by saying that they shouldn't pass through the abstract thought space, even though Bing Bong himself said that the abstract thought space was safe and insisted that the shortcut he meant could be passed easily. Bing Bong again gave a statement contradicting what he said before entering the abstract thinking space. What Bing Bong said is an apology strategy: Acknowledgment of responsibility (RESP) which has the sub-strategy of Refusal to acknowledge guilt.
13	RS13B5	They really should put up a sign.	00:43:33	Bing Bong, before entering the abstract thought space, had read the warning board at the entrance that read DANGER. Bing Bong said that the space was not dangerous and insisted on saying that

				the space was a shortcut to the mind train station. But while already inside the abstract thinking space, an unexpected thing happened that almost made Joy, Sadness, and Bing Bong trapped forever in the space. After surviving the precarious situation, Bing Bong said that the space was dangerous and demanded that the memory workers put up a warning board. It was obvious that Bing Bong was denying the facts. Bing Bong himself had previously read the warning board of the abstract thought space but did not want to admit it and this is an apology strategy called Acknowledgment of Responsibility (RESP) which has the sub-strategy of Refusal to acknowledge guilt.
14	RS14J1	That was so embarrassing, right?	00:52:31	They arrives at Dream land Joy, Sadness, and Bing Bong meet Miss Unicorn. Out of nowhere Sadness conveys that her friend Joy is a huge fan of Miss Unicorn and wants her autograph. Joy's

				shyness leads to her action which to defend her dignity by saying her Friend, Sadness is from out of town and it was embarrassing (refers to Sadness action to get the autograph for Joy) (2.8)
15	RS15S7	No, no, no! I did it again!	01:05:36	It happens when Joy, Sadness, and Bing Bong arrives at the pipe that connect with the Headquarter. When Joy and Sadness wants to get in, Sadness unintentionally touch the happy core memory. Sadness apologized and blamed herself for touching the ball again (2.1)
16	RS16A1	She shouldn't run away!	01:15:07	Riley runs away and it make her feelings into chaotic. All the islands in her mind is crushing down. Realizing the madness, Anger thinks that Riley shouldn't run away, it was a bad idea to let her go at that moment (2.7).
17	RS17S8	Riley's better off without me!	01:15:22	After Joy is safe from the madness, she tries to run after Sadness. She seek for Sadness and get the things done before Riley get hurt. She found her

				but Sadness runs away and thinks that Riley would be better without her (2.1)
18	RS18W1	Forget it, Jake. It's Cloud Town.	01:15:38	Joy still tries to run after Sadness. In the Cloud Town there are two memory police officers who get report from Mrs. Cloud in there about missing her husband. Then Joy bump Mrs. Clouds and suddenly being vanished. One of the memory police officers named Jake wants to run after Joy, but his college advises his friend not to pursue the case of the missing cloud men because he realizes that they are just clouds (2.2).
19	RS19S9	I only make everything worse!	01:15:45	Sadness keeps run away from Joy by riding the rainy cloud. While she is crying, Sadness thinks that she is the problem. Sadness realizes that she only makes the situation getting worse (2.1)
20	RS20R1	I know you don't want me to but...	01:21:47	After running away from home and come back again. Riley feels guilty and thinks that her parents don't want Riley to feel unhappy and

				lonely due to move away from Minnesota. Realizing that her parents' willingness to do anything to make Riley happy in her new place and environment, makes Riley feels guilt after running away. (2.3).
21	RS21R2	You need me to be happy, but...	01:22:02	Realizing her parents' effort to make her happy all the time. Riley feels guilt for running away. Riley knows Mom and Dad want her to be happy but she insists that old friends and hockey are the source of his happiness (2.7).
22	RS22R3	My bad.	01:24:41	The initial problem point of Sadness's unconscious attitude of always making Riley sad has been solved: Riley has entered the age of pre-puberty. The memory ball no longer contains only one emotion, but can be mixed with other emotions. Therefore, Riley's emotional control was upgraded by the memory workers. Riley's emotion controller became broader and had more buttons. Joy, Sadness, Fear,

