EXTERNAL CONFLICTS FACED BY ANNE SHIRLEY AS

THE MAIN CHARACTER IN *ANNE OF GREEN GABLES*

NOVEL BY LUCY MONTGOMERY

FINAL PROJECT

Presented as Partial Fulfilment of the Requirement

to Obtain the Sarjana Sastra Degree

In English Literature

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Hereby, I honestly declare that the undergraduate thesis I wrote does not contain the work of other people, except those which were cited in the quotation and the references, as a scientific paper should. If my statement is not valid in the future, I absolutely agree to accept an academic sanction in the form of revocation of my paper and my degree obtained from the paper.

Semarang, August 12 2022

Hana Nuraziza

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MOTTO

"Start where you are, use whatever you have, and do what you can"

DEDICATION

It is with warm regard that we dedicate my final project to mybeloved parents, my

beloved friends, and all of my friends who always support me during my process

ABSTRACT

Hana Nuraziza. 30801800016. External Conflicts Faced by Anne Shirley as the Main Character in *Anne of Green Gables* Novel by Lucy Montgomery. Final Project of Language and Communication Science. English Literature Program. Sultan Agung Islamic University Semarang. Advisor: Nailil Muna, S.S., M.A.

This study aims to analyzing the type of external conflict faced by Anne Shirley in *Anne of Green Gables* novel and to know how Anne resolve the conflicts.This study focuses on the main character Anne Shirley who faced the external conflict . It explains and analyzing the external conflict faced by Anne using William Kenney theory and how Anne resolve the conflict using Johnson theory.

This study used a descriptive qualitative method. Somesteps were used to collect the data were reading a novel,identifying the data, classifying the data, and reducing the data.

This study finds the type of external conflict faced by Anne Shirley as a main character and how Anne resolve the conflict. Based on the references used in this study, there are three type of external conflict faced by Anne, they are man vs. man, man vs. sociaty and man vs. nature. Then there are five ways to resolve conflict, they are problem solving negotiations, smoothing, forcing or win-lose negotiations, compromising, and withdrawing.

Keywords: external conflict, conflict resolution, *anne of green gables*, **anne shirley.**

INTISARI

Hana Nuraziza. 30801800016. Konflik Eksternal yang Dihadapi Anne Shirley sebagai Tokoh Utama dalam Novel *Anne of Green Gables* karya Lucy Montgomery. Skripsi Program Studi Sastra Inggris Fakultas Bahasa dan Ilmu Komunikasi Universitas Islam Sultan Agung Semarang. Pembimbing: Nailil Muna, S.S., M.A.

Penelitian ini bertujuan untuk menganalisis jenis konflik eksternal yang dihadapi Anne Shirley dalam novel Anne of Green Gables dan untuk mengetahui bagaimana Anne menyelesaikan konflik tersebut. Penelitian ini berfokus pada tokoh utama Anne Shirley yang menghadapi konflik eksternal tersebut. Ini menjelaskan dan menganalisis konflik eksternal yang dihadapi Anne menggunakan teori William Kenney dan bagaimana Anne menyelesaikan konflik menggunakan teori Johnson.

Penelitian ini menggunakan metode deskriptif kualitatif. Beberapa langkah yang digunakan untuk mengumpulkan data adalah membaca novel, mengidentifikasi data, mengklasifikasikan data, dan mereduksi data. Penelitian ini menemukan jenis konflik eksternal yang dihadapi Anne Shirley sebagai tokoh utama dan bagaimana Anne menyelesaikan konflik tersebut.

Berdasarkan referensi yang digunakan dalam penelitian ini, ada tiga jenis konflik eksternal yang dihadapi Anne, yaitu man vs man, man vs sociaty, dan man vs nature. Kemudian ada lima cara untuk menyelesaikan konflik, yaitu negosiasi pemecahan masalah, pemulusan, pemaksaan atau negosiasi menang-kalah, kompromi, dan penarikan.

Kata kunci: konflik eksternal, resolusi konflik, anne of green gables, anne shirley.

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In the name of Allah, the Most Gracious, the Most Merciful, I would like to express my deepest gratitude to Allah Subhanahu Wa Ta'ala who eases every difficulty and gives me incredible blessings so that I could accomplish this final project.

I realize that this final project could not be completed without getting motivation, advances, support, and guidance from many people. Therefore, I would like to express my deepest gratitude to the following people:

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2. Idha Nurhamidah, S.S., M. Hum as the head of English Literature.

3. Nailil Muna, S.S., M.A. as my advisor who has given me useful comments, guidance, suggestion, corrections, and all support from the first of my final project until the end.

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5. My beloved parents, for their love, and sincere prayers for my health, and my success.

6. My husband, Briska who became my mental support and always help me in any situation.

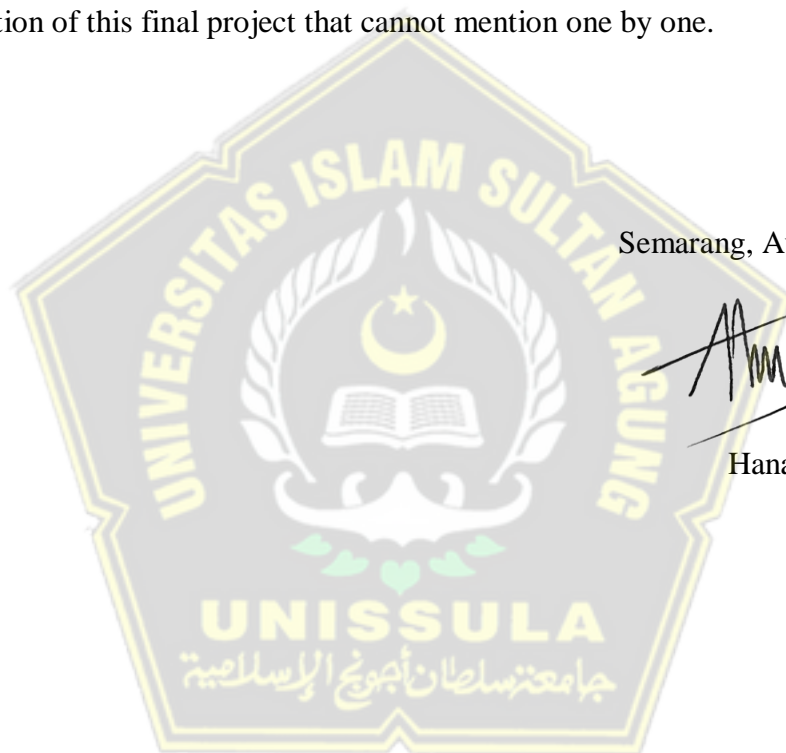7. Melly, Devi, Icha, my best friend who always helps me especially during

my process in the final project.

8. All of my classmates of English Literature 2018 who always give me support and help during the studies.

In my deepest heart, I realize that this study is imperfect and still needs suggestions and criticism. But I hope that this study will be useful for the readers. Lastly, I would like to thank everyone who has an important role in the successful realization of this final project that cannot mention one by one.

Semarang, Augusr 12 2022

Hana Nuraziza

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CHAPTER I

INTRODUCTION

Chapter one is the introduction, this chapter presents the background of the study, limitations of the study, problem formulation, objectives of the study, significance of the study and at the end of this chapter informs the outline of the study.

