

Netflix's Representation in the Case of 'Cyanide Coffee' in the film 'Ice Cold: Murder, Coffee, and Jessica Wongso: Critical Discourse Analysis Fairclough

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ABSTRACT

This research aims to describe the representation tendencies of Netflix in the documentary film "Ice Cold: Murder, Coffee, and Jessica Wongso." The study applies a qualitative descriptive research method using the Critical Discourse Analysis approach by Fairclough. The data source for this research is the narrative of the documentary film "Ice Cold: Murder, Coffee, and Jessica Wongso" produced by Netflix. The analysis of description results of agency reveal that the agents mentioned by the narrator are Cyanide 37%, Netflix 31%, authorities 13%, Jessica 13%, and All Indonesian people 6%. Thus, the agents mentioned by the narrator in the film "Ice Cold: Murder, Coffee, and Jessica Wongso." Regarding the analysis of narrator data using the theory of transitivity processes, it shows that the most dominant is Pr. Verbal at 24%, followed by Pr. Mental at 23%, and Pr. Material at 23%. The third position is Pr. Existential at 18%, and the lowest is Pr. Behavioural at 12%. Therefore, in the analysis of the narrator's narrative, it is found that both mental and material processes have equal percentages, each at 32%. This analysis identifies that the narrator comprehensively. The interpretation found that the narrator uses material and verbal processes to convey the efforts and hard work of the production team in conducting interviews with all the sources involved in this case. The narrator also predominantly uses mental processes because the narrator conveys and convinces the public about the facts of cyanide unknown to the public. The narrator convinces the public that the knowledge about cyanide with facts and evidence in Mirna's case cannot be considered the cause of Mirna's death. The explanation Netflix's efforts to bring in several narrators, even with the absence of some key narrators, become a question mark. Jessica, as a suspect in Mirna's death case, is hard to find. Netflix's belief is that Mirna's death is not because of cyanide. Netflix also has an interest in gaining significant profit from making this film, as evidenced by the trailer being watched by as many as 44 million viewers, and the documentary becoming one of the most popular documentaries produced by Netflix.

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1. Introduction

The emergence of streaming platforms such as Netflix has dramatically transformed the landscape of media and entertainment in recent years. Netflix, as one of the industry leaders, has had a significant impact on disseminating multimedia content to a global audience. In this context, this research will delve into the representation of a highly controversial case, namely the "cyanide coffee" case, portrayed in the Netflix documentary titled "Ice Cold: Murder, Coffee, and Jessica Wongso." The "cyanide coffee" case is a tragic incident that occurred in Indonesia and garnered widespread public attention. Jessica Wongso, a young woman, was accused of poisoning her friend with cyanide in a café, leading to the tragic death of the victim. This case has raised various legal, ethical, and psychological questions that have become the focus of media, the public, and experts in various fields. The documentary film produced by Netflix, "Ice Cold: Murder, Coffee, and Jessica Wongso," serves as an example of how controversial cases like this are presented and debated in the media. This research will employ the Critical Discourse Analysis approach by Fairclough to examine how Netflix crafts the narrative surrounding the "cyanide coffee" case in this film.

In the era of digitalization and media globalization, documentaries like this one have significant potential to shape public opinion and influence society's understanding of controversial events (Mustafa et al., 2022). Therefore, a critical discourse analysis of the representation in the film "Ice Cold: Murder, Coffee, and Jessica Wongso" is crucial to comprehend how modern media plays a role in shaping public narratives and its impact on society and related social issues. This research aims to provide valuable insights into the media's role in the context of the "cyanide coffee" case and support the development of critical media literacy. The background narrative of this study reflects an in-depth examination of representations found in the film "Ice Cold: Murder, Coffee, and Jessica Wongso," a production from the Netflix streaming platform. The study analyzes the well-known case referred to as "cyanide coffee," a tragic event in Jessica Wongso's life involving the suspected poisoning of a friend with cyanide-laced coffee. This case has captured widespread public attention and sparked discussions on various aspects such as law, ethics, media, and psychology.

The existing representations in the film are an intriguing subject of study because media, including films, often wield significant influence in shaping public perceptions and opinions on a case (Sukmawaty et al., 2022; Junaid et al., 2024). Fairclough's critical discourse analysis is employed in this research to detail how the film portrays the "cyanide coffee" case, connecting it to various social, cultural, and political aspects. The study will explore how the film constructs the narrative around the case, directs characters, conflicts, and plots, and conveys specific moral messages or viewpoints to the audience. Thus, this research aims to understand how the representations in the film can influence the way society comprehends and responds to the "cyanide coffee" case and its implications for shaping public opinion and debates surrounding this case.

This research will also highlight Netflix's role as a distribution platform in conveying this narrative to a global audience and how it can influence international perceptions of the case. Thus, this study will make a significant contribution to a deeper understanding of the interaction between media, representation, and public perception in the context of this highly controversial "cyanide coffee" case. In the process of language analysis, many linguists use Systemic Functional Linguistics (SFL) theory by Halliday. He developed the SFL theory in the 1960s, and it has evolved into a discourse-based perspective rather than a sentence-based one. In this theory, Halliday has been able to maintain a focus on language used to express human experiences and play a role in social relationships (Mustafa & Syahriani, 2023; Prihandoko et al., 2019; Suma et al., 2024). Additionally, SFL has been successful in analyzing language from a functional perspective. Functional implies that language is used as a resource to create meaning (Halliday & Matthiessen, 2013). Thus, the text is a process of meaning-making in context, as the text is language functioning within a context.

SFL consists of three functional components called "metafunctions," namely ideational, textual, and interpersonal. In the ideational metafunction, language relates to the speaker's experiences and serves the function of understanding the environment. This function is divided into two roles, namely logical and experientia. The logical function is created by a complex system, while the experiential function is depicted as human experience and embodied in the transitivity system. The second is the textual function; this is the use of language to examine discourse. Its focus is on the text and language context. The last is the interpersonal function; this function serves to regulate and maintain social relationships. In this research, the focus is on the transitivity system. The transitivity system is a system or method used to analyze clauses. Additionally, transitivity is used to express representational meaning, such as what the clause is about. Clauses, as a crucial unit in grammar analysis, aim to reveal meaning, such as how something exists, how something happens, and how people feel (Aswad et al., 2019; Said et al., 2021; Yaumi et al., 2024). The process of transitivity involves three essential components: the process, participants in the process, and the circumstances related to that process.

