

# Analysis of the Character's Inner Conflict in the Film 12 Glen Anggara Stories

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**Abstract:** This research aims to describe the inner conflict of the characters in the film 12 Stories Glen Anggara by Luluk HF. The method used in this research is a qualitative descriptive method. The data collection technique used was listening and taking notes. The data sources in this research are primary data sources from the film 12 Stories Glen Anggara and secondary data sources from books, journals and theses. The data used in this research are primary data from film dialogue, and secondary data from book references, journals and theses. Data analysis techniques using the Miles and Huberman model include data collection, data reduction, data presentation, and drawing conclusions. The results of the analysis show that there are 9 data on inner conflicts which include forms of self-resistance, fear and anxiety. Then, in resolving inner conflicts, Abraham Maslow's humanistic theory is used, namely physiological needs, security needs, love needs, self-esteem needs, and self-actualization needs. So in the film 12 Stories of Glen Anggara there is an inner conflict, which consists of 9 data with a percentage of 37.5% of the total data contained in the film 12 Stories of Glen Anggara.

**Keywords:** inner conflict, movies, abraham maslow

## 1. Introduction

Inner conflict is a conflict that exists within a person, then experiences emotional disagreements such as conflicting desires and demands. In conscious life, this conflict can cause divisions within the individual, so that mental conflicts are continuously felt within him (Aini et al., 2023). This agrees with (Hayati et al., 2021) that inner conflict is something that occurs in a person's mind, heart or mind when facing different and conflicting problems. Inner conflict is often found in films because it is related to the character's psychology. Conflict itself can be discovered and developed based on conflicts encountered in everyday life.

Every literary work always offers moral values related to the noble qualities of humanity, fighting for human rights and dignity (Yusuf et al., 2021). Inner conflict or internal conflict is known as psychological conflict which refers to the conflict that occurs in the heart and mind of a character. In other words, this conflict is a problem that arises within humans. Examples of internal conflict can be a conflict between two desires, different choices, conflicting expectations, and other problems. (Sabila et al., 2022)

Conflict in the context of literary works often represents society's life at this time. In the world of literature, conflict is a very essential element, it can even be said to be very important in supporting the progress of a story. If a literary work does not create conflict, then it is likely that the work will be less interesting to readers. Conflicts in literary works often reflect conflicts that occur in society, families, and even in individual minds (Saputri et al., 2021).

Conflict occurs because of the conflict or emotional struggle faced by each individual character. Conflict occurs to make a story come alive. Conflict that involves a character's psychology or inner conflict is called inner conflict (Anisa Fitriani et al., 2021). Inner conflict can occur due to unfulfilled human needs. These unfulfilled needs result in the formation of an unhealthy personality. Abraham Maslow's theory (hierarchy of needs) is often used to find out a person's behavior and how to fulfill their needs.

According to Pratiwi (2020), conflict is often referred to as disputes, differences of opinion, and arguments. However, the existence of conflict does not always have negative consequences. Conflict is an event that includes fighting and differences of opinion, which result in actions or reactions. A person cannot avoid various problems, because conflicts often arise due to contradictions between various parties. Conflict is always present in corners and parts of the world, in

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the social systems of nations and countries, organizations, as well as the smallest social systems within the scope of family or friendship (Johan et al., 2024)

Based on the explanation of inner conflict, researchers also found problems found in the university environment. Many students experience pressure during their studies. Whether it's pressure in college assignments, romance, family, or friendships. This problem causes students to experience feelings of depression, inner pressure, a feeling of wanting to give up, and so on. In today's modern era, the use of social media provides many benefits and has various functions, such as searching for information about something (Nuha et al., 2022).

Film is a medium that is of interest to many people because of the visual and audio presence that makes it interesting. Apart from being entertainment, films also act as a means of conveying information, both directly and indirectly (Rizza et al., 2022). The film combines two elements in a narrative that expresses the social reality around the film production site. As an art form, film has a unique meaning compared to other communication media. Films can have a positive impact on society if the film conveys messages that are constructive in education, struggle, history, moral values, social values, and other aspects. (Nurul et al., 2021)

Film is a work of art that is used to convey information through messages in a unique way. Film is an audio-visual media that is capable of creating moving images to form a complete story. Film is a form of audio-visual mass media that is widely known to the public (Elang et al., 2023). Films are considered literary works, because in films there are interesting stories presented in the form of images and sound. The film contains values that can enrich the mind of the audience. Films can also be used as an effective means of communication for audiences. Film is a live image in a frame and projected through a projector lens systematically using a screen so that it looks more alive (Dwi et al., 2022)

Films are very popular among the general public, because they have a more vivid picture that is displayed in audio-visual form, so they can make films interesting and captivating. Films are not only used as a tool to convey messages or information, both implicit and explicit, but films also have a function as a source of entertainment. The development of film art in Indonesia has had a very rapid impact on cinema in Indonesia (Kurniawati et al., 2022). Apart from the many films that don't really exist or are fictional stories, there are also many films that are adapted from the real world, or films that are adapted from novels. As in the film *12 Stories of Glen Anggara* which was adapted from the novel by Luluk HF.