A. Background of The Study

In everyday life, everyone will never be separated from the name of conflict. This happens because humans themselves are social creatures who will always interact with each other. Conflict here is a social process in which one part will try to get rid of the other one. These problems can occur between individuals with individuals, individuals with a group, or groups with other groups. Generally, conflict can occur because of differences in an interaction that causes conflict. This is accordance with existing reference based on (Hapizoh, 8) , "conflict is defined as a social process between two individuals or social groups in which each party tries to get rid of the other in order to achieve its goals by providing resistance accompanied by threats and violence." Conflict is a normal situation in every social life, where both parties fight and it would be mutually impossible if social life had never experienced conflict. According to (Soraya, 11) , "In literature, a conflict is a literary element that involves a struggle between two opposing forces usually a protagonist and an antagonist." It can be concluding that conflict is closely related to the world of literature because it is one of the

elements of literature that involves 2 or more characters who are opposite each other and want to achieve a goal. Conflict in everyday life is a very important event unwanted, whereas in a literary work is not like that. The conflict in the novel is important part for building the groove structure. Conflict in a work literature has become something that readers need as his life experience.

Conflicts are divided into two types, the first one is internal conflict and the second one is external conflict. Internal conflict itself is a conflict that occurs between a character and himself, internal conflict is also called inner conflict, this is in accordance with existing reference based on Hidayah,

> The internal conflict also called as man vs. self-conflict is a conflict between major character and his own mind. The debates occur in character's mind about what to do or think. In a story, the internal conflict occurs within a character's emotion, whether his inner need, desire, belief, or turmoil. (Hidayah, 18).

Internal conflict arises from the emotional turmoil of the character towards something that is in him, such as his desires, beliefs and others. This internal conflict occurs when there is a debate in the character's own mind about what the character will do or think.

While external conflict is a conflict that occurs between a character and something outside himself, maybe with the natural environment or maybe with the human environment. This is in accordance with existing reference based on (Hapizoh,7) "external conflict is a conflict which is occurs between two or more characters, or a character and his environment; external conflict involves an

interaction with the setting and other characters of the story". External conflict often occurs in any environment, be it the community's home environment or others. External conflict can occur due to differences of opinion between characters which causes conflict to be unavoidable. This is accordance with existing reference,

External conflict is the conflict between character and his environment. There may be the conflict characters against fate and the circumstances that exist between and a goal himself. Besides, it happened because of the different opinions of characters (Rosariana, 18).

Then based on William Kenney there are three types of external conflict, the first one is man vs. man, the second one is man vs. society and the last one is man vs. nature. Then if there is conflict there must be a way of settlement, based on David and Frank Johnson in his book entitled *Joining Together : Group Theory And Group Skills* there are five ways to resolve conflict, problem solving negotiations, smoothing, forcing or win-lose negotiations, compromising, and withdrawing.

The external conflict and how to resolve conflict in the novel *Anne of Green Gables* by Lucy Mongomery has not been researched before. There are some previous studies related to the subject of the study raised in this research which is about conflict. One of which is research conducted by Nur Hidayah in 2018 with the title *Internal Conflicts Faced by the Main Characters of My Sister's Keeper by Jodi Picoult.* In this study, researchers discussed internal conflict and how to resolve conflict. In this study, researchers used theory of internal conflict

by William Kenney and conflict resolution by Johnson. The results of this study are very interesting because discuss about internal conflict and how to resolve conflict in detail but the writer thinks that internal conflict is narrower because it only discusses the conflict that exists in the character, that's why the author prefers to analyze external conflict because its scope is wider, such as conflict with the environment as well as with other characters and others.

Almost all novels have conflict in them because without conflict the novel will seem ordinary and unattractive. One of the novels that have conflict in it is the novel entitled *Anne of Green Gables* by Lucy Mongomery, one of the famous authors from Canada. This novel is a classic novel published in 1908. Even though it has been published for a long time and is included in the old novel category, this novel is still in demand today. This novel is a children's novel, but uniquely this novel is shown and written for all ages, so it is suitable for reading for young and old alike. This novel has the main character named Anne Shirley, Anne is a beautiful orphan girl, 11 years old and likes to imagine. Anne lives in the town of Avonlea which she calls Green Gables. Because Anne lives in the midst of society, there must be conflict in her life. The conflict that Anne faced came from anywhere, from those closest to Anne such as Mr. Matthew, Mrs. Marilla and Mrs. Rachel. Because they live close together, it is very difficult to avoid conflict from occurring. In addition, Anne has also had conflicts with society, such as with her friends at school or with her friends at home. But Anne is a smart child, she knows how to resolve the conflict. In accordance with her age, Anne has several ways of resolving a conflict, sometimes she relents because

she thinks she is wrong, sometimes she is stubborn and giggles that she is right and she will also mediate if it is necessary.

The researcher chooses *Anne of Green Gables* novel as the object of the study because in this novel there are complete conflicts, especially external conflicts and how to solve them completely. So it is very suitable to read for people who want to research about external conflicts and how to solve them. The message contained in this novel is also very interesting, how Anne responds to the problems that occur and Anne's enthusiasm to try to solve the problem and return it to normal. Therefore, the researcher also wants to give knowledge to the readers about external conflict and how to resolve it and this study would be useful for the readers who are interested in knowing more about external conflict and how to resolve the conflict.

Based on the explanation above, it can be concluded that external conflict and how to resolve is very important to learn. Moreover, A*nne of Green Gables* novel is chosen as the object of the study as it represents the issue of external conflict and how to resolve the conflict. Therefore, this study has entitled *External Conflicts Faced by Anne Shirley as the Main Character in Anne of Green Gables Novel by Lucy Montgomery.*

B. Limitation of The Study

External conflict is a conflict that occurs between a character and something outside himself, maybe with the natural environment or maybe with the human environment. Then if there is conflict there must be a way to resolve.

Because of the problem statement above, this study will only focus on the main character Anne Shirley who faced the conflict especially external conflict using William Kenney theory of external conflict and how to resolve conflict using David and Frank Johnson theory.

C. Problem Formulation

Based on the limitation above, this study will formulate the statements of the problems as following:

1. What type of external conflict faced by Anne Shirley in *Anne of Green Gables* novel?

2. How does Anne Shirley resolve the conflicts in *Anne of Green Gables* novel?

D. Objectives of The Study

In this study there are two objectives:

1. To find out the type of external conflict faced by Anne Shirley in *Anne of Green Gables* novel

2. To know how Anne Shirley resolve the conflicts in *Anne of Green Gables* novel

E. Significance of The Study

In this study there are two significances:

1. This study hopefully can be useful as one of the references for student of Sultan Agung Islamic University especially for students majoring English

literature who are interested in analysing conflict especially external conflict and how to resolve conflict.

2. This study is also can be useful for readers as a source of knowledge for those who want to know about literature, in term of conflicts especially external conflict and how to resolve the conflict.

F. Organization of The Study

This study is divided into five chapters. Chapter one is introduction, this chapter presents the background of the research which provides background and a brief explanation about why the novel interesting and the reason why the issue which is external conflict impotent to learn. Then in this chapter also present limitations of the study, problem formulation, objectives of the study, and significance of the study. At the end of this chapter, the writer informs the organization of the study. Meanwhile, chapter two is theoretical framework. This chapter presents an overview of the object of the study and this chapter also gives a brief explanation about related theory such as conflict, internal and external conflict which consist type of external conflict and the last one is conflict resolution. Then chapter three is research method, this chapter presents types of data, data organizing, and data analysis. Chapter four contains findings and discussion, there are two-part in this chapter, which is type of external conflict and conflict resolution. While Chapter five is divided into two parts, which are conclusion and suggestion.

CHAPTER II

REVIEW OF RELATED LITERATURE

Chapter two is a review of related literature, there are two-part in this chapter. The first part is an overview of the object of the study, and the second part is a theoretical framework which consist of related theory such as the theory of conflict, internal and external conflict which consist type of external conflict and the last one is conflict resolution.