In SFL, a clause represents processes, participants, and circumstances (Halliday & Matthiessen, 2014: p. 30). There are six processes in transitivity, namely the material process defined as the process of doing, the mental process defined as the process of sensing, the relational process describing the process of becoming, the verbal process expressing the process of saying, the behavioral process indicating the process of behaving, and the existential process stating the process of being (Sofyaningrat et al., 2023; Yaumi et al., 2023). What is dominant agency, process, medium that is used by study netflix? and How do the agency, process, medium reveal the ideological construction by netflix?. The research problem at hand delves into the examination of the dominant agency, process, and medium employed in the study of Netflix. This investigation seeks to unravel the intricate web of mechanisms through which Netflix operates, shedding light on the primary agents, the underlying processes, and the key mediums that contribute to the platform's functionality. Understanding the dominant agency involves identifying the main actors or entities that exert influence and control within the Netflix ecosystem. Simultaneously, scrutinizing the processes at play reveals the systematic methods and procedures that drive the platform's content creation, distribution, and user engagement. Additionally, the exploration

of the dominant medium explores the channels through which Netflix communicates and delivers its content to the audience.

Some literature review related with this research which the research found that each documentary film with local wisdom theme having the aim to introduce the identity of Indonesia to the young generation (Yusanto & Piliang, 2020). Other research is talking about revealing the Ideology of Documentary Film *Dirty Vote: Critical Discourse Analysis with Transitivity Perspective*. The result of the research shown that the transitivity analysis in the film produces representation of general election reflected in the ZAM's speech and create the ideology of the film. So, from this research found from the transitivity analysis shown that the ideology of the election in Indonesian demonstrates like dirty vote (Atsani Wulansari & Mazid, 2024). Next research is about Realization of Jokowi's hidden ideology in the state speech text: A transitivity analysis which the research found that the ideology of Jokowi in his speech (Megah, 2023). Therefore the novelty of this research reveal the representation of the Netflix in cyanide coffee case in Indonesia because after published the documentary of "Netflix which the title is *Ice Cold: Murder, Coffee, and Jessica Wongso*" changed the many perspective of the Indonesian about the case who is executant and victim from some the fact in the court.

Moreover, the research aims to discern how these agencies, processes, and mediums contribute to the ideological construction by Netflix. Unveiling the ideological framework involves deciphering the set of beliefs, values, and perspectives embedded in Netflix's content selection, creation, and presentation. By investigating the agency's role, the study seeks to uncover how influential stakeholders shape and meld the ideological landscape of Netflix. Likewise, the examination of processes aims to reveal the intentional or unintentional mechanisms that perpetuate certain ideologies. Lastly, understanding the role of medium in ideological construction involves analysing how the chosen channels of communication influence the way ideologies are conveyed and received by the audience. In essence, this research problem endeavours to unravel the intricacies of Netflix's operation and their implications on the ideological constructs propagated by the platform.

2. Methodology

This research design employs a qualitative research approach. Data in qualitative methods consist of words or symbols rather than numerical values. This method is primarily used to analyze the meaning of data to uncover facts. Additionally, qualitative research is utilized to verify, reveal, and critique assumptions (Creswell, 2007). Therefore, the researcher applies this approach because it is suitable for analyzing transitivity processes since the analysis process takes the form of words, and this study critically examines Netflix's ideology in the film "Ice Cold: Murder, Jessica Wongso." The data in this research consists of clauses included in the Orator's script extracted from the transcription of the documentary film "Ice Cold: Murder, Jessica Wongso," which serves as the subject of this study.

This research employs the critical discourse analysis method by Fairclough, which consists of description, interpretation, and explanation. The language is not just the tool to communicate but also to show the identity and the ideology (Fairclough, n.d.2013). In the description stage, the researcher applies Halliday's transitivity theory to determine the agent, medium, and process in each clause of Netflix's narrator in the film "Ice Cold: Murder, Coffee, and Jessica Wongso." Discourse analysis is used as a method to reveal meaning and ideology from an individual, community, or group in the form of text. To obtain accurate and valid data, the subject of the study is Netflix as the production team of the film, while the object of the study is the "cyanide coffee case in 2016." The data collection technique in this research involves several stages, starting with the initial documentation phase where the researcher watches the Netflix documentary film titled "Ice Cold: Murder, Coffee, and Jessica Wongso" as the primary data source. The research method applied in the analysis of "Ice Cold: Murder, Coffee, and Jessica Wongso" uses the Critical Discourse Analysis approach by Fairclough to uncover how the film constructs a narrative around the "cyanide coffee case." The focus is on selecting relevant data from the film, such as dialogues, narration, and visual elements, along with accurate transcription as the initial step. The analysis further involves a deep understanding of the discursive, syntactic, semantic, and pragmatic elements in the film text. The analysis also considers the social, cultural, and political context embedded in the narrative, identifying potential power relations within the representation. Additionally, visual elements and visual descriptions in the film are analyzed to complement the understanding of how these representations are constructed. The results of this research are expected to provide profound insights into how the film influences public perception of the "cyanide coffee" case and its social, cultural, and political implications. The study aims to reveal Netflix's representation in the cyanide coffee case.

3. Result and Discussions

This section is undertaken to present some results of the data analysis. There are two research issues related to this study and expressed in this section: namely, the most dominant type of transitivity used by Netflix's narrator to reveal the construction of ideology by Netflix in the Cyanide Coffee case. In the process of analysis, the researcher applied the three stages of Fairclough's framework: description, interpretation, and explanation. In the description stage, the analysis was conducted by examining the formal properties of the text. Therefore, the researcher analyzed the clauses of Netflix's narrator in organizing the documentary film by analyzing using transitivity. After analyzing the types of transitivity processes in the transcript of Netflix's narrator in the film "Ice Cold: Murder, Coffee, and Jessica Wongso," the second stage, interpretation, focused intensively on investigating ideology. The next interpretation stage was carried out by connecting the linguistic features of the text resulting from transitivity analysis with the documentary film's interactions to find answers to some controversial questions: Is it true that Jessica Kumala Wongso killed Mirna? Is there enough legal evidence to designate Jessica Kumala Wongso as a suspect in Mirna's murder?. The final stage is the explanation stage, generally presented to reveal Netflix's ideology in the cyanide coffee case, as it is the main goal of this research. In uncovering Netflix's ideology, the researcher links the questions that are still controversial among the public found in the interpretation stage with the social context.

3.1 Description

The data in this research comprises clauses extracted from the transcript of the narrator in the documentary film "Ice Cold: Murder, Coffee, and Jessica Wongso." The primary data source is taken from the Netflix channel. In the documentary film, there are many involved parties interviewed, but the focus of this research is on analyzing clauses from the narrator of the film "Ice Cold: Murder, Coffee, and Jessica Wongso." This section is carried out to present some results of the data analysis. There are two research issues related to this study and expressed in this section: namely, the most dominant type of transitivity used by the narrator in the film "Ice Cold: Murder, Coffee, and Jessica Wongso," and how transitivity is employed to reveal Netflix's ideological construction. In the process of analysis, the researcher applied the three stages of Fairclough's framework: description, interpretation, and explanation. In the description stage, the analysis was conducted by examining the formal properties of the text. Therefore, the researcher investigated the types of transitivity processes experienced by the narrator in the documentary film. Then, in the second stage, interpretation, this analysis process was intensively focused on investigating ideology. The subsequent interpretation stage was carried out by connecting the linguistic features of the text resulting from transitivity analysis with unanswered questions regarding the cyanide case. The final stage is the explanation stage, generally presented to reveal Netflix's ideology as the main goal of this research. In uncovering Netflix's ideology, the researcher associates the answers to questions that have been addressed based on the findings in the description stage. Jenis Transivitas yang banyak digunakan oleh narator pada film Ice Cold: Murder, Coffe and Jessica Wongso. This subsection explores the discovery of the transitivity processes used by the Netflix narrator in the film "Ice Cold: Murder, Coffee, and Jessica Wongso." The researcher analyzed the script from the narrator in the documentary film. As a result, the researcher identified 17 clauses containing the agent, medium, and transitivity processes from the narrator's clauses. These findings are presented as follows:

Narator Netflix

Semua pertanyaan bagaimana	diawali	Mirna	Meninggal?
Cir.Manner		Medium	Pr. Material

1) Semua diawali pertanyaan bagaimana Mirna meninggal ?