The characters in the film are one of the most important elements in the story. Characters in films are usually portrayed by the author by shaping the character's personality according to the course of the story in the film. In carrying out a story, the author also gives descriptions of several different characters. The characters are depicted according to reality to make them more alive. In films, authors also pay attention to the dialogue and facial expressions of the actors to convey the meaning of the story (Deleuze, 2020).

According to Elsa Karlina (2019:404) explains that characters are people who are related to the story and people who face all the events or events in the story. Basically, a literary work, namely a film, will describe an event or conflict that will be experienced by the characters in the story. Literary works are creations that convey communicative aesthetic purposes. Inner conflict is an important thing in a story. Conflict is an essential element in the development of a fictional storyline. The development of a fictional storyline will be influenced by several things, namely the content of the conflict, the quality of the conflict, and the structure of the conflict.

Literary psychology is a type of literary study that has elements of literary works as psychological creativity. The author or artist will create a feeling in his work. Likewise, readers responding to a work cannot be separated from the individual's psychology. Literary psychology also means that literature is the result of an author's mental expression, both in terms of thinking and emotions. In expressing literary works it is always related to the soul which has undergone a process of imagination (Anastasya et al., 2020)

Basically, literary psychology is related to humans and society. A psychological approach to literature can provide an overview of literature and feelings about literature. Therefore, a literary psychology approach was chosen to provide an overview of the author's psychological aspects. In literary psychology, human activities will be analyzed and studied through literary works and relate directly to individuals (Srianggraini, 2019). Through the study of literary psychology, it shows that literary works are a place to describe human behavior. In psychology, the author is the one who describes the mental state of the characters in a story.

According to Adziima (2022), the humanistic approach introduced by Abraham Maslow shows significant differences from modern human psychology and activities. Maslow stated that humans view their needs as a hierarchy of needs. Each level of need can only be met if the previous level of need has been met as well. Failure to meet these needs can cause problems. Based on this, Maslow conveyed his theory, namely humanistic theory or what is usually called multilevel needs theory, including physiological needs, security needs, love needs, self-esteem needs, and self-actualization needs.

Relevant research is research that avoids plagiarism with research that has already been carried out. There is relevant research from this research, namely, research conducted by Adelina Simanjuntak (2022) entitled "Inner Conflict of Characters in the Film *Later We Tell About Today* by Angga Dwimas Sasongko: A Psychological Study of Literature". The aim of this research is to describe the forms of inner conflict of the characters in the film. This study used qualitative research methods. The results of this research are that several characters who play roles in the film have inner conflicts due to unfulfilled needs for security, unfulfilled needs for love and belonging, unfulfilled needs for self-actualization,

and unfulfilled needs for esteem. Forms of inner conflict can be seen from deep fear, sadness, excessive anxiety, anger and shame.

Further research by Desi Natalia (2019) in an international journal entitled "The Motivation Of Stefan Character In Malaficent Film (2014)". This research aims to identify five levels of human needs in the character Stefan. This research uses descriptive qualitative research methods. The results of this research are that there are five levels of needs, namely physiological needs, safety needs, love needs, esteem needs, and self-actualization that appear in the character Stefan. And there are three motivations, namely hope for reward, revenge and love.

From this explanation, researchers are interested in analyzing the inner conflicts of the characters in the film 12 Stories of Glen Anggara, because the characters in the film have various mental problems, and the way the characters achieve things is in accordance with the character's inner potential which can later be used as a lesson in life. The conflicts experienced by the characters are also quite complex and are able to make the audience drift away in the storyline of this film.

## 2. Methodology

This research uses a qualitative descriptive method, namely research that has the meaning of describing research results using words, images, and not in the form of numbers from the information obtained. Wulandari et al., (2023) explained that qualitative research is research used to analyze, discover, describe and explain the quality of influences that occur in the social environment that cannot be explained through a quantitative approach.

The data used in this research is qualitative data. Qualitative analysis focuses more on meaning, descriptiveness, and placing data in a context that usually forms a word (Wardani & Ristiyan, 2022) . The primary data in this research is the film entitled 12 Stories of Glen Anggara in the form of dialogue from the characters in the film. Secondary data used in this research is data taken from books, journals and theses as references and guidelines in conducting research that will continue to be carried out by future research.