A. An Overview of the Object of the Study

Anne of Green Gables is a classic novel by Lucy Montgomery, he is one of the famous authors from Canada. This novel published in 1908. Even though it has been published for a long time and is included in the old novel category, this novel is still in demand today. This novel is a children's novel, but uniquely this novel is shown and written for all ages, so it is suitable for reading for young and old alike.

This novel is one of the most internationally recognized pop culture exports, having sold over 50 million copies worldwide. Although its initial publication is now over 100 years ago, the novel is still in print in multiple languages. In the century since the publication of *Anne of Green Gables*, the novel's popularity has not waned. Anne Shirley has appeared in some way in nearly every decade since. Prince Edward Island sees a steady crowd of tourists each year who come to explore the novel's iconic setting.

Things that makes this book interesting, apart from the story of Anne's life in Green Gables, are the mistakes she made. Just like Anne, we can take lessons

from the mess she made, we can use as lessons. For example, when Anne was first introduced to Mrs. Rachel, her neighbor accidentally called Anne an unattractive, thin, freckled face and red hair, something that Anne hated when anyone brought her up. Anne immediately said rude and angry. Of course it embarrassed Marilla and punished Anne. Anne could leave the room if she wanted to apologize and admit it was disrespectful and rude. Marilla asked Anne to put the brakes on her anger, even though Mrs. Rachel made a mistake but Anne had to be polite to her elders.

This novel has the main character named Anne Shirley, Anne is a beautiful orphan girl, 11 years old and likes to imagine. Anne lives in the town of Avonlea which she calls Green Gables. Because Anne lives in the midst of society, there must be conflict in her life. The conflict that Anne faced came from anywhere, from those closest to Anne such as Mr. Matthew, Mrs. Marilla and Mrs. Rachel. Because they live close together, it is very difficult to avoid conflict from occurring. In addition, Anne has also had conflicts with society, such as with her friends at school or with her friends at home. But Anne is a smart child, she knows how to resolve the conflict. In accordance with her age, Anne has several ways of resolving a conflict, sometimes she relents because she thinks she is wrong, sometimes she is stubborn and giggles that she is right and she will also mediate if it is necessary. Anne came to Avonlea Village by mistake. Marilla and Matthew Cuthbert want to adopt a child to help take care of Green Gables. But instead of a boy, the orphanage sent a little red-haired girl, Anne. Initially, Marilla and Matthew wanted to return Anne. However, the girl's cheerful

demeanor, outspokenness, and her sometimes silly innocence, melted Marilla and Matthew's hearts.

A mistake leads Anne Shirley to meet the Cuthberts. Marilla and Matthew Cuthbert, two brothers who are still single at a young age, originally planned to adopt a ten or eleven-year-old boy from an orphanage in Nova Scotia, the boy was later expected to help take care of the farm in Green Gables. But when Matthew went to Bright River to pick up, it wasn't a boy waiting but a little girl with red hair and freckles. The quiet Matthew didn't know what to do, out of pity and seeing the girl very cheerful, Matthew took her and handed it over to Marilla, whether to accept the mistake or return to the orphanage.

There is laughter and touching in Anne's story, we will smile seeing Anne's behavior, how easily she attracts the attention of others, who initially hated her and turned to like her. Her innocence, cheerfulness, wittiness and unstoppable imagination make him a likable person. She also really understands Matthew who rarely talks, knows what the old man wants even though without saying it, Anne thinks Matthew is her soul mate. Unlike Marilla, who was quite harsh with her, but of course over time she melted with Anne's charm. It is understandable that Marilla gets angry easily when she sees Anne is quite stubborn, causes a lot of trouble and is stubborn when she has a desire, but deep in her heart that she never wants to express, Marilla also loves Anne like Matthew.

B. Theoretical Framework

B.1 Conflict

Conflict is a normal situation in every social life, where both parties fight and it would be mutually impossible if social life had never experienced conflict. According to Holman, "conflict is the struggle or some kind of opposing situation which grows out of the interaction between the two major opposing forces in a plot." While based on Hapizoh, "Conflict is defined as a social process between two individuals or social groups in which each party tries to get rid of the other in order to achieve its goals by providing resistance accompanied by threats and violence" (8). It can be concluding that, the life of society cannot be separated from the potential for conflicts that occur, both between individuals and groups. In everyday life, everyone will never be separated from the name of conflict. This happens because humans themselves are social creatures who will always interact with each other. Conflict here is a social process in which one part will try to get rid of the other one. These problems can occur between individuals with individuals, individuals with a group, or groups with other groups. Generally, conflict can occur because of differences in an interaction that causes conflict. Based on Soraya,

> In literature, a conflict is a literary element that involves a struggle between two opposing forces usually a protagonist and an antagonist. the struggle between opposing forces in the story. Conflict is a disagreement or dispute. And this happens to someone with the opposition from where the source of conflict for the sake of a purpose (11).

Conflict is closely related to the world of literature because it is one of the elements of literature that involves 2 or more characters who are opposite each other and want to achieve a goal. Conflict in everyday life is a very important event unwanted, whereas in a literary work is not like that. The conflict in the novel is important part for building the groove structure. Conflict in a work literature has become something that readers need as his life experience. Because of its importance, the element of conflict in fiction is considered the spirit of the story. Without conflict, there would never be scenes and characters.

B.2 Type of Conflict

Based on Nurgiyantoro, conflicts are divided into two types, the first one is internal conflict and the second one is external conflict. For more detailed explanation, will be discussed in the sub-chapter below.

B.2.1 Internal Conflict

Internal conflict is a conflict that experienced by humans with themselves which is an internal problem a human. Internal conflict can also be said as self-conflict, or it can also be called a psychological conflict. this is in accordance with existing reference based on Hidayah,

> The internal conflict also called as man vs. self-conflict is a conflict between major character and his own mind. The debates occur in character's mind about what to do or think. In a story, the internal conflict occurs within a character's emotion, whether his inner need, desire, belief, or turmoil (18).

Internal conflict arises from the emotional turmoil of the character towards something that is in him, such as his desires, beliefs and others. This internal conflict occurs when there is a debate in the character's own mind about what the character will do or think. "Some literary conflicts take the form of a character struggling to overcome fear, addiction, emotional damage or other crippling personal issue" (Amriani, 2014). There are several examples in internal conflict, one of which is when the character tries to overcome the fear in his life when faced with two choices or the other.

B.2.2 External Conflict

External conflict is a conflict that occurs between a character and something outside himself, maybe with the natural environment or maybe with the human environment. This is in accordance with existing reference based on Hapizoh, "external conflict is a conflict which is occurs between two or more characters, or a character and his environment; external conflict involves an interaction with the setting and other characters of the story" (7). External conflict often occurs in any environment, be it the community's home environment or others. External conflict can occur due to differences of opinion between characters which causes conflict to be unavoidable. This is accordance with existing reference,

> External conflict is the conflict between character and his environment. There may be the conflict characters against fate and the circumstances that exist between and a goal himself. Besides, it happened because of the different opinions of characters (Rosariana, 4).

It can be concluding that external conflict is a conflict that occurs from outside the character, which makes a character have to struggle to get what he wants and makes the tension of the story more complex Then the causes of external conflict can vary, including: due to misunderstanding, communication failure, conflict of interest, differences outlook on life, and all kinds of heterogeneity. There are also those who think that external conflict is a consequence of poor communication, misunderstanding, miscalculation, and other processes we are not aware of. That matter It's hard for us to avoid, because as social humans we are always in touch with community members and in communicating, it is certain to have chance of misunderstanding.