				Disgust, and Anger were excited to see and try the controller. Anger was so enthusiastic that he said, "I have access to the entire curse word library!". As soon as Anger said that, there was the sound of a button being pressed. Fear apologized by saying that it was her mistake. From Fear's response, it shows that it is included in the apology strategy in the Acknowledgment of Responsibility (RESP) category which has the sub-strategy of Explicit self-blame.
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Explanation or account of the situation (EXPL)

No	Data Code	Utterance	Time Frame	Explanation
1	EX1D1	I got to go.	00:10:52	Her parents had a plan to sort their stuff after moving. Riley showed up and played hockey with them in the room just to lighten the situation. In the middle of play, Dad had to up his phone due to work stuff. Dad said goodbye to Mom because he had to leave her and Riley at home for

				work.
2	EX2S1	Something's wrong with me.	00:13:39	On the way home, Riley and Mom had to take the stairs and there was a handrail. Riley slides down the handrail happily. Goofball island started operating when Riley slid down. At the same time Sadness who was near the core memory said, "I wanted to maybe hold one". Joy nimbly slapped Sadness' hand to prevent her from holding the core memory ball, Joy argued that if the core memory ball turned blue, it could not be restored to its original color. Sadness was only able to apologize and explain that there was something wrong with her, because Sadness did not deliberately want to hold the core memory ball. Sadness instinctively wanted to hold the core memory ball. Sadness who explains about certain circumstances about himself that cause problems to occur, is included in the Explanation or account

				of the situation (EXPL) apology strategy.
3	EX3M1	Still no moving van.	00:17:17	After reorganized some stuff Riley's Mom came into Riley's room and talked about their stuff in the van that she barley had no idea when it'll come. They has no clue when their stuff get delivered.
4	EX4M2	On the phone. This new venture is keeping him pretty busy.	00:17:25	It was already nighttime, which meant bedtime for Riley. But Riley, who was used to being kissed and told goodnight before bed, went downstairs to the living room of her new home to remind her parents to kiss and say goodnight. When she got downstairs, Riley tried to remind her parents by saying, "Mom! Dad! Come kiss me good night!". It turned out that Mom and Dad were still very busy with moving and work. Riley went back to her room and chose to wait for her parents while contemplating. Inside Riley, Anger, Disgust, Fear, and Sadness were complaining about today.

				But Joy tried to keep thinking positively until finally Riley's Mom came. The unexpected thing was, not only to kiss Riley, Mom also explained that the car that transported the moving goods could only get home on Tuesday. Then Riley, who realized that Dad hadn't come yet, asked Mom where Dad was. Mom replied that Dad was still on the phone and explained that he was currently very busy with his work. Mom explaining Dad's situation to Riley is an Explanation or account of the situation (EXPL) apology strategy, because there is no word of apology but rather an explanation of why a mistake occurred.
5	EX5M3	you know, about getting his new company up and running.	00:17:30	Still in the Riley's room, Mom talked about his father new business and the problem coming after him. Mom explained the reason why her father rarely had time with Riley because of her father's work problems.

6	EX6M4	Your Dad's under a lot of pressure,	00:17:48	Still in the Riley's room. Mom mentioned that due to their moving and her father new business. Her father has to take a lot of concern on it instead of his family. Mom explained that Riley's father was under pressure because of it.
7	EX7G1	Because I'm not Joy.	00:27:36	It happens in the Headquarter while Joy and Sadness are out of Headquarter due to that core memory ball incident. Anger, Fear, and Disgust try to keep Riley happy without Joy. It turns into a bad idea. They failed. Fear blamed Disgust because she makes Riley respond sarcastic to her mother with the sassy face. Then Disgust explains to Fear that he is not a Joy who can make Riley look happy.
8	EX8D2	So, things got a little out of hand downstairs.	00:30:52	Joy and Sadness have been thrown in the expanse of long-term memories, leaving only Anger, Disgust, and Fear at the headquarters. This makes Riley temporarily unable to feel feelings of joy or sadness.