It is important to remember that specific information about someone's death is personal and sensitive information, and access to such information should comply with privacy laws and ethics. If you are seeking information about a specific death of Mirna, you may need to contact the relevant authorities or official sources associated with the case.

Sianida	Sulit dibeli	Karena Mematikan
Agent	Pr. Verbal	Medium

2) Sianida sulit dibeli karena mematikan

This sentence reflects awareness of the dangers of cyanide and efforts to regulate or limit its access. Emphasis is placed on the action of "buying" cyanide being difficult, highlighting the lethal impact of cyanide. This reflects an awareness

of the dangers of cyanide and a desire to avoid unsafe use. The use of transitivity theory in analyzing this sentence helps us understand how language elements, such as processes, participants, and circumstances, are used to convey specific meanings and ideologies in the context of safety and the use of hazardous chemicals. It is important to note that cyanide is a highly toxic substance, and its use is restricted and tightly regulated in many jurisdictions due to its potential danger to human health and the environment. It is not recommended to attempt to acquire or use cyanide without official permission and proper supervision.

Jumlah sianida	kecil	Terdapat pada	Apel, almond dan singkong
Agent		Pr. Existential	Medium

3) Jumlah kecil sianida terdapat pada apel, almond, dan singkong

This sentence reflects the ideology of information or knowledge about cyanide content in various types of food. The ideology behind this sentence is to provide information about cyanide in the context of everyday food, and the emphasis on "small amounts" highlights that the quantity is not sufficient to be harmful to health. It is important to note that while there is a small amount of cyanide in apples, almonds, and cassava, this cyanide content is typically very low and safe to consume in regular food. However, it is crucial to understand the proper ways to process or cook these ingredients to ensure they are safe for consumption.

Jujur kami	Agak marah
Agent	Pr. Mental

4) Jujur kami agak marah

This sentence reflects the ideology of emotions and emotional communication. The ideology behind this sentence is the expression of feelings of anger and the potential connection between honesty and these emotions. The sentence may depict that honesty has triggered feelings of anger in its context. It is a straightforward statement about the anger felt by the group "kami" and is expressed through the use of language as a medium of communication.

Otoritas	menghalangi	Semua wawancara dengan Jessica setelah pertemuan ini
Agent	Pr. verbal	Medium

5) The authorities blocked all interviews with Jessica following this meeting / Otoritas menghalangi semua wawancara dengan Jessica setelah pertemuan ini.

This sentence reflects authority and control. The ideology behind this sentence is that the "authorities" take action to stop or prevent the interview with Jessica after a "meeting" has occurred. This action demonstrates the control exerted by the "authorities" in this situation and the possibility of certain reasons leading to this action. Using Halliday's transitivity theory, we can understand how language elements in this sentence are used to convey the message about the action taken by the "authorities" regarding the interview with Jessica after a meeting. The ideology behind this sentence highlights the role and authority of the "authorities" in that situation. In this context, the sentence describes that the authorities have taken action to stop or restrict the interview with Jessica after a specific meeting.

Mereka (otoritas)	mengizinkan	Siapapun untuk mewawancarai teroris
Agent	Pr.verbal	medium

6) Mereka mengizinkan siapapun untuk mewawancarai teroris

This sentence reflects the ideology of information access and security policy. The ideology behind this sentence is that "they" take action to allow "anyone" to interview "terrorists" in a specific context. This action highlights aspects of security policy and interests in accessing or understanding information that may be held by "terrorists." Using Halliday's transitivity theory, we can understand how language elements in this sentence are used to convey the message about the decision made by "them" to permit interviews with "terrorists." The ideology behind this sentence highlights the conflict between security policy and information access. It is important to note that the context of this action can be highly sensitive and dangerous, depending on the circumstances and the purpose of the action. Granting permission to interview terrorists is a serious matter and should be subject to applicable laws and regulations.

Kami	Tidak dapat mewawancarai	Jessica
Agent	Pr. material	Medium

7) Kami tidak dapat mewawancarai Jessica

This sentence reflects the ideology of limited access or obstacles in the interview process. The ideology behind this sentence is that "we" do not have the ability or permission to interview "Jessica." This sentence highlights restrictions or barriers in the effort to interview someone. Using Halliday's transitivity theory, we can understand how language elements in this sentence are used to convey the message of limitations or obstacles in conducting an interview with "Jessica." The ideology behind this sentence is that there is a constraint or limitation preventing "us" from conducting the interview. In the sentence "We cannot interview Jessica," we can identify the following components: In this context, the sentence states that "We" have limitations or constraints preventing them from interviewing Jessica.

Jadi semua orang di Indonesia	Mengenal	Anda?
Agent	Pr. mental	medium

8) Jadi semua orang di Indonesia mengenal anda? (pertanyaan ke Pak Edi)

Dalam kalimat "Jadi semua orang di Indonesia mengenal anda?", kita dapat menganalisis Agent, Medium, dan Process sebagai berikut:

So, this sentence describes that "all people in Indonesia" (Agent) are the subjects asked to respond if they "know" or are aware of "you" (Medium). The process described is the action of knowledge or recognition.

Kami	Kesulitan mewawancarai	Jessica
Agent	Pr. mental	Medium

9) Kami kesulitan mewawancarai Jessica

This sentence reflects obstacles or difficulties in conducting the interview. The ideology behind this sentence is that "we" face difficulties or obstacles when trying to interview "Jessica." It highlights that the act of interviewing is not easy in this context. Using Halliday's transitivity theory, we can understand how the language elements in this sentence are used to convey the message of the difficulties or obstacles faced by "us" in the effort to interview "Jessica." The ideology behind this sentence is that there are constraints or difficulties that make the act of interviewing challenging. The sentence describes that "We" encounter difficulties or obstacles when attempting to interview Jessica.