B.2.2.1 Type of External Conflict

From all of the type of conflict, this research will only focus on the type of conflict based on William Kenney in his book entitled *Analyze Fiction* there are three types of external conflict:

1. **Man vs. Man**

Man vs. man is a conflict that occurs when a character in a story has problems with other characters. This conflict involves two characters fighting against each other. This is in accordance with existing reference based on Hapizoh,

Man versus man is the most fundamental type of external conflict. This

form of external conflict occurs when a character struggles against another

character. These struggles may be born from moral, religious or social differences and may be emotional, verbal or physical conflicts (7).

This conflict can take many forms, from physical fights to irreconcilable differences in morals or beliefs. This conflict is the most common conflict in the community.

2. Man vs. Society

Man vs. society is a conflict that occurs when a character in a story has a problem with social groups or groups in a community. This is in accordance with existing reference based on Hapizoh,

> This external conflict exists when characters struggle against the morals of their culture and government or other groups. Works where character's battle evil, oppressive cultures are characteristic of man versus society conflicts (8).

Each community has its own characteristics. Unfortunately, a character does not always agree with the other people in which he lives. This difference of understanding between a character and society has the potential to cause conflict.

3. Man vs. Nature

Man vs. Nature is a conflict that occurs when a character in a story faces a problem with nature. There are many elements beyond human control that have the potential to become conflict, one of which is nature. Natural phenomena can threaten human existence itself. The reason can come from human activity itself,

it can also come from external factors such as natural disasters, calamities, etc. This is in accordance with existing reference based on Hapizoh,

> In this type of conflict, humankind comes up against nature, battling for survival against its inexorable and apathetic force. The hero may be forced to confront nature, or the protagonist may be seeking the conflict, trying to exert dominance over nature (8).

B.3 Conflict Resolution

In everyday life we cannot avoid conflicts that can occur between one person and another. Conflict always exists and follows in life. Various examples of conflicts can be found in the surrounding environment, such as conflicts between friends, between residents in the same area of residence, as well as conflicts between colleagues in the same office. Conflict will cause an imbalance in a relationship; therefore, the conflict must be resolved immediately. The sooner the conflict can be resolved, the better it will be for the community and for yourself. This is intended to avoid negative impacts that are detrimental to us and others. Based on David and Frank Johnson in his book entitled *Joining Together : Group Theory And Group Skills* there are five ways to resolve conflict:

1. **Problem-solving negotiations**

    Problem-solving negotiation is also known as the owl style. This is in accordance with existing reference based on Johnson,

    > Owls highly value the goal and the relationships. When both the goal and the relationship are highly important to you, you initiate problem-solving negotiations to resolve the conflict. Solutions are sought that ensure that

both you and the other group member fully achieve your goals and resolve any tensions and negative feelings between the two of you (380-381).

In this style conflicted characters solve problems in a way negotiating such as identifying problems at hand, exchanging information, then search, consider and choose a solution to solve the problem. So that the two conflicting characters are not harmed, and a win-win solution is achieved. This method is very suitable for solving problems caused by misunderstanding, but not suitable for solving problems that occur due to different value systems.

2. **Smoothing**

Smoothing is also called as the Teddy bear style, this is in accordance with existing reference based on Johnson,

> To teddy bears the relationship is of great importance, whereas the goal is of little importance. When the goal is of little importance to you but the relationship is of high importance, you give up your goal in order to maintain the relationship at the highest quality possible. when you think the other person's interests are much stronger or more important than yours, you smooth and assist the other person in achieving his or her goal. (381).

In this style conflicted characters solve problems in a way that focuses more attention in an attempt to satisfy others rather than oneself. This is done to reduce differences and emphasize togetherness among the parties involved. The strength

of this strategy lies in its efforts to encourage cooperation occurs. The drawback is that the solution is temporary and does not touch the main problem solved.

3. Forcing or win-lose negotiations

Forcing or win-lose negotiations are also known as the shark style, this is in accordance with existing reference based on Johnson,

> Sharks see the relationship as of no importance and try to overpower opponents by forcing them to give so the shark can achieve his or her goal. When the goal is very important but the relationship is not, you seek to achieve your goal by forcing or persuading the other to yield. Tactics used to win include making threats, physical and verbal aggression, imposing penalties that will be withdrawn if the other concedes, and taking preemptive actions designed to resolve the conflict without the other's consent (such as taking a book home that the other insists is his). (381).

In this style conflicted characters solve problems in a compelling way. In this style conflicted characters have low concern against the interests of others so as to encourage him to do coercion so that his goals can be achieved, usually using the "I win, you lose" method. This method is suitable for use if the problem being solved is not too complicated and important, and must make decisions in a timely manner. However, this method is not appropriate for dealing with complex problems.

4. Compromising

Compromising is also called the fox style, this is in accordance with existing reference based on Johnson,

> Foxes are moderately concerned with the goal and the relationship with the other members. When both the goal and the relationship are moderately important to you, and it appears that both you and the other person cannot get what you want, you may need to give up part of your goals and sacrifice part of the relationship in order to reach an agreement. Compromising may be meeting in the middle so each gets half, or flipping a coin to let chance to decide who will get his or her way. Compromising is often used when disputants wish to engage in problem-solving negotiations but do not have the time to do so (381).

In this style conflicted characters solve problems in a way of compromise. In this style conflicting characters' balance between self-interest and self-interest the interests of others. This is a give-and-take approach and receive (give and take approach) from parties who involved in conflict. Compromise is suitable for dealing with problems involving parties who have different goals but have the same power. The main advantage of this compromise is in a democratic process and no party feel defeated but conflict resolution is sometimes temporary.

5. Withdrawing

Withdrawing is also known as the turtle style. This is in accordance with existing reference based on Johnson,

> Turtles withdraw into their shells to avoid conflicts, valuing neither the relationship nor the goal. When the goal is not important and you do not

need to keep a relationship with the other person, you may wish to give up

both your goal and the relationship and avoid the issue and the other

persons. Avoiding a hostile stranger, for example, may be the best thing to

do. Sometimes you may wish to withdraw from a conflict until you and the

other people have calmed down and are in control of your feelings (381).

In this style conflicted characters solve problems in a way avoiding. This

avoidance method is suitable for solving simple problems. This method is not

appropriate for conflicts involving important issues.
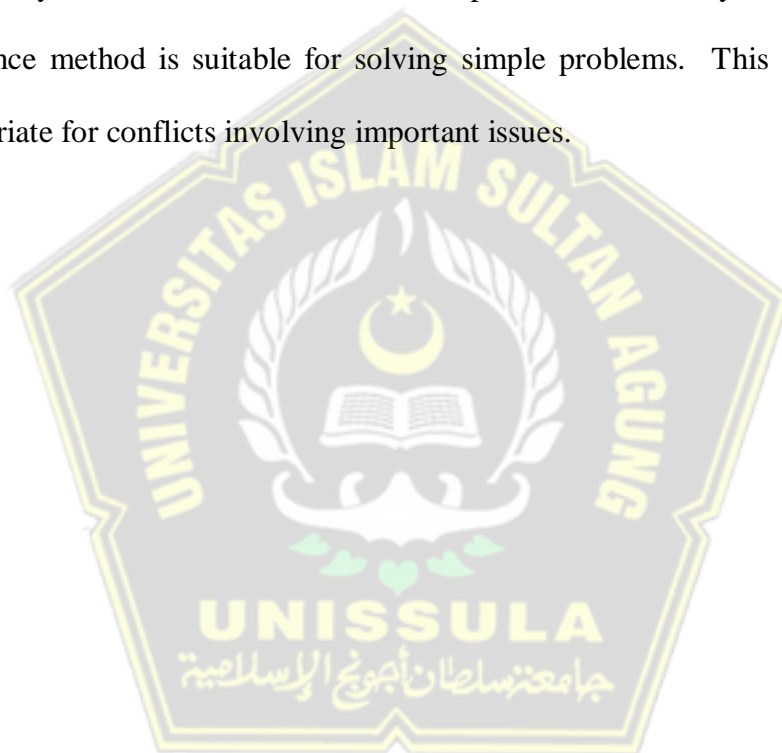
CHAPTER III

RESEARCH METHOD

Chapter three is a research method, this chapter used in collecting and analyzing the data to answer the problem formulation and there are three sub-chapters in this chapter. The first sub-chapter is types of data, the second sub-chapter is data organizing, and the third sub-chapter is analyzing the data.