				In one scene where Riley is having dinner with Mom and Dad. Mom tells her that there is a hockey club test near the house, and tries to offer it to Riley. Since Joy, who represents the feeling of joy, was not at the headquarters, Riley's response was decided by Disgust, who acted like Joy. The expression that Riley made sounded strange because what she said and the expression of her feelings were different. Mom was suspicious and asked what about Riley's school, but the same thing happened again: Joy's role was taken over by another emotion, this time by Fear. At the same time, Mom asks Dad to help find out what Riley's problem is. Dad, who is still focused on eating, doesn't realize what Mom means, making Dad ask again. Anger is ignited and he yells at Dad saying, "Just shut up!". Dad was also angry and told Riley to go to the room at that time.
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				Some time later, Dad, who felt guilty for scolding Riley, entered Riley's room to apologize, but Dad did not say the word sorry even once, only explained that the situation in the dining room below was a little chaotic and uncontrollable. This is an Explanation or account of the situation (EXPL) apology strategy, because there is no word of apology but rather an explanation of why a mistake occurred.
9	EX9B1	I was looking for... Diversion!	00:38:01	Joy runs after Bing Bong. Bing Bong that feels afraid of new people tries to get escape from Joy by looking for diversion.
10	EX10S2	There are four stages. This is the first: Non-objective Fragmentation!	00:42:12	Joy, Sadness, and Bing Bong are trapped in the Abstract Thoughts. When the memory workers came their activated the system when their inside the Abstract Thought. They are shocked and get confused. Then, Sadness describes a situation that is chaotic while in the Abstract Thoughts.

11	EX11S3	We're in the second stage. We're deconstructing!	00:42:22	After the first stage inside the Abstract Thought. Now they are in the second stage. Sadness once again describes the situation that is chaotic while in the Abstract Thoughts.
12	EX12S4	That's stage three!	00:42:50	After the second stage inside the Abstract Thought. Now they are in the third stage. Sadness again describes the situation that is chaotic while in the Abstract Thoughts.
13	EX13S5	This is the last stage!	00:43:02	Now they are in the last stage. Sadness describes a situation that is chaotic while in the Abstract Thoughts.
14	EX14F1	We were at school,...	01:00:11	Just like what Fear said, that at first Riley was at school, suddenly naked, and there was a dog entering the class, and the dog split and his back chased his head, and until Bing Bong was seen there. What Fear told was the storyline in Riley's dream, which was changed by Joy, Sadness, and Bing Bong to try to wake Riley up in his sleep. It culminates in Bing

				Bong being caught sabotaging Riley's dream and finally being thrown into the room that holds Riley's greatest fear. Joy and Sadness who found out about this tried to save Bing Bong. In the room, Bing Bong was held captive by a terrible clown named Jangles. Joy, who remembered that fear can make Riley wake up from his dreams, tried to save Bing Bong and helped bring Jangles to the dream production house. Not long after, Bing Bong was finally freed and Jangles chased Riley to the dream production house. When Jangles successfully entered the dream production house. Fear, who was in charge of watching Riley's dreams, was very surprised and finally woke Riley from his sleep. The sky that was originally evening became bright again. Anger and Disgust were annoyed and asked what happened. Fear explained what happened earlier while being
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				scared. This is included in the Explanation or account of the situation (EXPL) apology strategy, because there is no word of apology but rather an explanation of why a mistake occurred.
15	EX15B2	Joy, we're stuck down here.	01:10:31	When they try to get back to the Headquarter by the ball tube. The ball tube is broken and Joy fell off into the memory dump. Joy gets panic and tries to climb the memory dump. Bing Bong convinces and explains to Joy that they trap in a memory wipe.
16	EX16A1	We were just trying to make happy memories.	01:18:52	When Joy and Sadness return to the Headquarter Fear said they tried their best to make happy memory which they don't. Fear also mentioned that the previous situation Anger had a vague idea just to make the happy memory.
17	EX17R1	I miss Minnesota.	01:21:55	The culminating scene that brought tears to the researcher's eyes was when Riley boarded the bus to return to her old home in Minnesota. In a split second Riley realized that what she

				was doing at that time was not right, finally Riley asked the driver to stop and Riley immediately ran out of the bus in a panic, heading to her home in San Francisco. Arriving home, Mom and Dad, who were panicking because Riley couldn't be reached, were shocked when Riley arrived home. Mom and Dad immediately approached Riley and said that they were very worried and had contacted many people to ask about Riley's whereabouts. Riley who heard this suddenly remembered her happy childhood memories, but the happy memories were shrouded in feelings of sadness because she missed those memories. Finally, Riley cried and began to explain why she couldn't be contacted because she was trying to go to Minnesota to recreate her happy memories there. Riley missed Minnesota and everything that was there. Riley crying and starting
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				to explain that she misses Minnesota is included in the Explanation or account of the situation (EXPL) apology strategy.
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Offer of Repair (REPR)