Kami	Ingin terus berusaha	Mengordinasikan ini
Agent	Pr. verbal	Medium

10) Kami ingin terus berusaha mengoordinasikan ini

This sentence reflects determination and ongoing efforts in coordinating actions. The ideology behind this sentence is that "we" have a strong desire and intention to continuously strive and make sustained efforts in coordinating something. It demonstrates a commitment to achieving successful coordination. Using Halliday's transitivity theory, we can understand how the language elements in this sentence are used to convey the message of the desire and determination of "we" to continue coordinating a particular activity or action. The ideology behind this sentence is to highlight the spirit and commitment in achieving coordination goals. The sentence states that "We" have an intention to continue making efforts to coordinate in a specific context.

Jessica	telah menjalani	Kurang separuh hukuman	dari masa	20 tahun penjara
Agent	Pr. behavioural	Medium		Medium

11) Jessica telah menjalani kurang dari separuh masa hukuman 20 tahun penjara

This sentence reflects an understanding of punishment and provides information about someone's sentence. The ideology behind this sentence is that Jessica has undergone it. In the sentence "Jessica has served less than half of her 20-year prison sentence," the sentence provides information that Jessica has served a 20-year prison sentence, but she has currently completed less than half of that sentence.

Dia (Jessica)	Telah menggunakan	Opsi banding
Agent	Pr. behavioural	Medium

12) Dia telah menggunakan semua opsi banding

This sentence reflects exploration and the use of appeal options in a legal context. The ideology behind this sentence is that the subject (He/She) has taken action to use or avail themselves of all available appeal options in a legal context. This indicates effort and determination in undergoing the legal process. The sentence describes that "He/She" (Agent) has taken the action of using (Process) all appeal options (Medium) available or considered.

Tim produksi	Harus mengandalkan	Buku harian Jessica	Untuk mengetahui lebih lanjut	Tentang Jessica
Agent	Pr.mental	Medium	Medium	Medium

13) Tim produksi harus mengandalkan buku harian Jessica untuk mengetahui lebih lanjut tentang Jessica

This sentence reflects exploration and information gathering. The ideology behind this sentence is that the "production team" is expected to rely on Jessica's diary as a source of information to gain a deeper understanding of Jessica. This underscores the importance of this information source in revealing the story or understanding the character. Using Halliday's transitivity theory, we can understand how language elements in this sentence are used to convey the message about the necessity for the "production team" to rely on Jessica's diary as a crucial information source. The ideology behind this sentence emphasizes the importance of this information source in delving into the character or narrative. The sentence explains that the production team will rely on Jessica's diary as a source of information to understand or delve into knowledge about Jessica.

Sianida	Adalah	10 zat yang beracun di dunia
Agent	Pr.existential	Medium

14) Sianida adalah 10 zat yang paling beracun di dunia

This sentence reflects the identification and designation of something as one of the "10 most poisonous substances in the world." The ideology behind this sentence is that it is used to identify and describe Cyanide as one of the top poisonous substances in the world. The sentence provides knowledge about the toxicity level of Cyanide in the context of the world. By using Halliday's transitivity theory, we can understand how language elements in this sentence are used to describe and identify Cyanide as one of the top poisonous substances in the world. The ideology behind this sentence is to provide knowledge and understanding of the nature of Cyanide in the context of the world. The sentence depicts that "Cyanide" (Agent) is one of the "10 most poisonous substances in the world" (Medium). The process described is the relationship or status of cyanide in that category.

Dosis sianida	ditemukan	pada tubuh mirna setelah 70 menit kemation 0 persen
Agent	Pr.material	medium

15) Dosis sianida ditemukan pada tubuh mirna setelah 70 menit kemation 0 persen

This sentence reflects the ideology of discovering facts or information in a forensic context. The ideology behind this sentence is that a dose of cyanide was found in Mirna's body after a certain time since her death. The sentence provides information about the findings in forensic analysis. By using Halliday's transitivity theory, we can understand how language elements in this sentence are used to convey a message about the discovery of cyanide dosage in Mirna's body after 70 minutes since her death. The ideology behind this sentence is to provide information about the forensic process

and findings in a forensic context. The sentence describes that the "Cyanide dose" (Agent) was found in the "body of Mirna" (Medium) after 70 minutes of her death, with a result of "0 percent," meaning no cyanide dose was found. The process described is the action of discovery.

Dosis sianida	ditemuka	dalam tubuh mirna setelah 3 hari kematian 0.2
Agent	Pr. material	medium

16) Dosis sianida ditemukan dalam tubuh mirna setelah 3 hari kematian 0.2

This sentence reflects the discovery of facts or information in a forensic context. The ideology behind this sentence is that a dose of cyanide was found in Mirna's body three days after her death with a concentration of 0.2. The sentence provides information about the findings in forensic analysis. By using Halliday's transitivity theory, we can understand how language elements in this sentence are used to convey a message about the discovery of cyanide dosage in Mirna's body three days after her death and inform about the concentration of the found cyanide dosage. The ideology behind this sentence is to provide information about the forensic process and findings in a forensic context. The sentence describes that the "Cyanide dose" (Agent) was found in the "body of Mirna" (Medium) after 3 days of death, with an amount of "0.2." The process described is the action of discovering the cyanide dose in that context.

0.2 kandungan sianida pada tubuh	Tidak mematikan
medium	Pr. existential

17) 0.2 kandungan sianida pada tubuh tidak mematikan

Thus, the sentence uses transitivity to convey information about the impact of cyanide content levels in the body. In this case, the sentence states that a cyanide content level of 0.2 in the body is considered "non-lethal," meaning that this level is deemed safe or will not result in death. However, it is important to note that language in Halliday's transitivity theory is a tool for conveying information in sentences, and such analysis does not reflect the scientific or toxicological truth regarding cyanide levels in the body. Determining whether a cyanide content level of 0.2 in the body is truly safe or non-lethal would require a more in-depth scientific assessment and consultation with medical or toxicological experts. This sentence describes that a cyanide content level of 0.2 (Medium) in the body has no lethal impact. The agent is not explicitly mentioned in this sentence, as it more explains conditions or situations rather than determining responsibility.

