CHAPTER I

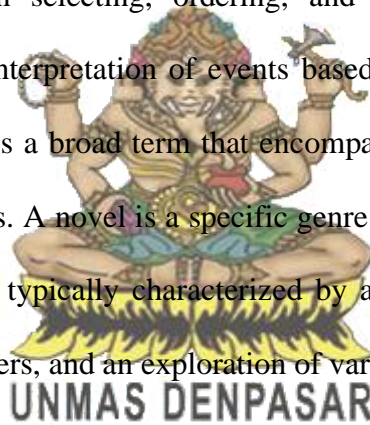**INTRODUCTION**

1.1 Background of the Study

Literature is an author's imaginative work that uses written or spoken language as a medium to convey meaning, message, and imaginative representations of life. Literature was art in written and spoken form. According to Taylor (1981) Literature, like other arts, is essentially a creative act of the writer's imagination in selecting, ordering, and interpreting life experience. Literature reflects an interpretation of events based on human behavior and life experience. Literature is a broad term that encompasses various forms of written works, including novels. A novel is a specific genre within literature that refers to a long work of fiction typically characterized by a complex narrative structure, well-developed characters, and an exploration of various themes and ideas.

A novel is used to express the author's thoughts, feelings, and life. A novel can be about love, tragedy, horror, friendship, murder, comedy, etc. A novel is a light fictional prose story with a plot presented through the characters' actions, dialogue, and thoughts. A novel is built by an intrinsic element such as theme, plot, setting, character, conflict, point of view, etc.

According to Hocker & Wilmot (2017) all conflicts arise from the perception that at least two parties with opposing objectives are interfering with each other's desires. A conflict will always exist in every literary work related to human life. The appearance of a conflict in a novel can encourage readers to read the whole

page. As a result, many readers are interested in reading the novel to find out how the conflict is resolved. According to Wijaya & Sosiowati, (2023) conflict is one universal event that frequently occurs in the world, and it has many aspects that should be influenced, such as the environment and social interactions. Conflict is the main battle in the literature between characters or opposing forces, such as man pitted against nature, society, or himself.
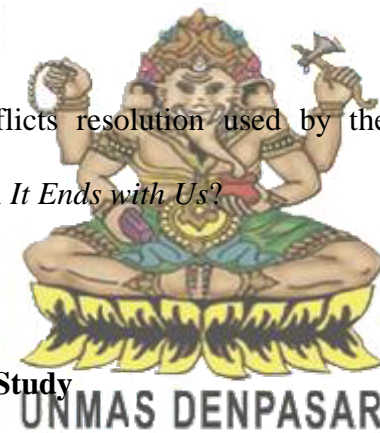
According to Kenney (1966), conflict is separated into two types, namely internal and external conflicts. Internal conflict happens within a character's mind and themselves, whereas external conflict occurs between a character and an outside factor. Conflict is an element that should be analyzed to find the best solution for resolving the conflict. Many people who survive deal with their conflicts in life, and there is always a solution to every problem. This topic was chosen because many people have issues dealing with conflict in their lives, which is usually caused by external factors; this research is being conducted to guide how to handle a conflict in real life. This research used novel as the data. The novel *It Ends with Us* is chosen as a source of the research because it has a unique story, and there is a conflict between the main character and other characters, as well as a conflict within the character itself. Colleen Hoover is the best-selling author of twenty-two novels and novellas on the New York Times bestseller list. Hoover's novels are categorized as New Adult and Young Adult contemporary romances, as well as psychological thrillers. Colleen's novel Confess won the Goodreads Choice Award for Best Romance in 2015. That was followed in 2016 by *It Ends with Us*, which also won the Choice Award for

Best Romance. Her novel Without Merit won the award for best Romance in 2017.

1.2 Problems of the Study

Based on the background of the study, the problem of this study could be formulated as follow:

1. What are types of conflicts found in Colleen Hoover's novel *It Ends with Us*?

2. What are conflicts resolution used by the main character in Colleen Hoover's novel *It Ends with Us*?

1.3 Objectives of the Study

The objectives of the study were to find the answers to the problems that have been mentioned before, and these objectives could be listed as follows:

1. To identify the types of conflicts were found in Colleen Hoover's novel *It Ends with Us*.

2. To analyze how the main character resolved the conflict Colleen Hoover's novel *It Ends with Us*.

1.4 Limitation of the Study

This research is limited only to the study of the main character's conflict in Colleen Hoover's novel. *It Ends with Us*, particularly the types of conflict faced by the main character and how the main character resolves the conflict that occurs in Colleen Hoover's novel *It Ends with Us*.