No	Data Code	Utterance	Time Frame	Explanation
1	RP1J1	I just want to fix that.	00:02:52	At the beginning of Riley's birth, Joy appeared in Riley to mediate Riley's feelings of joy and happiness. Joy thought she was alone, but soon Sadness also appeared when baby Riley cried for the first time. Joy, who saw Sadness' presence, was surprised and immediately took control of baby Riley's feelings so that she would not cry. This was done with the intention of improving the situation, namely baby Riley who was crying was considered unhappy. This apology strategy is called Offer of Repair (REPR), because the speaker directly offers the intention to improve the situation or situation

				that is considered not okay.
2	RP2J2	I'm gonna make sure that tomorrow is another great day.	00:19:50	After Riley get sleep. Joy wants to know what kind of dream is Riley dreaming. When she turn out that that isn't a nice dream. Joy suddenly changes into the projection from Riley memory when she get ice skate with her family in the Minnesota. Then at the end Joy promises that tomorrow will be a great day for Riley since tomorrow going to be Riley's first day of in the new school.
3	RP3J3	We... We can fix this!	00:26:10	It starts when Riley goes to school for the first time in San Francisco. Riley is asked by her teacher to introduce herself to her new classmates. Self-introductions began until Riley began to share her memories in Minnesota. Riley began to feel sadness, along with Sadness that took control. Until the memory of Riley crying in class becomes a core memory, making Joy stunned and trying to block the core memory

				from entering the emotional controller. A showdown is inevitable, which makes the core memory slip out of place and get sucked into the expanse of long-term memory. Joy who tried to chase and retrieve the core memory was instead swept away with Sadness into the expanse of long-term memory. Joy and Sadness fell on another pile of memory balls, and they saw that Riley's island of personality had all been extinguished. Joy and Sadness felt sad and Joy assured Sadness that they could fix the situation. Joy assuring Sadness that they can fix things can be categorized in the Offer of Repair (REPR) apology strategy.
4	RP4J4	We have to do this for Riley.	00:30:27	Without Joy and Sadness at the headquarters, Riley could not feel happy and sad. Even when Mom talked to Riley, her answer was harsh, because Riley's feelings were only controlled by Disgust, Fear, and Anger. The climax was when Riley was chatting with

				Dad and Riley's feelings were controlled by Anger, making Riley dare to get angry at Dad, Dad also responded by immediately telling Riley to go to her room. Joy and Sadness, who are still in the expanse of long-term memory, try to return to the headquarters through the memory channel from Goofball Island. However, Sadness was not convinced, saying, "But it's right over the Memory Dump", which if they fell would be forgotten by Riley forever. Joy with her determination said that the channel was the fastest way and they had to do it to return the core memories to their original place. What Joy did with the intention of wanting to make things right by returning to the headquarters and restoring the core memories was an Offer of Repair (REPR) apology strategy.
5	RP5J5	We can fix this!	00:48:07	Bing Bong excitedly introduced the land of imagination to Joy and