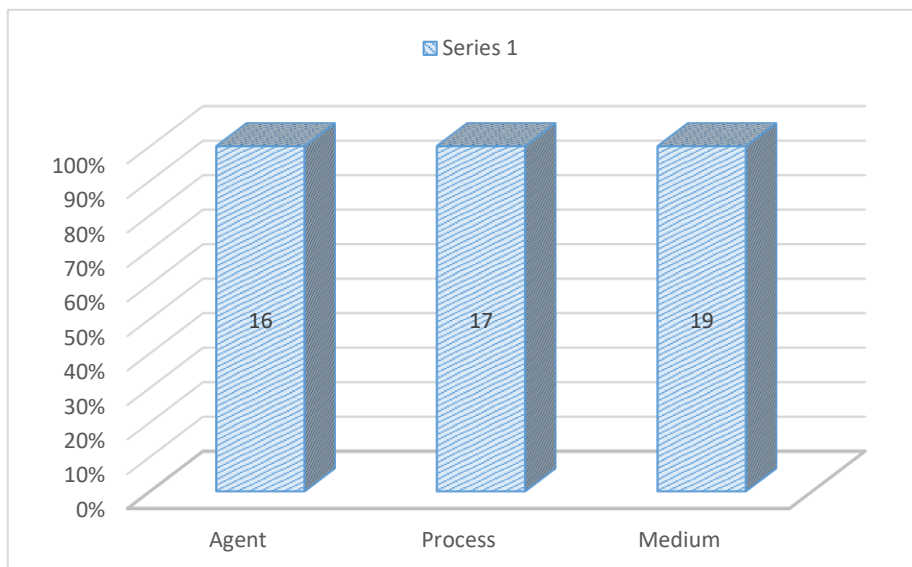


Diagram 1. Conditions or situations rather than determining responsibility

Based on the analysis of 17 clauses from the narrator of the documentary film titled "Ice Cold: Murder, Coffee, and Jessica Wongso," in determining the agent, process, and medium, the data obtained by the researcher are as follows: 16 agents, 17 processes, and 19 mediums from the 17 clauses analyzed. In the context of clause analysis, "medium" and "agent" are two types of roles that phrases or words may play in a sentence. The role of "medium" refers to something

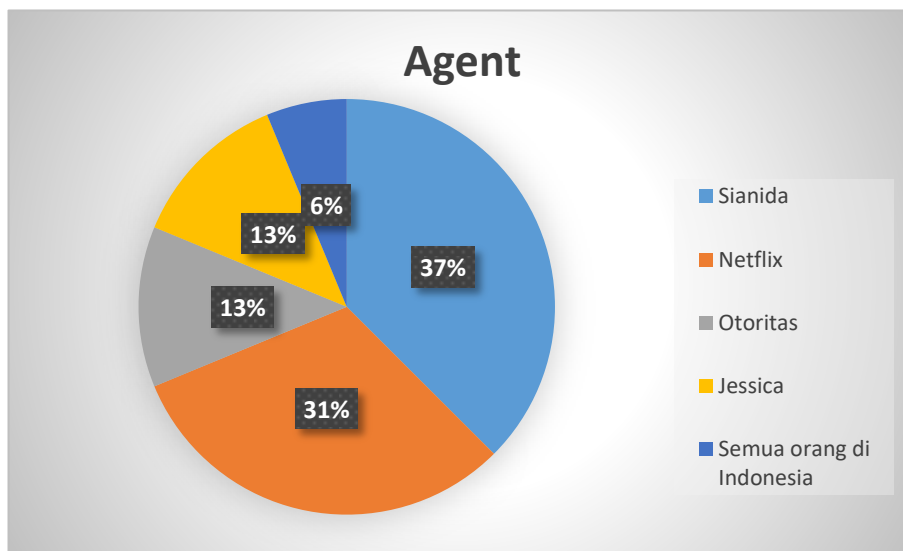
used to perform an action or as an intermediary in the action, while the role of "agent" refers to the one carrying out the action or acting in the sentence. If in the clause analysis, there are many clauses with the role of "medium" and few with the role of "agent," this may indicate certain aspects related to the sentence or text being analyzed, such as a focus on the object or intermediary. When many clauses in the text have the role of "medium," it might suggest that the text is more focused on the object or intermediary used in the action rather than on who performs the action.

This implies that the narrator is trying to remain neutral in organizing the scenario of the cyanide case documentary film. Netflix presents several sources related to this case, both at the scene of the incident and legal witnesses, expert witnesses, witnesses at the scene, lawyers, as well as the family of the suspect and the victim. If there are few clauses with the role of "agent," this may indicate that the narrator in the film does not clearly identify who is performing the action in the text. This can make the text less clear or cause confusion. Therefore, the narrator attempts not to take sides regarding the victim and the perpetrator. Instead, the narrator tries to conceal the agent, allowing the audience to assess for themselves who the real perpetrator and victim are in the documentary film by presenting various interviewees and testimonies.

Table 1. Various interviewees and testimonies

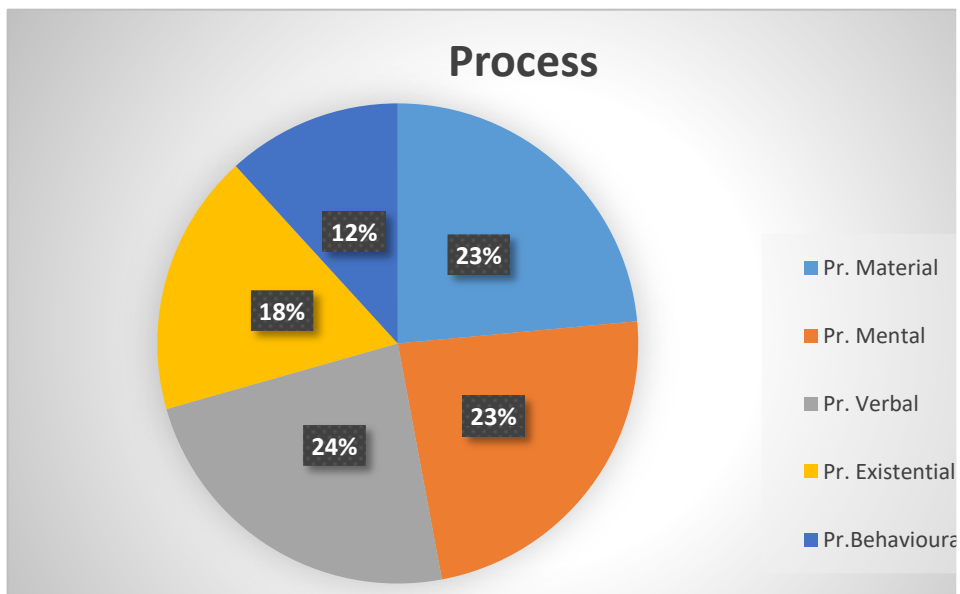
Agent	Amount
Sianida	6
Kami (Netflix)	5
Mereka (Otoritas)	2
Jessica	2
Semua Orang Indonesia	1

Diagram 2. Agent



In the analysis of the agency process, the results reveal that the agent frequently mentioned by the narrator is Cyanide at 37%, followed by Netflix at 31%, authorities at 13%, Jessica at 13%, and All Indonesians at 6%. So, these are the agents mentioned by the narrator in the film "Ice Cold: Murder, Coffee, and Jessica Wongso."

Diagram 3. Process



From the analysis of the narrator's data using the theory of transitivity processes, it is evident that the most dominant is Pr. Verbal at 24%, followed by Pr. Mental at 23%, and Pr. Material at 23%. The third position is occupied by Pr. Existential at 18%, while the lowest is Pr. Behavioural at 12%. The clauses analyzed and the data presented using the transitivity theory provide a unique meaning to the intention of the Netflix narrator in packaging the documentary film.