Data sources are the main elements used in research. Research will not be completed if there is no data source that will be explored as a research object. The primary data source used in this research is taken from the film 12 Stories of Glen Anggara, data taken through the film room on Telegram. Ristiyan & Rustono, (2023) explains that primary data sources are data sources taken directly from researchers who come from the source. Secondary data sources in this research are taken from relevant theories and theories that have been written by previous researchers in the form of film structure, character traits, as well as data taken from literature studies such as journals, books, previous theses as reference material in research. Explains that secondary data sources are data sources taken from existing literature studies.

Ningrum et al.,(2023) explained that data collection techniques are the most important step in conducting research, because this research has the main objective, namely to obtain data. This research uses data collection techniques in the form of listening and taking notes. Alifa et al., (2021) explained that the note-taking technique is an advanced technique used when applying the listening technique. The note-taking technique is carried out by recording forms of inner conflict in the film 12 Stories of Glen Anggara, such as self-resistance, fear and anxiety.

The data analysis technique uses the Miles and Huberman model which explains that analyzing data is divided into data reduction, data presentation, and drawing conclusions. In analyzing these three flows, they are used simultaneously. Miles and Huberman classify several stages in data analysis activities, namely

1. Data collection  
Data collection is collecting data based on categorization in accordance with the research problem which is then developed to sharpen the data through subsequent data
2. Data reduction  
Data reduction is a process of recovery, focusing on describing, abstracting and changing the original data. During the data collection process, reduction stages will occur, such as summarizing, marking, looking for themes, and making divisions.
3. Data presentation  
Data presentation is a collection of information that has been arranged, then used to draw conclusions. The data presentation stage is an advanced stage of analysis that presents research findings in the form of groupings
4. Conclusion  
Drawing conclusions is an advanced stage where at this stage the researcher draws conclusions from the data findings. The results obtained in the entire analysis process are then concluded descriptively by looking at the data found during the research process.

## 3. Results and Discussion

Inner conflict refers to the internal conflict experienced by a character in a story, where there is tension in the thoughts, feelings, or values felt by the character. Inner conflict involves a character's psychology or inner conflict to build a story. The inner conflict in the film 12 Stories of Glen Anggara by Luluk HF takes the form of self-resistance, fear and anxiety.

Inner conflict is related to conflicting hearts and thoughts within a person. This is the impact that is present in inner conflict, namely self-resistance, fear, and anxiety or worry. The inner conflict in the film 12 Stories of Glen Anggara by

Luluk HF is that Shena, who is diagnosed with kidney failure, must fight and survive, fighting herself against what she is suffering from. Several characters such as Glen, Mrs. Huna, and Mother Anggara also have inner conflicts in terms of anxiety and worry. In resolving inner conflicts, Abraham Maslow's humanistic theory is used, which includes physiological needs, security needs, love needs, self-esteem needs, and self-actualization needs. Based on the results of the analysis, there are 9 data on inner conflicts in the film 12 Stories of Glen Anggara. A detailed description of the inner conflict in the film 12 Stories of Glen Anggara can be seen in one of the following data.

### 3.1 Self-defense

In the film 12 Glen Anggara Stories there is self-resistance from the character Shena towards herself, her mind and heart arguing with each other. This started when Shena discovered that her kidney failure was getting worse.

Glen : Bahkan dari ibunya? Dok sebenarnya ada apa sih dok? Kalau dokter gamau ngomong saya akan tetap disini bersama teman-teman saya dok

Dokter : *Glen kondisi Shena lebih kritis dari yang kamu kira, gagal ginjalnya udah sampai stadium sangat lanjut menyebabkan komplikasi organ lainnya, paru-paru, jantung. Waktu Shena udah gak lama lagi Glen Dia sempet depresi banget waktu itu, dan seperti dugaan kamu, dia sempet berfikir untuk bunuh diri tapi saya melihat dia kembali ceria ya sejak bareng kamu disini*

(Luluk, 2022)

Dialogue in italics shows that Shena experienced depression and decided to commit suicide. However, Glen arrived at the right time to thwart Shena's plan to commit suicide. Since getting to know Glen, Shena has regained her zest for life, Shena is cheerful again like a healthy young girl. Shena tries to be strong and happy with the things and dreams she has to make come true, and that's with Glen's help.

### 3.2 Afraid

The film 12 Glen Anggara Stories contains Shena's fear of the situation she has to experience. Because her kidney failure was in an advanced stage, Shena was afraid that she would have to leave the people she loved. The feeling of fear that Shena experienced was an imbalance in her feelings about the situation that was happening.