				Sadness. Starting from the Forest of French fries, the City of trophies, the Lava field, and the House of cards. When he introduced the graham cracker castle, it turned out that the place in question had disappeared, the land of princess dreams was seen being torn down by memory workers, the place where the stuffed animals were also torn down. Bing Bong, who was focused on the place that was torn down, did not realize that his rocket had been taken by the memory worker to be thrown into the Memory Dump. Bing Bong tried to catch up with his rocket that was taken by the memory worker, but it was too late and finally his rocket was dumped into the Memory Dump. Bing Bong seemed to lose all his spirit, sitting limply on the edge of the Memory Dump. Joy swiftly approached Bing Bong to comfort him by saying, "Hey, it's going to be okay!". But Bing Bong didn't react, so Joy
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				offered to fix everything that had happened, hoping that Bing Bong would regain his spirits and be able to continue his journey to the train station to get back to the head office. Joy's offer of repair is one of the apology strategies called Offer of Repair (REPR).
6	RP6J6	I'm going to fix this whole mess.	01:01:50	Jangles the creepy clown manages to enter the dream production house, frightening Fear and pushing the button to wake Riley in his sleep. Riley wakes up and the mind train is back in operation. Joy, Sadness, and Bing Bong immediately board the train happily to head to the headquarters. On the train, Bing Bong explained the view from above, "Look, there's Inductive Reasoning. There's Déjà Vu...". Joy also praised Sadness with her suggestion to wake Riley from sleep using fear. after that Joy conveyed what she would do when she arrived at the headquarters, namely fixing all the chaos that

				had occurred. Joy saying she wants to fix the mess is a form of Offer of Repair (REPR) apology strategy.
7	RP7B1	Take her to the moon for me. Okay?	01:13:06	At the memory dump, Joy and Bing Bong try to get escape together to bring back Riley's core memory. They try to ride the Bing Bong's rocket and apparently they get failed many times. Bing Bong sacrifices his life for the sake of Riley's life. He lets Joy to ride the rocket alone so that Joy can bring back the memory. Bing Bong begged Joy to let Riley go to the moon as his last words.

Promise of Forbearance (FORB)

No	Data Code	Utterance	Time Frame	Explanation
1	FR1M1	Well, you've stayed our happy girl.	00:17:44	The first night Riley was going to bed, she thought about all the events of her first day in the new house. The situation was so upsetting that there was no reason for Riley to feel happy. Anger, Disgust, Fear, and Sadness also agree with that. Joy, who was trying

				to keep Riley happy, stayed away from the emotional control device. Shortly after that, Mom opened Riley's room and started explaining about the chaos that had happened, from the moving van that couldn't arrive immediately, to Dad who was very busy with his new job. Riley, who was about to get angry, didn't because Mom thanked Riley. Furthermore, Mom apologized to Riley by calming Riley down, Mom said that Riley was still a happy girl in the midst of the chaos that was happening. What Mom has said is one of the apology strategies included in the Promise of Forbearance (FORB).
2	FR2J1	We are not going to end the day like this.	00:19:02	After receiving a kiss and goodnight from Mom, Riley began to fall asleep. Joy, who was in charge of monitoring Riley's dream, listened to Riley's dream. The dream began with Riley, Mom, and Dad arriving at a new house. The new house gave off ghosts and there were mice inviting to live

				in the new house, then there was a bear offering broccoli pizza which Riley didn't like. Riley's face looked scared and uncomfortable. Joy, who saw this, was upset and blamed the dream production house. Joy took action by unplugging the dream production house's cable to Riley's dream, saying that she would not let Riley's day end badly. Joy began to display Riley's happy memories, such as childhood memories with Mom and Dad, and her childhood friend: Meg. Joy's actions and words of not wanting to let Riley's day end badly fall under the strategy of apologizing for the chaos that has occurred during the day and is a sub-strategy of Promise of Forbearance (FORB).
3	FR3J2	Don't worry. I got this.	00:22:51	Riley went to her new school. Riley was very excited, and so were her emotions. When she was in the classroom, she saw many new friends who looked cool, some of them even wore eye

				makeup. Joy wanted to get acquainted right away but was prevented by Disgust on the grounds that it was the new friends who liked Riley first. Fear was very confident because she had prepared almost everything that might happen later, so that Riley would not make any mistakes during her first time at school. But suddenly the teacher entered the room, causing Fear to jump in shock and have a panic attack. Joy, who saw Fear in panic, calmed Fear down and took over control of the emotional control device. The action taken by Joy is a strategy of apologizing for what has happened and is included in the Promise of Forbearance (FORB).
4	FR4T1	but we're happy to have you here.	00:25:10	Riley's first day at the new school made her excited. The teacher entered the classroom and before the lesson started, the teacher invited Riley to introduce herself and tell about herself. Riley started to