3.2 Interpretation

a. . Interpretation of agency in the film "Ice Cold: Murder, Coffee, and Jessica Wongso"

From the descriptive results, it is revealed that the dominating agent is cyanide. This means that cyanide is repeatedly mentioned by the narrator to clarify the insufficient knowledge about cyanide within the society. The narrator explains multiple times about cyanide and how it can be lethal to humans. From the facts and explanations, the narrator concludes that cyanide should not be the cause of Mirna's death, considering the facts about cyanide presented in the documentary film compared to the facts in Mirna's death case. Netflix aims to provide knowledge to the public about cyanide as a poison allegedly used by Jessica to kill Mirna. The narrator seeks to convince the public that Mirna's death was not due to cyanide poison by explaining facts about cyanide with evidence and the facts surrounding Mirna's body. For example, in the narrator's narration, "Cyanide is one of the most poisonous substances in the world." In this narration, the narrator emphasizes that cyanide is the most toxic and deadly substance. The narrator also states that "Cyanide is hard to buy because it's lethal." In this narration, the narrator emphasizes that cyanide is difficult to buy because it is a dangerous poison. If Jessica obtained the poison, there would be a history of how Jessica acquired it. The lethal dose of cyanide for humans is also significant, around 75 mg. The narrator conveys that "A small amount of cyanide is found in apples, almonds, and cassava."

These foods are commonly consumed by humans, and in reality, humans do not get poisoned. So, cyanide is not lethal if its content is small. New facts are also presented by the narrator that are unknown to many people about Mirna's death case. The narrator narrates, "Cyanide was found in Mirna's body 70 minutes after death 0 percent," and then the narrator narrates again, "Cyanide levels in Mirna's body after 3 days of death 0.2." Netflix conveys this based on the statements of forensic experts and courtroom facts. The narrator emphasizes that "0.2 cyanide content in the body is not lethal." From this statement, the narrator aims to provide understanding to the public that cyanide is not the cause of Mirna's death, but cyanide is used as an excuse that the perpetrator used this poison to kill Mirna. Furthermore, another frequently used agent by the narrator is "we" (Netflix). This reveals the fact that Netflix had challenges during the filmmaking process. Netflix brought in several sources involved in the trial of Mirna's death.

Netflix encountered difficulties when conducting an interview with Jessica Kumala Wongso. This is conveyed in the data: "The authorities blocked all interviews with Jessica following this meeting." In the clause analysis, it is stated that the agent is "the authorities," and the process is "blocked," with material and circumstances being "all interviews with Jessica following this meeting." At that time, Netflix conducted an interview with Jessica, accompanied by prison officials, online.

Jessica narrated what actually happened to her. After a few minutes of Jessica's storytelling, when she mentioned that "during the trial, all data, expert witnesses brought by Jessica, and her lawyer were ignored by the Prosecutor," a male voice suddenly instructed to end the conversation with Jessica from the Netflix side. Therefore, there was no further communication with Jessica to obtain more information. Netflix finds this situation strange, questioning why even terrorism suspects can be interviewed, but Jessica cannot be interviewed in the case of cyanide coffee. Netflix wonders whether this violates the law in Indonesia. Netflix faced significant difficulties in interviewing Jessica, relying on Jessica's diary as a reference for the documentary film. Netflix also presented several scenes from Jessica's trial with various experts brought in, both from Edi Salihin's side as Mirna's parents and expert witnesses from Jessica's side. During the trial, there were several anomalies, especially when forensic expert Dr. Djaja Surya Atmaja from Cipto Mangunkusumo Hospital (RSCM) testified. His testimony as a forensic expert in court explained that "a person who dies from cyanide does not have a blue body but a red one, while Mirna's body was blue, so it can be confirmed that Mirna did not die from cyanide."

Next, another agent mentioned by the narrator is the authorities, who have authority or policy-makers. During the interview process with Jessica, Netflix encountered limitations imposed by the authorities. The surveillance over Jessica was extremely strict. From the interview process with Jessica, Netflix could reveal that Jessica was not granted the right to be interviewed. Even suicide bombers can be interviewed anytime with unrestricted questions, but Jessica faced limitations. In the sentence "The authorities blocked all interviews with Jessica following this meeting," the narrator emphasizes that Netflix had great difficulty obtaining and interviewing Jessica. Although they managed to conduct a brief interview via Zoom, when Jessica wanted to discuss matters in-depth, the prison authorities abruptly stopped the interview. The dominance of the agent mentioned by the narrator illustrates the challenges faced by the film production team in obtaining information about the cyanide coffee case, even from Jessica herself. Despite being a perpetrator of a bombing, interviews with such individuals can be conducted, even in-depth, by the media. The narrator underscores the injustice Jessica faced in presenting her defense and conveying the actual chronology to the media.

The next agent mentioned by the narrator is Jessica, and this agent is also a crucial point that they wanted to hear from. However, Netflix faced difficulties in extracting information from Jessica herself. In the narrator's narration, "Jessica has exhausted all appeal options," it shows Jessica's efforts to defend herself, claiming that she is not the perpetrator of Mirna's murder but has not yielded results. Meanwhile, Jessica has served a sentence of approximately 7 years, as stated in the narrator's narration, "Jessica has served less than half of the 20-year prison sentence." Despite serving 7 years of a sentence that should last 20 years, Jessica still insists that she did not kill Mirna. Jessica's statement in defense of herself has never changed, even though the evidence against her is not strong enough for her designation as a suspect.

b. The interpretation of process transitivity by Netflix in the film "Ice Cold: Murder, Coffee, and Jessica Wongso"

The results of the process transitivity analysis indicate the dominance of processes in the analysis of the documentary narrator's narrative. The dominant processes are mental processes and material processes, with each representing 32%. This suggests that the narrator takes a comprehensive approach in conveying the ideology. Material processes indicate concrete or physical actions conveyed by the narrator in this documentary film. The narrator uses material processes to demonstrate the physical efforts of the production team in creating the documentary, particularly in bringing in interviewees. Interviewees, especially Jessica, were challenging to find and required lengthy processes involving authorities. The production team's interviews also faced limitations as they couldn't delve deeper into Jessica's facts, and the interview time was restricted, often limited to virtual interactions.

Furthermore, mental processes also dominate the analysis results of the narrator, where mental processes indicate the narrator's thoughts, beliefs, and perspectives in delivering the narrative. The narrator uses mental processes to present facts about cyanide with evidence related to Mirna's death. The narrator convinces the public that cyanide cannot be considered the cause of Mirna's death, based on the presented facts about cyanide. Through this presentation, the narrator seems to persuade the audience that the accusation against Jessica for the murder of Mirna using cyanide is unfounded and lacks fundamental evidence. From this, we can say that the narrator finds anomalies in Jessica's designation as a suspect. One of the reasons Netflix created this documentary film is due to undisclosed facts about Mirna's death unknown to the public. Therefore, when the public watches this documentary film, most people believe that Mirna did not die from cyanide poisoning, meaning that Jessica is not proven to have poisoned Mirna with cyanide.