A. Types of Research

This research used the qualitative method, it means that the data collection process was carried out qualitatively while the reporting was carried out descriptively. Besides that, qualitative research used text as the main data source. This is following existing references based on Miles and Huberman the definition of qualitative data is, "the data that is usually in the form of words rather than numbers. The qualitative data included in rich descriptions and explanations of processes in the context of words, sentences, utterances, and dialogues". So this type of research is not the approach involved in statistical and mathematical data which is related to numbers but will focus on the descriptions and explanations in terms of words, sentences, and dialogues. In this case, a descriptive-qualitative research type was used to analyze Anne Shirley as the main character in *Anne of Green Gables* novel.

B. Types of the Data

Two types of data were used in this research, those are primary and secondary data. The explanation of the data is as follows;

1. Primary data

    Primary data is the data that is directly collected from the first source or the first hand that is related to the object of the study. The primary data in this research were dialogues and monologues in the novel entitled *Anne of Green Gables* by Lucy Montgomery.

2. Secondary data

    Secondary data is the data that is directly collected as support from the first source or usually called second-hand data. The secondary data in this study includes a range of scholarly writing related to external conflict and how to resolve conflict from journals and previous studies.

C. Data Collection Method

Data collection method in this study is conducted in a systematic step as follows

C.1 Data Collection Method

C.1.1 Reading Primary and Secondary Source

The first step was reading the novel. This step was an important step to collecting the data. This step aims to get a deep understanding of the novel. The novel entitled *Anne of Green Gables* by Lucy Montgomery as the object of the study was read several times. At first, the writer does a quick reading of the novel to know the general description of the novel and understand the story. After that, the writer doing pleasure reading and analytical reading to get information and data from the story in the novel.

Reading secondary sources aims to identify secondary data, in this study secondary data come from journals and previous studies. The writer doing analytical reading to identification the secondary data, it be done by underlining as a sign to the important data related to the topics. In the reading stage, the writer centers her attention on type of external conflict by William Kenney in his book entitled *Analyze Fiction* there are three types of external conflict, the first one is man vs. man, the second one is man vs. society and the last one is man vs. nature. Then the writer also centers her attention based on David and Frank Johnson in his book entitled *Pearson New International Edition* there are five ways to resolve conflict, problem-solving negotiations, smoothing, forcing or win-lose negotiations, compromising, and withdrawing.

C.1.2 Identifying the Data

After reading *Anne of Green Gables* novel several times, the second step was identifying the data. The step of identifying the data aims to collect important data that is used to analyze. It was done by underlining and giving numbers as a sign to the important data related to the topics that were analyzed and the identified data were in the form of monologue and dialogue.

C.1.3 Classifying the Data

The third step was classifying the data. The classifying data aims to make the data simple, to answer problem formulation, and also to help analyze in chapter four. The data identified from the novel by underlined and giving numbers must be classified to put in a table called appendices. An appendix is a form of a

table that includes numbers, quotes from the text, type of analysis, type of data, references, and comments, it can be seen below.

no	quote	type of analysis	type of data	references	comments

C.1.4 Reducing the Data

The last step was reducing the data; it was the last process of the data collecting method. Reducing the data aims to make the data simple and to reduce some less important data or weak data in answering problem formulation in chapter one.

D. Analyzing Data and Reporting Findings

Analyzing the data was the last part of this chapter. Analyzing data aims to inform the data very clearly. The type of data used in this research is descriptive analysis data. In this descriptive analysis data, the process carried out includes references, theories, and approaches. The approach is to explain, analyze, and interpret all the existing data in the form of a description. While the supported data reported in the appendices and the results of the analysis are reported in chapter four.

CHAPTER IV

FINDINGS AND DISCUSSION

Chapter four is findings and discussion that are used to answer problem formulations that were stated in chapter one. This chapter focuses on the type of external conflict using William Kenney theory and conflict resolution based on David and Frank Johnson.

A. Type of External Conflict

From all of the type of conflict, this research will only focus on the type of conflict based on William Kenney in his book entitled *Analyze Fiction* there are three types of external conflict:

A.1 Man Vs. Man

The first one is man vs. man, man vs. man is a conflict that occurs when a character in a story has problems with other characters. This conflict involves two characters fighting against each other. This is in accordance with existing reference based on (Hapizoh, 7) "this form of external conflict occurs when a character struggles against another character. These struggles may be born from moral, religious or social differences and may be emotional, verbal or physical conflicts." In the novel, five quote relate to man vs. man.

> **Marilla: "Anne, "you shouldn't talk that way. It's irreverent—positively irreverent."**
>
> **Anne's eyes marveled.**

Anne: "Why, I felt just as reverent as could be. I'm sure I didn't mean to be irreverent."

Marilla: "Well I don't suppose you did—but it doesn't sound right to talk so familiarly about such things. (Montgomery, 81)

The dialogue tells when Anne reading a prayer book, she points to a colorful title that reads *God Bless the Little Children* According to Anne, the contents of the prayer are not in accordance with reality, therefore Anne commented on the prayer according to her point of view with words that are quite long and according to Marilla it is very inappropriate to say. When Marilla heard this then Marilla scolded Anne and said that her words were inappropriate. Then Anne was very chuckling saying that the words were appropriate and in accordance with reality. Eventually Anne argued with Marilla about it. This is included in external conflict which is man vs. man because man vs. man occurs when a character struggles against another character. In this case, the debate between Anne and Marilla is one type of conflict, namely man vs. man because the conflict occurred between one character and another character, Anne and Marilla.

Mrs. Rachel: "She's terrible skinny and homely, Marilla. Come here, child, and let me have a look at you. Lawful heart, did anyone ever see such freckles? And hair as red as carrots! Come here, child, I say."

Anne "came there," but not exactly as Mrs. Rachel expected. With one bound she crossed the kitchen floor and stood before Mrs.

Rachel, her face scarlet with anger, her lips quivering, and her whole slender form trembling from head to foot.

Anne: "I hate you," she cried in a choked voice, stamping her foot on the floor. "I hate you—I hate you—I hate you—" a louder stamp with each assertion of hatred. "How dare you call me skinny and ugly? How dare you say I'm freckled and redheaded? You are a rude, impolite, unfeeling woman!"

But Anne continued to face Mrs. Rachel undauntedly, head up, eyes blazing, hands clenched, passionate indignation exhaling from her like an atmosphere.