				introduce herself shyly while saying her name and where she lives now. Riley began to tell that she was from Minnesota and told her about her previous life in Minnesota, making Riley remember those days and making Riley feel sad because she missed her. Until Riley shed tears and could no longer continue her story. The teacher who saw this ended Riley's time in self-introduction. She thanked him and said that it was not easy to get used to a new place. The teacher also added that they (the teacher and students in the class) were happy that Riley was present in the class. From what the teacher said to Riley was an apology strategy by the teacher from Riley who cried when telling about herself, the apology strategy was included in the Promise of Forbearance (FORB).
5	FR5J3	Hey, hey. Don't be sad.	00:39:41	Joy and Sadness meet Bing Bong. Joy asks what does he do out there. That question

				makes him upset. Realizing her question bring the sadness on Bing Bong, Joy calms him down and convinces him don't worry about that.
6	FR6M2	Hey. It'll be all right.	00:46:41	On the hockey try out, Riley get lose and upset so she decided to go home. Her Mom witnesses it try to get her daughter calm down by saying everything will be alright which apparently has no effect.
7	FR7J4	Hey, it's going to be okay!	00:48:05	After they arrived in some places in Riley's mind where it being reconstructed. Bing Bong gets shock because his rocket is dumped by the memory worker into the memory dump. He is sad and Joy calmed down Bing Bong.
8	FR8J5	You're not so bad.	01:01:40	Riley, Sadness, and Bingbong wanted to ride the mind train. When they managed to get on the mind train, it didn't run because Riley had fallen asleep. Sadness has an idea to make Riley wake up by making Riley have a nightmare, but Joy rejects it and wants to wake Riley up with a

				beautiful dream. As time passed, it turned out that Riley was able to wake up with a nightmare, and the mind train was able to resume its journey. In one of the mind train cars, Joy revealed that the idea to wake Riley up with a nightmare was a good idea. Riley, who had thought that everything Sadness did and said was bad, apologized when Sadness was moping and calmed her down by saying that Sadness was not bad. Joy's words are one of the apology strategies with the Promise of Forbearance (FORB) sub-strategy.
9	FR9B1	I got a feeling about this one.	01:12:15	After several try outs and failed Joy gets desperate and Bing Bong who witness that try to calm Joy down by saying that she felt that something good would come out of it. It turns out he sacrifices his life.
10	FR10D1	You know what? I miss Minnesota too.	01:22:24	Looking at his daughter after run away and hearing Riley's true feelings. Dad tries to understand and calms

				Riley down by saying that he misses Minnesota too.
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Internal intensifiers (INT)

No	Data Code	Utterance	Time Frame	Explanation
1	IN1M1	Now they're saying it won't be heretill Tuesday, can you believe it?	00:17:19	After reorganized some stuff Riley's Mom came into Riley's room and talked about their stuff in the van that she barley had no idea when it'll come. They have no clue when their stuff get delivered. Mom tries to get conversation with her by bringing up that topic with laugh and she asked if she could believe that. (6.5).
2	IN2W1	Just forget all of that. Please. Forget it!	00:34:50	During the time there are two memory workers who want to sort the memory ball to be thrown away. They consider if the phone number memory ball should be thrown away or not. The male memory worker asked the female memory worker to throw away that ball without any hesitation (6.4).
3	IN3B1	I did, but wow,	00:43:29	After the being escaped from the Abstract Thought, Joy and

				Sadness miss the train. Joy ask “No, I thought you said that was a shortcut.” Responding that statement Bing Bong himself remains think it is a shortcut and he is also astonished by showing a deep expression (6.2)
4	IN4J1	No, no, she loves hockey.	00:47:01	Riley loves hockey. In San Francisco, Riley tried to play hockey again. The absence of Joy in the head office made Riley's emotions neither happy nor excited. At headquarters there is only Anger, Disgust, and Fear. The hockey island, which was in a state of extinguishment and almost collapsed, was trying to be revived by Fear. Fear collected Riley's memories of hockey and placed them in the core memory place, but this method only lasted a few moments, making Riley's hockey game chaotic, and finally making Riley upset with himself. Riley, who was upset, slammed her hockey stick and left the field.