1.5 Significance of the Study

The result of the research was intended to have some significance, both theoretically and practically

1.5.1 Theoretical Significance

Theoretically, the research contributes to the development of the literary study. Furthermore, this research might be utilized as a reference for future researchers interested in analyzing conflict kinds and how the main character resolves conflict.

1.5.2 Practical Significance

Practically, this study expects to contribute to the reader and other researcher's constructive feedback who study English Literature, particularly those involved in conflict analysis. Moreover, based on the conflict management strategy, this study expects the reader to deal with the conflict in daily life using the conflict management strategy.

CHAPTER II

REVIEW OF RELATED LITERATURE,

CONCEPTS AND THEORIES

In this chapter the writer contains three subchapters, review of related literature, concepts, and theories. The review of related literature consists of the thesis and articles from other researcher related to internal and external faced by the main characters.

2.1 Review of Related Literature

The first thesis was written by Damayanti (2021) in her thesis entitled *The Analysis of the Main Character's Conflicts in Elizabeth Rudnick's Maleficent*. Her study aims to discover the types of conflict the main character faces. The writer used a novel by Elizabeth Rudnick as her data. The writer proposed a theory by Kenney (1966) and Deetz and Stevenson (1998). The writer found two types of conflict faced by the main character: internal and external; the writer also found how the main character overcomes the conflicts by using conflict management strategies. There are similarities between her study and the recent study, as both used the same data source, which is novel.

The second thesis was written by Mutaqqi (2016) in his thesis entitled *Analysis of Conflicts Faced by Two Characters in The Virgin Suicide's Jeffrey Eugenides*. His study aimed to identify the types of conflict and how the Lisbon girls solve the conflict in the novel *The Virgin Suicides.* The writer used
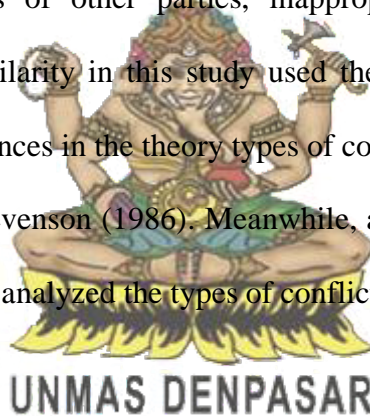
the novel written by Jeffrey Eugenides as his main data. The writer proposed a theory from Jones (1968) related to the types of conflict the character faces. The writer found two types of conflict in Jeffrey Eugenides's novel, psychology, and social conflict. Also, the character decides to end their own life by suicide to resolve their problem. There are similarities between his study and the recent study; both studies use the same data source, which is novel. Meanwhile, the difference in Mutaqqi's thesis is that he used the theory from Jones (1968), while the recent study used a different theory of types of conflict

The third was article written by Yasa et al., (2022) in his article entitled *Internal Conflict Faced by the Main Character in Greenland Movie.* His study aims to identify the external conflict faced and the source of conflict by the main character in the movie *Greenland.* The writer used a movie written by Chris Sparling (2022) entitled *Greenland* as his data. The data were collected by observation and taking note methods by watching the movie and listening to dialogue, then reading the movie script and taking notes for the data. The data were analyzed by using a qualitative method to describe the types of conflict in "Greenland" movie theory by Reaske (1966) and the second theory by Bartos and Wehr (2002). The writer found that the main character's conflict is internal. The internal conflict comes from inside the main character, such as dilemma, emotion, disappointment, and sadness. This similarity in this study used the same topic about the types of conflict faced by the main character. The difference in the data source used in Yasa's article was a movie; the recent study used novels as her data source.

The fourth was article written by Adiguna et al., (2022) in his article entitled *Analysis of External Conflict of the Main Character in The Pound Comic on Webtoon.* His study aims to find out the types of external conflict faced by the main character and to handle the conflict with five style management strategies faced by the main character in the *Pound* comic on webtoon. The writer used the webtoon *Pound*, written by Tony Karnowski, as his data. The data were collected by observation method analysis. The data were collected in two steps. The first step is reading and understanding the comic. The second is finding out the statement and the conflict, especially the external conflict, source, and management strategy based on the theories used. The data were analyzed by the theory proposed by Kenney (1966) about types of conflict and the supporting theory proposed by Thomas and Kilmann (1970) about conflict management strategy. The writer found two types of external conflict the main character faces, between man against man and man against society. There are three conflicts between man against man faced by the main character, and two between men against society faced by the main character. This similarity this study used the same theory of conflict by Kenney (1966), while the difference in the data source used in Adiguna's article was a webtoon; meanwhile, the recent study used a novel as her data.