Anne: "How dare you say such things about me?" she repeated vehemently. "How would you like to have such things said about you? How would you like to be told that you are fat and clumsy and probably hadn't a spark of imagination? in you? I don't care if I do hurt your feelings by saying so! I hope I hurt them. (Montgomery, 90-91)

The dialogue tells when Mrs. Rachel comes to Marilla's house and wants to see Anne. Mrs. Rachel looked at Anne with a bad look. When in front of Anne, he vilifies Anne by saying that Anne is thin and ugly, he mocks about the dark spots on Anne's face and also says that Anne's red hair is like carrots. Hearing this Anne was very angry, she did not accept Mrs. Rachel. With emotion, Anne said that she hated Mrs. Rachel. Anne's anger was very high. It didn't stop there. Anne also replied to Mrs. Rachel by saying that she

was fat. Anne was very angry with Mrs. Rachel. This is included in external conflict which is man vs. man because external conflict occurs when a character struggles against another character. In this case the anger of Anne and Mrs. Rachel is one type of conflict, namely man vs. man because the conflict occurred between one character and another character, Anne and Mrs. Rachel.

> Marilla: "Anne, the brooch is gone. By your own admission you were the last person to handle it. Now, what have you done with it? Tell me the truth at once. Did you take it out and lose it?"
>
> Anne: "No, I didn't," said Anne solemnly, meeting Marilla's angry gaze squarely. "I never took the brooch out of your room and that is the truth, if I was to be led to the block for it—although I'm not very certain what a block is. So there, Marilla."
>
> Anne's "so there" was only intended to emphasize her assertion, but Marilla took it as a display of defiance.
>
> Marilla: "I believe you are telling me a falsehood, Anne," she said sharply. "I know you are. There now, don't say anything more unless you are prepared to tell the whole truth. Go to your room and stay there until you are ready to confess." (Montgomery, 130-131).

The dialogue tells when Marilla lost her beloved brooch. The brooch was a relic from Marilla's mother, therefore, she was very angry when it went missing. He calls Anne and asks her about the whereabouts of the Brooch;

Anne admits that Anne was the last person to hold it. So it is certain that it was Anne who lost it. This made Marilla very angry with Anne. At this moment Anne realized that she was in big trouble. This is included in external conflict which is man vs. man because external conflict occurs when a character struggles against another character. In this case, Marilla's anger towards Anne is one type of conflict, namely man vs. man because the conflict occurred between one character and another character, Anne and Marilla.

> Gilbert reached across the aisle, picked up the end of Anne's long red braid, held it out at arm's length and said in a piercing whisper:
>
> Gilbert: "Carrots! Carrots!"
>
> **Then Anne looked at him with a vengeance! She did more than look. She sprang to her feet, her bright fancies fallen into cureless ruin. She flashed one indignant glance at Gilbert from eyes whose angry sparkle was swiftly quenched in equally angry tears.**
>
> **Anne: "You mean, hateful boy!" she exclaimed passionately. "How dare you! "And then—thwack! Anne had brought her slate down on Gilbert's head and cracked it—slate not head— clear across.** (Montgomery, 150).

The quote tells when Anne was in class and sitting at her desk, during the lesson Gilbert suddenly approached her and Anne was teased as 'carrot'. It was known that Anne had red hair, therefore Gilbert mocked her as 'carrot'.

When Anne was ridiculed by Gilbert, she was very angry, she emotionally said that Gilbert was very evil and annoying, Anne spontaneously hit the notebook on Gilbert's head until the book was torn into two parts. This is included in external conflict which is man vs. man because external conflict occurs when a character struggles against another character. In this case, Anne's anger towards Gilbert is one type of conflict, namely man vs. man because the conflict occurred between one character and another, Anne and Gilbert.

> Marilla: "Anne Shirley, when I ask you a question I want to be answered. Sit right up this very minute and tell me what you are crying about."Anne sat up, tragedy personified.
>
> **Anne: "Mrs. Lynde was up to see Mrs. Barry today and Mrs. Barry was in an awful state," she wailed. "She says that I set Diana DRUNK Saturday and sent her home in a disgraceful condition. And she says I must be a thoroughly bad, wicked little girl and she's never, never going to let Diana play with me again. Oh, Marilla, I'm just overcome with woe."**Marilla stared in blank amazement.
>
> Marilla: "Set Diana drunk!" she said when she found her voice. "Anne are you or Mrs. Barry crazy? What on earth did you give her?"(Montgomery, 171).

The dialogue tells when Diana is invited to drink tea at Anne's house. Marilla was having a meeting, so she wasn't at home, before leaving Marilla

offered her raspberry juice which was on the kitchen shelf. When Diana arrived, Anne greeted her warmly and offered her raspberry juice. Diana drank up to 3 glasses because she thought it was delicious. Suddenly Diana's head was very dizzy. It turns out that the drink that Anne gave was not raspberry juice but fermented wine that made her drunk. As a result, Anne was scolded by Mrs. Berry and is not allowed to play with Diana anymore. This made Anne very sad. This is included in external conflict which is man vs. man because external conflict occurs when a character struggles against another character. In this case Mrs. Berry against Anne is one type of conflict, namely man vs. man because the conflict occurred between one character and another, Anne and Mrs. Berry.

A.2 Man Vs. Society

The second one is man vs. society, man vs. society is a conflict that occurs when a character in a story has a problem with social groups or groups in a community. This is in accordance with existing reference based on (Hapizoh, 8) "This external conflict exists when characters struggle against the morals of their culture and government or other groups." In the novel, one quote relates to man vs. society.

> When she had reached Mrs. Lynde's house she found that lady gone. Nothing daunted, Anne proceeded onward to the church alone. In the porch she found a crowd of little girls, all more or less gaily attired in whites and blues and pinks, and all staring with curious eyes at this stranger in their midst, with her extraordinary

head adornment. Avonlea little girls had already heard queer stories about Anne. Mrs. Lynde said she had an awful temper; Jerry Buote, the hired boy at Green Gables, said she talked all the time to herself or to the trees and flowers like a crazy girl. They looked at her and whispered to each other behind their quarterlies. Nobody made any friendly advances, then or later on when the opening exercises were over.

A bunch of little girls: 'Who is she? Why she wears many flower in her hat. It like crazy girl."
Anne: "stop!! don't says like that, don't call me crazy girl!! I'm Anne Shirley." (Montgomery, 110).

The proof tells when Anne was heading to church for her first Sunday school. At that time Marilla could not accompany Anne because she was sick. When they arrived at the church, a group of girls looked at Anne with scornful eyes. Anne is considered a crazy girl because she puts too many flowers on her hat. In addition, they also heard that Anne likes to talk to herself. They kept staring at Anne and whispering to each other. Anne felt hurt because she was called a crazy girl. This is included in external conflict which is man vs. Society because external conflict occurs when a character struggles against social groups or groups in a community. In this case, Anne's heartache towards a group of girls is one type of conflict, namely man vs. society because the conflict occurred between one character and a group of characters, Anne and a group of girls.

A.3 Man Vs. Nature

The last one is man vs. nature**,** man vs. nature is a conflict that occurs when a character in a story faces a problem with nature. There are many elements beyond human control that have the potential to become conflict, one of which is nature. Natural phenomena can threaten human existence itself. The reason can come from human activity itself, it can also come from external factors such as natural disasters, calamities, etc. This is in accordance with existing reference based on (Hapizoh, 8) "in this type of conflict, humankind comes up against nature, battling for survival against its inexorable and apathetic force." In the novel, one quote relates to man vs. nature.

For a few minutes Anne, drifting slowly down. Then something happened that was not at all romantic. **The flat began to leak.**In a very few moments it was necessary for Elaine to scramble to her feet, pick up her cloth of gold coverlet and pall of blackest samite and **gaze blankly at a big crack in the bottom of her barge through which the water was literally pouring. That sharp stake at the landing had torn off the strip of batting nailed on the flat. Anne did not know this, but it did not take her long to realize that she was in a dangerous plight**. **At this rate the flat would fill and sink long before it could drift to the lower headland.**Where were the oars? Left behind at the landing! Anne gave one gasping little scream which nobody ever heard; she was

white to the lips, but she did not lose her self-possession. There was one chance—just one.