				Mom who saw this tried to calm Riley, but Riley was so upset that Riley immediately wanted to go home. At the same time, Joy who was near the hockey island saw that the island collapsed and Riley who felt guilty regretted that the hockey island had to collapse, even though Riley really liked Hockey. Joy, who considered herself guilty and regretted the collapse of the hockey island because Riley did not feel happy when playing hockey, so Joy said 'no' twice. This is an Internal Intensifiers (INT) apology strategy which includes the Double intensifiers sub-strategy.
5	IN5B2	I would have sworn Sparkle Pony Mountain was right here.	00:47:17	Bing Bong, Joy, and Sadness entered Imagination Land. Bing Bong began to introduce each part. The fries forest, the trophy city, the cloud city, the lava region, and the house of cards. When he was about to introduce the graham cracker castle, it turned out that the castle had disappeared, and

				some of its parts had been moved by the memory workers. Bingbong, who wanted to convince Joy and Sadness, swore that there was a graham cracker castle before. Bing Bong, who did not want to be considered a liar, swore, indicating that the graham cracker castle was indeed there before. Bing Bong's action of swearing is part of the Internal Intensifiers (INT) apology strategy which is included in the Swearing sub-strategy. (6.6)
6	IN6J2	don't bother Miss Unicorn, okay?	00:52:28	The mind train that was about to depart suddenly stopped. Sadness had the idea to wake Riley up to get the mind train running again. Joy who heard the idea initially refused, but finally agreed after seeing the dream production house near the station. They walked to the dream production house. The dream production house is where Riley's dreams are produced based on Riley's previous memories. On the way, Joy saw Miss Rainbow

				Unicorn, one of the popular characters in Riley's dream. To her amazement, Joy said, "Rainbow Unicorn! She's right there!". Sadness who heard this then took the initiative to convey Joy's feelings, even Sadness said that Joy wanted Miss Unicorn's autograph. But Joy, who felt embarrassed, immediately tried to stop Sadness' actions. Joy hoped that Miss Unicorn would not take Sadness' words seriously. Joy's hope can be categorized in the Internal Intensifiers (INT) Hope for forgiveness apology strategy. (6.5)
7	IN7B3	Cut that out! Please!	00:55:48	Joy, Sadness, and Bing Bong make a mess at dream department. After that Bing Bong is arrested. Joy and Sadness is trying to escape him. By that moment dream worker directed to cut the scene where Joy, Sadness, and Bing Bong messed up (6.4)
8	IN8B4	I'm scared of the dark! Please!	00:55:59	When Bing Bong get arrested, the memory

				police bring him into the darkest fear who is scary and dark. Bing Bong who is afraid of the dark, begs not to be put in Riley's greatest fear room (6.4)
9	IN9B5	Will you stop it, please?	01:07:03	At a crucial moment, the family island almost collapsed, causing many cliffs to collapse. The memory repository also collapsed, causing the memory tube to reappear. Riley wanted to pass through the tube to return to the headquarters. After successfully climbing up the memory retrieval tube, the tube broke. Joy fell into the abyss of memory erasure. Bing Bong, who wanted to help Joy, also fell into the abyss of memory erasure. Bing Bong, who realized that his body parts had begun to fade, felt sad. Joy, who was still very optimistic, tried to climb the pile of forgotten memories. However, Joy's efforts to climb looked futile, Bing Bong also tried to call and beg Joy to stop climbing because they were already trapped in the abyss of memory

				erasure. Bing Bong who begged Joy to stop climbing was included in the Internal Intensifiers (INT) apology strategy sub-strategy The use of the word please, because he had asked Joy to stop her efforts to save herself to climb to the surface with the word please. (6.4)
10	IN10J2	I just wanted Riley to be happy.	01:08:38	Joy, who from the beginning really wanted to make Riley always happy, until Sadness made Riley's memory sad, Joy was not willing. Always what Sadness does is considered a mistake. Resulting in many unexpected events such as Joy and Sadness being trapped in the plains of long-term memory. Back in the scene where Joy is trapped in the abyss of memory erasure, Joy is desperately trying to return to the surface so as not to be forgotten by Riley. Joy has tried various ways to climb to the surface but has not succeeded. Bing Bong, who is also trapped, reminds Joy that they are