Iqbal : Sorry ya Shen lo pasti gak nyangka kalau ketemu sama kita bakal kaya gini akhirnya

Shena : Justru itu kok tujuan gue, gue mau ketemu sama kalian, karena gue mau tau apa yang ada dipikiran kalian ngeliat hubungan gue sama Glen. Gue emang perlu dikasihaniin dan Glen kasihan sama gue, makanya diam au bantu wujutin semua keinginan gue

Glen : Udah Shena

Shena : *Setiap gue mau tidur, gue mikir dulu gue masih bangun gak ya besok paginya, gimana ya kalau tiba-tiba nyokap gue nemuin gue terus gue nya udah gaada. Dan disetiap gue bangun pagi gue juga mikir lagi berapa lama lagi waktu yang gue punya, untuk ketemu sama orang-orang yang gue sayang, orang-orang disekitar gue, ketemu sama kalian, makasi yaa udah bawa gue sampe sini. Lo boleh berhenti kapanpu lo mau kok, tapi izinin gue ngikutin acara sampe selesai ya, soalnya acara ulang tahun itu sesuatu banget untuk orang kaya gue*

(Luluk, 2022)

Dialogue in italics shows Shena's fears that she has to think about every day, even every time she sleeps. Shena was always afraid that when she woke up she would have to accept the fact that she was dead. Shena is afraid that if she dies she won't be able to enjoy the time when she met her loved ones, Glen and his friends. Shena was afraid that Huna's mother would suddenly find Shena in a lifeless condition. And it turns out that Shena met Rian who actually cornered and underestimated the illness that Shena was suffering from.

### 3.3 Worry

Anxiety is a psychological state that includes feelings of worry, restlessness, and uncertainty about a situation or future. In the film 12 Stories of Glen Anggara, there is anxiety experienced by the characters Glen, Mrs. Huna, and Mother Anggara. Glen and Mrs. Huna experienced feelings of anxiety and worry because they thought about Shena's condition. Meanwhile, Mother Anggara's feeling of worry was thinking about what Glen's life would be like in the future. The following is one of the dialogues that shows anxiety.

Glen : Jangan dong, masa satu wish lo kebuang cuma buat beresin kamar

Shena : Gapapa asal sekarang ya

Glen : *Selesai, Shena Shen bangun Shen kamu gapapa kan?*

Shena : Astaga Glen sorry gue ketiduran

(Luluk, 2022)

Dialogue in italics shows that Glen is very worried about Shena. Because previously the doctor said that Shena's condition was getting worse, and Shena could die at any time. Even though Shena routinely undergoes dialysis, it cannot help Shena to recover. This made Glen worried about Shena, when Shena suddenly fell asleep.

### 3.4 Resolving inner conflict using Abraham Maslow's theory

#### 3.4.1 Physiological needs

Physiological needs must be met immediately because they are related to human survival. The conflict experienced by Shena is an inner conflict. Because Shena suffers from kidney failure, which makes her body increasingly weak and needs adequate rest, as well as eating, Shena must maintain her diet well.

Mamah : Silakan nak Glen  
 Shena : *Maaf ya lauknya sederhana*  
 Glen : Yaelah waktu di sekolah lauknya cireng Mbak Wati aja udah cukup  
 Glen : *Cuma boleh makan itu ya?*  
 Shena : *Gausah berasa gaenak gitu dong, makan aja*

(Luluk, 2022)

Dialogue in italics is a physiological need that must be met, such as eating. Glen and Shena eat together after a day of activities. Because Glen comes from a very rich family, this was the first time he had tasted a simple but delicious side dish. Food needs must be met to replenish energy lost due to activity. Shena can only eat apples because of the disease she suffers from.

#### 3.4.2 Need for security

The need for security arises from various aspects, including the desire to be free from threats, to receive protection, and efforts to create a calm environment. In the film 12 Glen Anggara Stories there is a need for security shown by the character Shena. Safety needs are needs that are fulfilled after physiological needs.

Mamah : Kasihan Glen Shen, dia pasti khawatir banget sama kamu, kalau menurut mamah sih Glen harus tau deh kondisi kamu sekarang, dia pasti dengan senang hati nemenin kamu  
 Shena : *Shena mau sama mamah aja, orang yang Shena sayang*  
 Mamah : Emangnya kamu nggak sayang sama Glen?