Anne: "I was horribly frightened,"she told Mrs. Allan the next day, "and it seemed like years while the flat was drifting down to the bridge and the water rising in it every moment (Montgomery, 295-296).

The proof tells when Anne was riding a lifeboat on the lake, when the lifeboat was in the middle of the lake, there was a crack in the bottom of the lifeboat and caused water to enter the lifeboat. Over time the lifeboat filled with water and then crumbled. Anne looked for an oar but there was none, finally she tried her best to save herself from drowning and she was very scared when she was in the water at the bottom of the lake. This is included in an external conflict which is man vs. nature because this conflict occurs when a character in a story faces a problem with nature, one of which is water in the lake. In this case Anne drowned in the lake and she tried to save herself. This is one type of conflict, namely man vs. nature because the conflict occurs between one character and nature.

B. Conflict Resolution

Based on David and Frank Johnson in his book entitled *Pearson New International Edition* there are five ways to resolve conflict, problem solving

negotiations, smoothing, forcing or win-lose negotiations, compromising, and withdrawing.

B.1 Problem Solving Negotiations

The first one is problem solving negotiations, problem solving negotiation is also known as the owl style. This is in accordance with existing reference based on Johnson, "Owls highly value the goal and the relationships. When both the goal and the relationship are highly important to you, you initiate problem-solving negotiations to resolve the conflict." In this style conflicted characters solve problems in a way negotiating. In the novel, one quote relates to problem solving negotiations.

> Marilla: "Anne, you do beat all! But I was wrong—I see that now. I shouldn't have doubted your word when I'd never known you to tell a story. Of course, it wasn't right for you to confess to a thing you hadn't done—it was very wrong to do so. But I drove you to it.
>
> **Anne: "So if you'll forgive me, I'll forgive you and we'll start square again."**
>
> Marilla: "And now get yourself ready for the picnic." (Montgomery, 139).

The proof tells when Anne was accused by Marilla of taking her brooch. But in fact Anne did not pick it up, the Brooch fell when Marilla put down her scarf. Marilla admitted her mistake and stated that she was the one. Then Anne negotiated with Marilla. If Marilla forgives Anne's past mistakes, Anne will also forgive her fault for scolding Anne and accusing her of taking the brooch. Marilla agreed and allowed Anne to go on a picnic. This is included in problem-solving

negotiations because conflicting characters' resolve problems in a way negotiate, so that neither of them is harmed. In this case Anne negotiates with Marilla and they agree to forgive each other.

B.2 Smoothing

The second one is smoothing. Smoothing is also called as the Teddy bear style, this is in accordance with existing reference based on Johnson "When the goal is of little importance to you, but the relationship is of high importance, you give up your goal in order to maintain the relationship at the highest quality possible." In this style conflicted characters solve problems in a way that focuses more attention on an attempt to satisfy others rather than oneself. In the novel, two quote can be explained relates to smoothing as a method of conflict resolution in the novel.

Anne: "I'm Anne of Green Gables, "said the small visitor tremulously, clasping her hands with her characteristic gesture, "and I've come to confess, if you please."

Ms. Barry: "Confess what?"

Anne: "That it was all my fault about jumping into bed with you last night. I suggested it. Diana would never have thought of such a thing, I am sure.

Diana is a very ladylike girl, Miss Barry. So you must see how unjust it is to blame her."

Ms. Barry: "OH, I must, hey? I rather think Diana did her share of the jumping at least. Such carryings on in a respectable house!"

Anne: "But we were only in fun, "persisted Anne. "I think you ought to forgive us, Miss Barry, now that we've apologized. And anyhow, please forgive Diana and let her have her music lessons. Diana's heart is set on her music lessons, Miss Barry, and I know too well what it is to set your heart on a thing and not get it. If you must be cross with anyone, be cross with me. I've been so used in my early days to having people cross at me that I can endure it much better than Diana can." (Montgomery, 209-210).

The proof tells that when Anne stayed at Diana's house, when she was going to sleep, Anne & Diana did a race, who was the fastest to reach the bed, the winner. Unexpectedly, in bed there is Ms. Barry. Ms. Barry was very surprised when there were 2 children who reminded him, he was very angry. Finally, Anne apologized to Ms. Berry on behalf of Diana, she acknowledged all, she asked Ms. Berry not to blame and scold Diana. He relented for Diana, he said that he was the one who invited Diana to do this. Anne prefers to give in to maintain her good relationship with Diana. This is included in smoothing because conflicted characters solve problems in a way focus more in an attempt to satisfy the other party rather than oneself by giving in. In this case, Anne chose to give up maintaining her good relationship with Diana.

Mr. Philips: "Anne Shirley, since you seem to be so fond of the boys' company we shall indulge your taste for it this afternoon, take those flowers out of your hair and sit with Gilbert Blythe."

The other boys snickered. Diana, turning pale with pity, plucked the wreath from Anne's hair and squeezed her hand. **Anne stared at the master as if turned to stone.**

Mr. Philips: "Did you hear what I said, Anne?" queried Mr. Phillips sternly.

Anne: "Yes, sir," said Anne slowly, but I didn't suppose you really meant it. I assure you I did"—still with the sarcastic inflection which all the children, and Anne especially, hated. It flicked on the raw.

Mr. Philips: "Obey me at once." (Montgomery, 154).

The proof tells when Anne was late for class during Mr. Philips. At that time, not only Anne was late, but all the students in the class were also late. But Mr. Philips focused his attention only on Anne, he punished Anne to sit next to Gilbert, while Gilbert was the person he hated the most. Anne was very upset with Mr. Philips because only he was punished, the other students were not. Here, Anne complied with Mr. Philips to sit next to Gilbert, although in Anne's heart she was very annoyed with Mr. Philips. Anne chose to relent in order to avoid further debate. This is included in smoothing because conflicted characters solve problems in a way focus more in an attempt to satisfy the other party rather than oneself by giving in. In this case, Anne chose to give in so that there would be no further debate

B.3 Forcing or Win-Lose Negotiations

The third one is forcing or win-lose negotiations, Forcing or win-lose negotiations are also known as the shark style, this is in accordance with existing reference based on Johnson "When the goal is very important but the relationship is not, you seek to achieve your goal by forcing or persuading the other to yield." In this style conflicted characters solve problems in a compelling way. In this style conflicted characters have low concern against the interests of others so as to encourage him to do coercion so that his goals can be achieved, usually using the "I win, you lose" method. In the novel, two quote relates to forcing or win-lose negotiations

But Anne continued to face Mrs. Rachel undauntedly, head up, eyes blazing,

hands clenched, passionate indignation exhaling from her like an

atmosphere.

Anne: "How dare you say such things about me? "she repeated vehemently. "How Would you like to have such things said about you? How would you like to be told that you are fat and clumsy and probably hadn't a spark of imagination in you? I don't care if I hurt your feelings by saying so! I hope I hurt them. You have hurt mine worse than they were ever hurt before even by Mrs. Thomas' intoxicated husband. And I'll NEVER forgive you for it, never, never!"

Stramp! Stramp! (Montgomery, 91).