				both already trapped, making Joy even more sad and seeing Riley's fading memories. When Joy saw Riley's childhood memories again, Joy apologized by revealing that what Joy had done all this time was only to make Riley happy. However, Joy's attitude of limiting other emotions from taking part in Riley's emotions made Riley's emotions chaotic. Joy accidentally saw Riley's happy memories again, and saw that Riley's happiness was also accompanied by complementary sadness. Sadness produces happiness, and vice versa. Joy finally realized that the role of all Riley's emotions was very important for Riley herself. Joy's revelation that what she did before was right and considered herself different and the best way is a form of Internal Intensifiers (INT) apology strategy which is included in the Stressing exceptionality sub-
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				strategy. (6.7).
11	IN11R1	Please don't be mad.	01:22:13	After decide to not run away from home and talked to her parents. Riley tell all of her feelings that she misses Minnesota and her social life there. She afraid that her parents would be mad so Riley begged his parents not to be angry with her (6.4)

Phatic communion (PC)

No	Data Code	Utterance	Time Frame	Explanation
1	PC1M1	I guess all I really want to say is,thank you.	00:17:38	Riley reflected on her first day at the new house as she went to bed that first night. Riley had no right to be cheerful because of how terrible things were. That is also agreed upon by Sadness, Fear, Anger, and Disgust. Joy avoided using the emotional control gadget because she was attempting to make Riley happy. A little while later, Riley's mother opened his room and began to recount the whole ordeal, from the delayed arrival of the moving van to Dad's hectic schedule at his

				new job. But instead of apologizing, Mom thanked Riley. Mom thanked Riley because Riley was not fussy and still tried to be strong in a chaotic situation.
2	PC2M2	We can do that for him. Right?	00:17:54	Mom and Dad have been going through a lot since they moved to San Francisco. Riley is also affected by the change. The chaos from the beginning made Riley feel uncomfortable. The night before Riley went to bed, Mom tried to explain their situation. She also explained Dad's change in attitude, which was because he was under pressure from his new job. Then Mom asked Riley to keep smiling despite the chaotic situation, and asked Riley if she could do that for Dad.
3	PC3M3	What did we do to deserve you?	00:18:04	Mom entered Riley's room slowly. It looked like Riley was getting ready for bed. Mom approached Riley, Mom tried to explain the chaos that had happened the day before. Riley with her emotions listened

				carefully to Mom. The emotions were ready to get angry, but they didn't because Mom didn't scold Riley. After Mom explained the mess that happened, Mom did not apologize, Mom just said that what Mom and Dad had done was for Riley's sake. From Mom's words, it can be concluded that Mom's words belong to the Phatic communion (PC) apology strategy.
4	PC4A1	Well, you can't argue with Mom.	00:18:14	Anger has been upset since Riley moved into the new house. Joy, who was still trying to think positively and try to make Riley happy from the beginning, began to be affected by Anger's opinion. Sadness, Disgust, and Fear also agree with Anger. Until the night Riley was about to go to bed, Anger was getting on Mom and Dad's nerves about all the annoying events of the day. Unexpectedly by Anger, Mom entered Riley's room. Anger thought that Mom would give bad news. But what Anger

				predicted missed, Mom explained the situation that had happened well, and even thanked Riley for not getting upset and angry in the mess that had happened. Finally, after Mom walked out of Riley's room, Anger knew that Mom could not be argued with and that the mistakes Mom made could be forgiven by Riley and the emotions by themselves. From what Anger said, it shows that Anger told the other emotions to forgive Mom's mistake, and it is included in the Phatic communion (PC) apology strategy.
5	PC5D1	Are you kidding? I'm not missing one!	01:24:52	When Riley was going to play Hockey. Mom and Dad came to support Riley. Complete with all the hockey accessories, Mom and Dad were very enthusiastic. Riley, who felt a bit embarrassed because Mom and Dad shouted so loudly and wore excessive makeup, begged them not to come to every hockey game. Dad, who heard Riley say this, instead of apologizing,

				immediately told her that he wouldn't miss a single game. As previously reviewed, Dad's words belong to the Phatic communion (PC) apology strategy, because the closeness between father and son is so strong that without the word sorry, the mistake will be forgiven.
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