The fifth was article written by Janggur et al., (2022) in his article entitled *An Analysis Conflict of the Main Character in Brave the Wild Wind Novel.* The study aims of his study are to find various types of conflict faced by the main character and the source of the conflict to analyze the main character's

strategy in resolving the conflict. The writer used the novel *Brave the Wild Wind* as his data. The data were collected by observation method by conducting some steps: reading carefully and repeatedly to find the types of conflicts. The data were analyzed using the theory proposed by Deetz & Stevenson (1986) related to the types of conflict also used the theory proposed by Kenney (1966) to identify the source of conflicts and how to resolve the conflicts in Brave the Wild Wind novel. The writer found that the main character faces three conflicts, namely personal, cultural, and social conflicts. Sources of conflict from the main character are wrong perceptions of other parties, inappropriate goals, and undirected relationships. This similarity in this study used the same data source, which is novel, while the differences in the theory types of conflict used in Janggur's article were from Deetz & Stevenson (1986). Meanwhile, a recent study used the theory from Kenney (1966) to analyzed the types of conflict faced by the main character.

2.2 Concepts

In this part of research there are some concepts that are applied to explain the understanding of the topics such as novel, character and conflict. Those concepts are to help the readers to understand about the fiction and what are their elements. The explanations of the concept in the literary works are presented as follows.

2.2.1 Conflict

According to Kenney (1966), conflict is the problem between the protagonist and the antagonist as opposing forces. In a single story, there could be several sorts of conflict. In literature, conflict refers to the central problem between characters or opposing forces, such as man vs. society or man vs. himself. The conflict is introduced in the exposition or at the novel's start, setting the tone for what will happen next.

While some stories have multiple conflicts, there is usually one main problem that the protagonist or protagonist must deal with. A dispute is the opposition of two persons in its most basic form. Envy, hatred, wrath, argument, avoidance, gossip, falsehoods, fighting, and various other forms and actions may be used to resolve their disagreement.
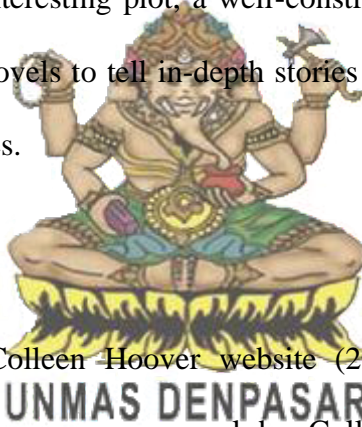
2.2.2 Main Character

According to Warren & Wellek (1956) the main character is the major presented character in the story. Based on Johnson & Arp (2018) the protagonist is the main character in a conflict, whether they are sympathetic or unsympathetic as individuals; rarely, a story may have more than one protagonist. A character is a person or group who takes part in the story's action. Characters are split into two categories based on their type: lead character and supporting character.

In this analysis, the writer focuses on the main character in the *It Ends with Us* novel. Even in specific stories, the main character appears in every scene

and struggles. The main character's presence is particularly important since they are the character who is always present in the story and influences the development of the conflict and climax.

2.2.3 Novel

According to Warren & Wellek (1956) a novel is a piece of literature that tells a narrative story. The reader is intended to be entertained by the story. However, no matter how important life events and difficulties are in the story, fiction must have an interesting plot, a well-constructed framework, and a clear purpose. Authors use novels to tell in-depth stories about the human condition in various genres and styles.

2.2.4 It Ends with Us

According to Colleen Hoover website (2022), *It Ends with Us* is a standalone contemporary romance novel by Colleen Hoover. She presents a touching story different from her previous artwork and tries to explore a new field. *It Ends with Us* is an extraordinary story of love that exacts the highest price, combining a compelling romance with a cast of all-too-human characters.