So, from the analysis results of the narrator's narrative, both mental processes and material processes were found, where the percentages of these two processes are equal, namely 32%. This analysis result identifies that the narrator narrates this documentary film comprehensively. The narrator uses material processes to convey the efforts and hard work of the production team in conducting interviews with all the sources involved in this case. The narrator also predominantly

uses mental processes because the narrator conveys and convinces the public about the facts of cyanide unknown to the public. The narrator convinces the public that the knowledge about cyanide with facts and evidence in Mirna's case cannot be considered the cause of Mirna's death.

c. Explanation Stage

The explanation stage becomes the final stage in the analysis process in this research. This stage focuses on the relationship between interaction and social context with the determination of the social process of production and interpretation, as well as its social impact (Fairclough et al., 1989). This stage is meant to depict discourse as part of the social process and social practices. In this regard, the researcher connects interpretation to the social context, referring to how ideologies alter public perceptions. Therefore, this stage is generally presented to reveal the ideology of the narrator in this documentary film as the main goal of the research. To unveil the narrator's ideology, the researcher employs the concepts found in the interpretation stage into the social context. Furthermore, through the concepts discovered in the interpretation stage, they can serve as components to expose Netflix's ideology, represented by the narrator in the documentary film. It becomes evident from the narrator's narrative that they attempt to shape public views on facts unknown to the public. When the Mirna death case emerged and became public consumption, even reaching several countries, a significant portion of the public believed that Jessica was the murderer, pouring cyanide into the coffee ordered by Mirna. The media also highlighted and influenced the opinion that Jessica was the sole killer. Even the brought-in expert witnesses could not exonerate Jessica as a suspect.

In Mirna's death case, there is something interesting; this case is one of the sensational cases that has captured the attention of several countries and appears to be intricate, ultimately designating Jessica as the sole suspect who poisoned Mirna. Many international media outlets then highlighted the judge's decision regarding the verdict imposed on Jessica. Jessica was charged under Article 340 of the Indonesian Penal Code, which states, "Anyone intentionally and with premeditation takes the life of another person, is threatened with the death penalty or life imprisonment or for a specified period, up to 20 years." The designation of Jessica as a suspect became controversial among legal practitioners observing the case because Jessica was declared a suspect in Mirna's death without a clear motive and valid evidence showing that Jessica poisoned Mirna with cyanide, as reported and presented in the trial. Although a significant portion of the public believes that Jessica is a suspect, some people are not aware of the facts presented during the trial. This case has been ongoing for 7 years but remains controversial.

One reason Netflix produced a documentary about this case is because it remains a question due to strong facts that led to Jessica being considered a murder suspect. From the analysis of agency, where the most dominant agency mentioned by the narrator in this documentary is cyanide itself. Cyanide is mentioned as the dominant agency by the narrator because there is a connection to the misperception, and the public is not aware of the facts about cyanide poisoning. Cyanide is considered one of the most deadly poisons in specific doses. The lethal dose of cyanide is around 250 mg. However, in Mirna's body, only about 0.2 cyanide content was found after a 3-day examination. There is also the fact that, according to the forensic expert's testimony, after 70 minutes of Mirna's death, no cyanide poison was found in her body. This fact is not known to the general public. A 0.2 cyanide content cannot be poisonous or lethal to humans. Cyanide is often found in some foods that people consume daily, but in lower concentrations, making it non-lethal.

In this film, the narrator explains the nature of cyanide poison and then presents excerpts from the trial, along with forensic expert testimonies. After watching the film, many people believe that Jessica is the sole suspect in Mirna's death, poisoning Mirna's coffee with cyanide, which changes perceptions. They argue that Mirna did not die due to cyanide poisoning, and Jessica is not the murderer. The way the documentary narrator presents the film suggests an intention to convey facts about cyanide poisoning with forensic evidence in Mirna's death. It can be inferred that the narrator believes Mirna did not die from cyanide poisoning. The dominance of cyanide agency in the narrator's narrative has revealed the oddity surrounding cyanide, which has long been believed to be the poison Jessica used to kill Mirna.

The agency that occupies the second position is Netflix or the documentary film production team. The dominance of Netflix in the narrator's narrative indicates the influence and efforts of Netflix in gathering interviewees, especially during the interview with Jessica. Netflix makes efforts to lobby and negotiate with the authorities to secure an interview time with Jessica. However, they don't get much time, and a direct meeting is not possible. This situation challenges the production team to work hard and figure out how to interview Jessica, the main actor in this case. With the team's determined efforts, they manage to secure a brief virtual interview with Jessica. The narrator points out that even a bomber can be interviewed freely, let alone a sole murder suspect. The narrator's language illustrates the limitations and strictness in obtaining information directly from Jessica regarding this case.

So, in the results of the narrator's narrative analysis, both mental and material processes were found, where both of these processes have the same percentage, which is 32%. This analysis result identifies that the narrator narrates this documentary comprehensively. The narrator employs material processes to convey the efforts and hard work of the production team in conducting interviews with all the narrators involved in this case. The narrator also predominantly uses mental processes because the narrator conveys and convinces the public about the facts of cyanide that are unknown to the public. The narrator convinces the public that the knowledge about cyanide, based on facts and evidence from Mirna's death case, cannot be considered the cause of Mirna's death.

In media representation analysis, if the agent (the actor or person carrying out an action) is shown least compared to the process (the process or action that occurs) and the medium (the tool or media used), this can indicate a certain tendency or emphasis in the way the media presents information or story. If agents are not featured heavily, the media may attempt to remain neutral or objective, not placing emphasis on particular individuals or groups involved in an event. This can happen to avoid certain biases or preferences. The lack of emphasis on agency can also be part of the way the media constructs narratives or stories. There may be an intention to maintain suspense or mystery by withholding information about who is involved until later in the story. Focus on Process or Event If the process or medium dominates, perhaps the media focuses more on what happened or the event itself rather than on who is doing the action. This can create emphasis on the event or phenomenon being discussed. From the results of the analysis, Netflix's representation in presenting the documentary Netflix's representation in the case of 'cyanide coffee' in the film 'Ice Cold: Murder, Coffee, and Jessica Wongso: Critical Discourse Analysis of Fairclough' is with a narrative that does not show the agent identifying Netflix as The producers of this documentary tried to be neutral by featuring sources from both Mirna's family and Jessica's side. With Netflix's neutral attitude in presenting this documentary, it is believed that it wants to reveal the true facts in the cyanide coffee case and make the public aware of facts that have not been revealed.

Netflix asks the question, is Jessica really the perpetrator of Mirna's murder? Is there enough evidence that Jessica is a murder suspect? These two questions were developed by Netflix in making this documentary and presented a number of important sources from both parties. In analyzing the Netflix narrative in this film, it appears that the medium is more dominant in the sense that Netflix wants to show the true facts by presenting sources and conveying facts that are not yet known to the public. The dominance of the medium in identifying information and facts in the cyanide case is emphasized and conveyed through evidence presented by a number of sources. Netflix as a documentary film producer has produced various films adapted from versions of controversial cases in the world. This can be an option to find out the facts of each case filmed by Netflix. Netflix's objective attitude in making a documentary on a case can provide and reveal actual facts that the public can trust. The cyanide case documentary proves how Netflix presents this documentary in an extraordinarily objective manner based on the results of transitivity analysis. People who have watched this film can also assess objectively the status of Jessica as a suspect who was dropped by the public prosecutor in Mirna's death case.