The proof tells when Mr. Rachel comes to Marilla's house and sees Anne for the first time. When in front of Anne, she vilifies Anne by saying that Anne is thin and ugly, she mocks about the dark spots on Anne's face and also says that Anne's red hair is like carrots. Hearing this Anne was very angry, she did not accept Mrs. Rachel. By putting up a fight, Anne said that she hated Mrs. Rachel. Anne's anger was very high. It didn't stop there. Anne also replied to Mrs. Rachel by saying that she was fat. Anne was very angry with Mrs. Rachel. Here Anne fought against Mrs. Rachel for insulting him. This is included in forcing or win-lose negotiations because conflicting characters' resolve problems by coercion. In this style the conflicted character has no concern for the interests of others, thus encouraging him to take the fight. In this case Anne fought against Mrs. Rachel for insulting him.

B.4 Compromising

The fourth one is compromising, Compromising is also called the fox style, this is in accordance with existing reference based on Johnson, "it appears that both you and the other person cannot get what you want, you may need to give up part of your goals and sacrifice part of the relationship in order to reach an agreement. Compromising may be meeting in the middle so each gets half." In this style conflicted characters solve problems in a way of compromise. In the novel, one quote relates to compromising.

> Anne: "I must cry, my heart is broken. The stars in their courses fight against me, Marilla. Diana and I are parted forever. Oh, Marilla, I little dreamed of this when first we swore our vows of friendship."

Marilla: "Don't be foolish, Anne. Mrs. Barry will think better of it when she finds you're not to blame. I suppose she thinks you've done it for a silly joke or something of that sort. You'd best go up this evening and tell her how it was."

Anne: "My courage fails me at the thought of facing Diana's injured mother," sighed Anne.**I wish you'd go, Marilla. You're so much more dignified than I am. Likely she'd listen to you quicker than to me."**

Marilla: "Well, I will,"said Marilla, reflecting that it would probably be the wiser course. "Don't cry any more, Anne. It will be alright." (Montgomery, 172, 173).

The proof tells when Diana was invited to drink tea at Anne's house. When Diana arrived, Anne was greeted her warmly and offered her raspberry juice. Diana drank up to 3 glasses because she thought it was delicious. Suddenly Diana's head was very dizzy. It turns out that the drink that Anne gave was not raspberry juice but fermented wine that made her drunk. As a result, Anne was scolded by Mrs. Berry and is not allowed to play with Diana anymore. Anne was very afraid to apologize to her mother Diana. Finally, Anne compromises with Marilla so that Marilla apologizes and speaks to Diana's mother. This is included in compromising because conflicted characters solve problems in a way compromise. In this case Anne compromises with Marilla so that Marilla apologizes and speaks to Diana's mother.

B.5 Withdrawing

The last one is withdrawing, Withdrawing is also known as the turtle style. This is in accordance with existing reference based on Johnson "when the goal is not important and you do not need to keep a relationship with the other person, you may wish to give up both your goal and the relationship and avoid the issue and the other persons. Avoiding a hostile stranger, for example, may be the best thing to do." In this style conflicted characters solve problems in a way avoiding. In the novel, one quote relates to compromising.

> Gilbert had called her "carrots "and had brought about her disgrace before the whole school. Her resentment, which to other and older people might be as laughable as its cause, was in no whit allayed and softened by time seemingly. She hated Gilbert Blythe! She would never forgive him!
> **Anne: "No, I shall never be friends with you, Gilbert Blythe; and I don't want to be! "She pulled away with swift defiant strokes, and Anne went up the steep, ferny little path under the maples.**
> (Montgomery, 284)

The proof tells when Gilbert came to Anne again to apologize for his mistake, at that time Anne still refused to forgive Gilbert. He persisted in his determination not to befriend Gilbert. At that time, Anne didn't want to worry too much about Gilbert's problems because she didn't think it was important, so she finally left Gilbert. This is included in withdrawing because conflicted characters solve problems in a way dodge. In this case Anne didn't want to worry too much about Gilbert's problems because she didn't think it was important, so she finally left Gilbert alone.

CHAPTER V

CONCLUSION AND SUGGESTION

Chapter five is the latest in this study, this chapter consist of the conclusion and suggestions. The conclusion discusses the answers to the problem formulation in the form of the results of the problem based on the findings and discussion in chapter four, and at the end of this chapter informs suggestions.

A. Conclusion

From the discussion in chapter four, there are two results, the first one is there are three types of external conflict faced by Anne, the first one is man vs man, the second one is man vs society, and the last one is man vs nature. Then there are five ways to resolve conflict, problem solving negotiation, smoothing, forcing or win-lose negotiation, compromising, and withdrawing.

Related to external conflict faced by Anne, there are three types the first one is man vs man, it happens when Anne fight with Marilla, Mrs. Rachel, Gilbert and Mrs. Berry. The second one is man vs society, it happens when Anne fight with a group of girls in Sunday School. The last one is man vs nature, it happens when Anne drowned in the lake and she tried to save herself.

Related to conflict resolution, there are five ways. The first one is problem solving negotiation, it happens when Anne negotiates with Marilla and they agree to forgive each other. The second one is smoothing; it happens when Anne chose to give up maintaining her good relationship with Diana. The third one is forcing or win-lose negotiation, it happens when Anne fought against Mrs. Rachel for

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insulting her. The fourth one is compromissing, it happens when Anne compromises with Marilla so that Marilla apologizes and speaks to Diana's mother. The last one is withdrawing, it happens when Anne didn't want to worry too much about Gilbert's problems because she didn't think it was important, so she finally left Gilbert alone.

B. Suggestion

Based on the conclusion above, there are suggestions submitted to the readers. The readers could analyse the other novel using the external conflict theory by William Kenney and conflict resolution by Johnson such as *The End of Men* by Christina Sweeney, *The Measure of Manliness* by Karen Bourrier, and *The Rasional Male* by Rollo Tomassi.
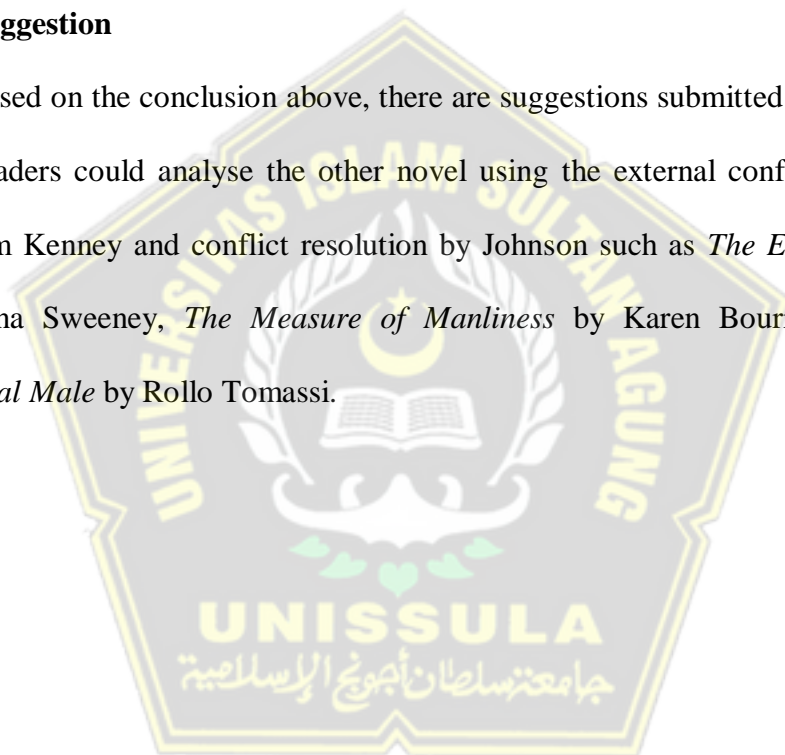
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