(Luluk, 2022)

Dialogue in italics shows the need for security experienced by the character Shena. Shena feels comfortable and safe when she is away from toxic people. Shena needs to calm down and spend time with her mother. Villa Matahari is a place where his family used to spend time together. Shena didn't have long to live, so she decided to calm down and stay away from the people around her.

#### 3.4.3 Affection Needs

Basic needs have been met, higher needs will emerge. Someone will always need someone else. Likewise, in order to get love and affection. In the film 12 Glen Anggara Stories there is a need for love shown by the characters Shena and Glen. Affection needs are needs that are met after security needs are met.

Glen : *Supaya kita tetep sama-sama Shena, Shena gue beneran suka sama lo*  
 Shena : Bagus banget sih acting lo, sumpah meyakinkan banget tadi barusan  
 Glen : Gue serius Shena  
 Glen : *Ya tapi kali ini beda, hati gue udah siap, gue beneran sayang sama lo*

(Luluk, 2022)

Dialogue in italics shows the need for affection shown by the character Glen. Glen realized that he really loved and cared for Shena. Even though from the start they were connected for some reason, as time went by, Glen admired and liked Shena. Glen hopes that Shena also loves him. Shena realizes that love will not last forever, and Shena will leave Glen. Glen's statement was not accepted by Shena.

#### 3.4.4 Self-Esteem Needs

Self-esteem consists of two main aspects, namely achievement and prestige. Achievement is related to individual abilities, while prestige focuses more on status, fame and recognition. Therefore, the resolution of the inner conflict from the dialogue excerpt is a reward in the form of self-esteem experienced by the character. In the film 12 Stories of Glen Anggara, there is a need for self-esteem shown by the characters Shena, Anggara's father and Huna's mother. Appreciation needs are needs that are met after the need for affection is met.

Glen : Gaakan lupa sama mbak Wati, apalagi sama cirengnya, emmm gak mungkin dong  
 Wati : *Ini teh mbak Shena kan yang waktu itu ketua osis kan?*  
 Shena : Maaf ya mbak ngerepotin malem-malem

(Luluk, 2022)

Dialogue in italics shows the need for self-esteem shown by the character Shena. Even though Shena has no longer studied, she is known as a smart girl. Many people know Shena because she once served as student council president. This was an honor for Shena and made her even more enthusiastic about living her days to make others happy.

#### 3.4.5 Self-Actualization Needs

Mahrus (2020) explains that this need involves personal self-fulfillment, where a person optimizes his or her talents and potential to achieve a level of excellence as a human being. Based on this, the resolution of the inner conflict experienced by the character is to fulfill the need for self-actualization. In the film 12 Stories of Glen Anggara there is self-actualization shown by the characters Shena and Glen. Self-actualization needs are needs that must be met after self-esteem needs. The following is one of the self-actualization data shown by Glen.

Glen : *Habis beresin kamar jadi keterusan, ini semua barang-barang gue yang gak kepake, buat mereka pasti lebih berguna*  
 Shena : Glen, gue punya permintaan ketujuh buat lo

(Luluk, 2022)

Dialogue in italics shows the self-actualization shown by the character Glen. Glen, who was originally a lazy, unemployed child whose hobby was playing, has now become a Glen who is diligent and cares about others. Since becoming friends with Shena, Glen has changed a lot, from attitude to thinking. The changes that occur within Glen greatly influence how inner conflict forms within him. Glen, who was originally a lazy child, with these changes he became a better person and has a high social spirit.

## 4 Conclusions and Recommendations

Based on the results of the analysis carried out by researchers regarding the inner conflict of the characters in the film 12 Stories of Glen Anggara by Luluk HF, it can be concluded that this film has inner character conflict, which is experienced by the characters Shena, Glen, Ibu Huna, and Bunda Anggara. There are 9 data on inner conflicts which include forms of self-resistance, fear and anxiety with a percentage of 37.5%. Then, in resolving inner conflicts, Abraham Maslow's humanistic theory is used, namely physiological needs which consist of 3 data with a percentage of 12.5%. The need for security consists of 3 data with a percentage of 12.5%. The need for affection consists of 3 data with a percentage of 12.5%. Self-esteem needs consist of 3 data with a percentage of 12.5%. And self-actualization needs consist of 3 data with a percentage of 12.5%. These needs are a solution in analyzing the inner conflicts of the characters in the film 12 Stories of Glen Anggara by Luluk HF.

Based on the results of the research carried out by the researcher, the researcher conveys suggestions for Indonesian Language and Literature students, this research can be used as reference and reference material for students to motivate creative and innovative ideas and concepts for the advancement of educational science, especially language and literature science. For students, this research can be used as material or reference for learning.

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## Conflict of Interest

The authors declare no conflicts of interest.

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