The analysis of agency revealed that the agents frequently mentioned by the narrator are as follows: Cyanide at 37%, Netflix at 31%, authorities at 13%, Jessica at 13%, and All Indonesian People at 6%. So, these are the agents mentioned by the narrator in the documentary "Ice Cold: Murder, Coffee, and Jessica Wongso." Moreover, the analysis of data using the transitivity process theory indicates that the most dominant process is Pr. Verbal at 24%, followed by Pr. Mental and Pr. Material, both at 23%. Pr. Existential comes in third at 18%, and Pr. Behavioural is the least dominant at 12%. The clauses analysed using the transitivity theory provide a unique meaning to the purpose of Netflix's narrator in packaging the documentary. One of the reasons Netflix produced a documentary about this case is that it remains a question due to strong evidence that led to Jessica being accused of murder. In the analysis of agency, where the most dominant agency mentioned by the narrator in this documentary is cyanide itself. Cyanide is mentioned as the dominant agency by the narrator because there is a connection to misperceptions, and the public is not yet aware of the facts about cyanide poisoning. Cyanide is one of the most deadly poisons in certain doses. The lethal dose of cyanide is around 250 mg. However, in Mirna's body, only about 0.2 cyanide content was found after a 3-day examination. There is also a fact presented by a forensic expert stating that no cyanide content was found in Mirna's body 70 minutes after her death. This fact is unknown to the general public. A content of 0.2 cyanide cannot be poisonous or lethal to humans. Cyanide is often found in various foods consumed by people daily but in lower concentrations, making it non-lethal.

So, in the analysis of the narrator's narrative, both mental and material processes were found to have an equal percentage of 32%. This analysis identifies that the narrator presents this documentary comprehensively. The use of the material process is to convey the efforts and hard work of the production team in interviewing all the narrators involved in this case. The narrator also predominantly uses the mental process to convey and convince the public about the facts of cyanide unknown to society. The narrator persuades the audience by explaining more about cyanide, its impact, and the

lethal dose. The knowledge about cyanide, with facts and evidence in Mirna's death case, cannot be considered the cause of Mirna's death. The narrator tries to convince the audience that cyanide is not the cause of Mirna's death. Netflix's belief that Mirna did not die because of cyanide is reinforced by the narrator's narrative, where the analysis of agency is more dominated by cyanide. Netflix's belief is also strengthened by the analysis of processes, where mental and material processes dominate the analysis of the narrator's narrative, revealing the efforts and beliefs of the narrator in this documentary. Netflix's efforts to bring in several narrators, even with the absence of some key narrators, become a question mark. Jessica, as a suspect in Mirna's death case, is hard to find. Netflix's belief is that Mirna's death is not because of cyanide. Netflix also has an interest in gaining significant profit from making this film, as evidenced by the trailer being watched by as many as 44 million viewers, and the documentary becoming one of the most popular documentaries produced by Netflix.

4. Conclusion

This research is conducted to investigate the construction of Netflix's ideology by analyzing the narrator's narrative in the film "Ice Cold: Murder, Coffee, and Jessica Wongso." The researcher analyzes the narrator's narrative to reveal Netflix's ideology in creating this documentary film, as it is essential in uncovering facts unknown to the public. A significant portion of the audience, who initially believed Jessica to be the suspect in Mirna's murder, changed their perception, believing that Jessica is not Mirna's murderer and that Mirna did not die due to cyanide. The researcher aims to uncover why Netflix decided to address and produce this documentary film by analyzing the narrator's narrative. Analyzing the narrator's narrative can unveil Netflix's ideology and stance on this case. As this documentary becomes one of Netflix's best-selling documentaries, it can be presumed that Netflix also created this film for commercial interests, given the significant nature of the case and its broadcast in multiple countries.

The results of the agency analysis reveal that the agents mentioned by the narrator are as follows: Cyanide 37%, Netflix 31%, authorities 13%, Jessica 13%, and all Indonesian people 6%. These are the agents mentioned by the narrator in the film "Ice Cold: Murder, Coffee, and Jessica Wongso." In terms of the analysis of data using the theory of transitivity process, the most dominant is Pr. Verbal at 24%, followed by Pr. Mental and Pr. Material at 23% each. The third position is occupied by Pr. Existential at 18%, and the lowest is Pr. Behavioural at 12%. The clauses analyzed using transitivity theory provide a distinct meaning regarding Netflix narrator's intent in packaging the documentary film. One of the reasons Netflix produced this documentary film is because the case remains a question due to strong evidence that led to Jessica being accused of murder. The analysis of agency emphasizes that the most dominant agency mentioned by the narrator in this documentary film is cyanide itself. Cyanide is presented as a dominant agency by the narrator due to its association with perceptual errors, and the public's lack of knowledge about the facts of cyanide poisoning. Cyanide is considered one of the deadliest poisons in specific doses, around 250 mg. However, in Mirna's body, only about 0.2 cyanide content was found after a 3-day examination. There is also the fact that, according to forensic expert testimony, no cyanide was found in her body 70 minutes after Mirna's death. This information is not known to the general public. The 0.2 cyanide content is not lethal to humans and is commonly found in everyday foods with lower concentrations, making them non-lethal.

So, in the results of the analysis of the narrator's narrative, both mental and material processes were found, with both processes having an equal percentage of 32%. This analysis identifies that the narrator comprehensively presents the documentary film. The narrator utilizes the material process to convey the efforts and hard work of the production team in conducting interviews with all the involved narrators in this case. The narrator also predominantly employs the mental process because the narrator conveys and convinces the public about the facts of cyanide that are unknown to society. The narrator convinces by providing more explanations about cyanide, its effects, and lethal doses. Knowledge about cyanide, supported by facts and evidence in the case of Mirna's death, cannot be considered as the cause of Mirna's death. The narrator attempts to convince the audience that cyanide is not the cause of Mirna's death. The results of the agency analysis also support Netflix's beliefs and biases, where the most dominant agencies are cyanide and Netflix. Netflix's belief that Mirna did not die because of cyanide is reinforced by the narrator's narrative, where the agency analysis shows cyanide as more dominant. Netflix's conviction is also strengthened by the results of the process analysis, where mental and material processes dominate the analysis of the narrator's narrative, revealing the efforts and beliefs of the narrator in this documentary film. Netflix's efforts in presenting various narrators, including crucial ones who couldn't be present, raise questions. Finding Jessica, the suspect in Mirna's death, is challenging. Netflix's conviction is that Mirna's death is not due to cyanide. Netflix also has the interest of gaining significant profit from making this film, as evidenced by the trailer being viewed by 44 million people, and this documentary film has become one of Netflix's most popular productions.

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