2.3 Theories

In this research used two theories. There were theory types of conflict proposed by Kenney (1966) in his book namely *How to Analyze Fiction*, analyze the types of conflicts in the *It Ends with Us* novel and how the main character

deals with conflict management strategies to resolve the conflicts of the main character faced proposed by Deetz and Stevenson (1987).
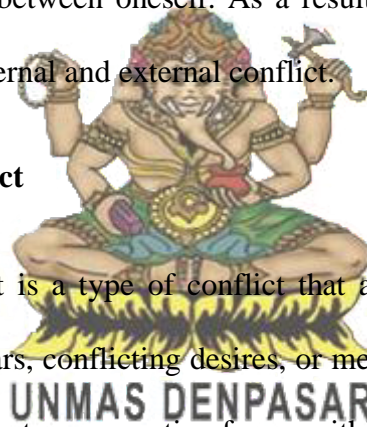
2.3.1 Types of Conflict

According to Kenney (1966) in his book namely: *How to Analyze Fiction.* A conflict occurs between a major character and other characters, as well as between a character and themselves, which might be physical, mental, or emotional. A conflict can occur between two people, a person and their social surroundings, or even between oneself. As a result of this argument, conflict is split into two types: internal and external conflict.
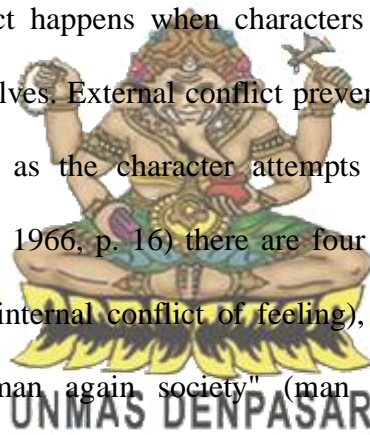
2.3.1.1 Internal Conflict

Internal conflict is a type of conflict that appear within a character and their own emotions, fears, conflicting desires, or mental diseases. Internal conflict always happens between two competing forces within the same person. According to Kenney (1966) a story may deal with a conflict within a single character or personal conflict, which portrays internal conflict that affects a person's relationships. Based on Surya Adi Saputra et al., (2018). Internal conflicts may exist between two ideas or within a person's mind also there is a conflict within the person. This occurs when there is a conflicting desire, a competing approach to satisfy a given need or want, dissatisfaction from roadblocks to satisfaction, and roles that are not equal.

For example, William Shakespeare's Hamlet book is a classic example of a character battling their inner demons. The ghost of Hamlet's father appears in the play and tells him that he was slain and that Hamlet must avenge him. Throughout the play, Hamlet is torn between whether or not his father was murdered and how to seek vengeance honorably. Hamlet struggles with this internal conflict and laments his self-doubt in the play's famous "to be or not to be" soliloquy. Hamlet's mental struggle ultimately leads to his demise, as he waits until it is too late to act.

2.3.1.2 External Conflict

External conflict happens when characters fight with another character from outside of themselves. External conflict prevents the character's motivations and generates tension as the character attempts to achieve their objectives. According to (Kenney, 1966, p. 16) there are four types of conflict in literature "man against self (an internal conflict of feeling), Man again man (protagonist versus antagonist), "man again society" (man or protagonist versus large organization of society), "man against nature," (man versus component of nature).man versus component of nature).
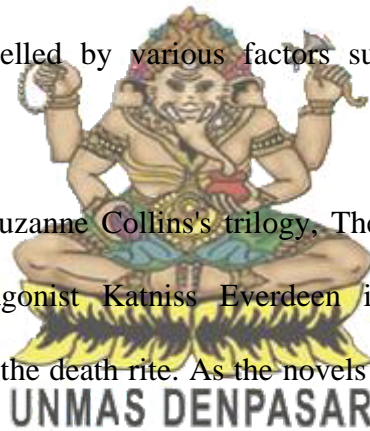
1. Man Against Self

When a character struggles against himself, he is said to conflict with himself. Internal strife pits man against himself. It's a conflict that's generally linked to a larger external conflict. A character must overcome himself or choose between two paths: good and evil, reasoning and emotion. (Kenney, 1966, p. 19).

For example: in Emma's Novel by Jane Austin, the main character knows what is best for her friends. She meddles in her friends' lives regularly, serving as a matchmaker and advising them on what they should and shouldn't do. Over time, she realizes that her matchmaking has harmed her friends rather than helped them. She tries to resist this knowledge about herself, but in the end, she accepts that she is wrong and sets out to correct her faults.

2.   **Man against Man**

A conflict occurs when one-character fights against another in the plot. This battle can be fuelled by various factors such as survival, pride, love, morality, or obligation.

For example, Suzanne Collins's trilogy, The Hunger Games. During the Hunger Games, protagonist Katniss Everdeen is forced to confront other characters in a fight to the death rite. As the novels go, her battle develops into a personal vendetta against the harsh and vicious leaders of her dystopian society.

3.   **Man against Nature**

The main character is in direct conflict with nature's powers, alone or with the other characters. The natural world is difficult due to some events or situations. According to Kenney (1966) this is accompanied by intense emotional conflict, forcing the protagonist to confront inner difficulties and beliefs while battling for survival in their physical environment.
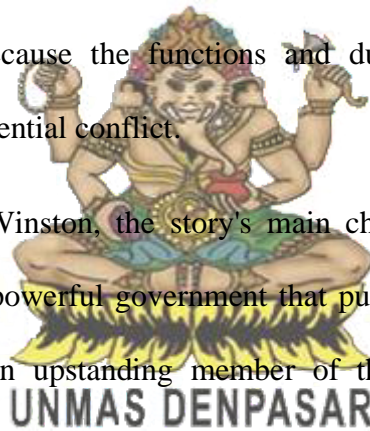
For example, The Old Man and the Sea by Ernest Hemingway, in this story, an elderly fisherman struggling with poverty tries to catch a massive marlin

that could change his luck. As the older man comes into war with nature—not just marlin, but sharks and storms—he must come to terms with his past and the possibility of dying at sea. In this short work, Hemingway's adept use of personal and exterior turmoil resurrected his creative career.

4. Man against Society

Kenney (1966) stated that conflict between Man and Society is the main character's struggle against other people's views, habits, or customs. It occurs when the character stands up for his beliefs and fights against the social society and its regulations because the functions and duties of an organization are established through potential conflict.

For example, Winston, the story's main character, lives in a dystopian world ruled by an all-powerful government that punishes individualism and free thought. Winston is an upstanding member of the government party on the outside. Still, he despises it on the inside, leading him to rebel against it by having an illicit affair with Julia, a suspected informant.

2.3.2 Conflict Management Strategies

According to (Deetz & Stevenson L., 1987, p. 210), conflict can encourage critical thinking when managed correctly, and it is believed that conflict is necessary. Conflict, thought and action are related to each other. When a conflict happens the management strategy is needed to know how to solve the problem.

2.3.2.1 Avoidance

According to (Deetz & Stevenson L., 1987, p. 210) that avoidance, based on avoiding conversations related to the issue. Even though it's sometimes thought of as a bad approach, avoidance has its benefits. Avoidance, for instance, can put off talking about the conflict until everyone has "cooled off."

2.3.2.2 Pacification

According to (Deetz & Stevenson L., 1987, p. 212), pacification, is same focused on preventing discussion on the conflict. Instead, then attempting to end conflict, pacification aims to maximize or minimize it.

2.3.2.3 Competition

According to (Deetz & Stevenson L., 1987, p. 214), competition based on a context-based acceptance of the conflict. It is not acceptable to block communication. Competition occurs when participants in a conflict decide to satisfy each other's desires, Growth and destruction are both possible result of competition. The result that appears is typically determined by fair play.

2.3.2.4 Compromise

(Deetz & Stevenson L., 1987, p. 216), states that compromise is a strategy that is also based on understanding the context of the conflict. Person who affected by a compromise feels more pleased than they would have if they had lost, although this is rarely the case.

2.3.2.5 Creative Integration

Creative integration is one of the conflict management strategy which the main goals is to find the solution in two different side (Deetz & Stevenson L., 1987, p. 217). Creative integration requires much effort, but offers the greatest opportunity for the good, long-term health of a relationship. It involves four steps. Although it needs a lot of work, creative integration offers the best chance for a long-term relationship. There are four steps details as below:

1. Firstly, identify and understanding each goal of participants. In this stage all the participant has to take a look and think each goal they want to reach.

2. Second step is combine all of the goals and imagine that the goals is the desire all of the participant.

3. Third step is identify and choose the way and resources that may accomplish of the listed goals

4. Lastly, select the listed goals and needs, then all the participant have to take an action of selected listed goals. Although creative integration would require practice, time and energy, it would be appropriate to use it in the managing of long-term conflict situations.