

**LILY BLOOM'S INNER CONFLICT PORTRAYED IN
COLLEEN HOOVER'S *IT ENDS WITH US***

THESIS

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**DEPARTMENT OF ENGLISH LITERATURE
FACULTY OF HUMANITIES
UNIVERSITAS ISLAM NEGERI MAULANA MALIK
IBRAHIM MALANG**

2022

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COLLEEN HOOVER'S *IT ENDS WITH US***

THESIS

Presented to

Universitas Islam Negeri Maulana Malik Ibrahim Malang

In Partial Fulfillment of the Requirements for the Degree of *Sarjana Sastra* (S.S.)

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2022

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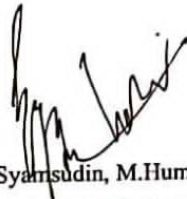
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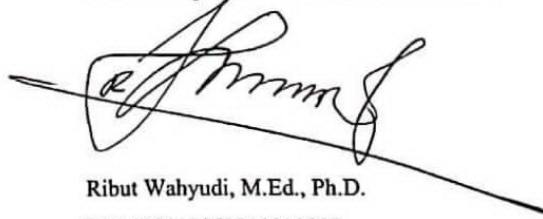
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MOTTO

Who knows?

You are tomorrow

Maybe it could be much better

Than you are on your mind right now.

Tired or Don't Like Anything - 2019

DEDICATION

I dedicate this thesis for myself and my beloved father and mother who always encourage and support me endlessly.

ACKNOWLEDGMENT

First of all, I want to say *Alhamdulillah* to Allah SWT for blessing me with His mercy and grace so that I can finish this thesis untitled **Lily Bloom's Inner Conflict Portrayed in Colleen Hoover's *It Ends with Us***. Also, *sholawat* and *salam* to the great Nabi Muhammad SAW, who brings and gives His blessing to all Muslims in this world.

Secondly, I would like to thank my advisor, Dr. Syamsudin, M.Hum, who has helped me by giving his advice and suggestion in completing this thesis. I do not forget to say thank you to all lecturers of the Department of English Literature who give me valuable knowledge and experience during my study at UIN Maulana Malik Ibrahim Malang.

Especially, I want to say thank you to my beloved parents, Abdul Choliq and Siti Muyasaroh, for their continuous pray, support, and motivation in everything I do. I also want to thank all my friends in the Department of English Literature 2018 who are also struggling in compiling the thesis, my roommate in FAZA 19 and Kost Bu Retno, also my friend Hamidah and Wiwi for always being my support system, and for my friends who I cannot mention one by one.

Another important, I would like to thank Colleen Hoover for such a heartwarming and the best novel that I have ever read.

Lastly, this thesis will not be completed without the support and guidance from all parties. I also realize that this thesis is still far from perfect. Furthermore,

this study is expected to be helpful for the reader and other researchers who will conduct the study on the same theory or object used in this thesis.

Malang, June 14th, 2022

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ABSTRACT

Zahro, Jihan Nurkamila Almas (2022) *Lily Bloom's Inner Conflict Portrayed in Colleen Hoover's It Ends with Us*. Undergraduate Thesis. Department of English Literature, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Advisor Dr. Syamsudin, M.Hum.

Key word: Conflict, inner conflict, psychoanalysis

Inner conflict is a conflict that occurs within a character's mind. This conflict is called a psychological conflict because the character fights him/herself to decide and resolve the conflict he/she is facing. Inner conflict can occur because of a contradiction between two desires, beliefs, and different choices, hopes, or other problems in the character's mind, soul and heart. This study aims to find and analyze the forms of inner conflict experienced by Lily Bloom as the main character and understand the way Lily Bloom resolve the inner conflict that happened to her in the novel *It Ends with Us* by Colleen Hoover (2016). The design of this research is literary criticism since this research analyzes and interprets a literary work as its object. Besides, this research also classified into psychology of literature studies since this research used psychological approach in analyzing the data. The theory used in this study is the theory of inner conflict proposed by Kurt Lewin. The data were collected by the researcher by reading the novel and made a note of the sentences and paragraphs that represented and related about the forms of inner conflict experienced by the main character and how the main character resolved her inner conflict. In the results of this study, the researcher found that Lily Bloom experienced three types of inner conflict, there are: approach-approach conflict, approach-avoidance conflict and avoidance-avoidance conflict. Of the three types of inner conflict, the dominant type that often occurs in Lily is approach-avoidance conflict. then, Lily resolved her inner conflict using three types of valences; positive, negative and neutral valence.

مستخلص البحث

زهرة، جيهان نوركاملا ألماس (٢٠٢٢) الصراع الداخلي Lily Bloom في الرواية *It Ends with Us* بقلم Colleen Hoover. البحث الجامعي. قسم الأدب الإنجليزي، كلية العلوم الإنسانية، جامعة مولانا مالك إبراهيم الإسلامية الحكومية مالانج. المشرف: د. شمس الدين الماجستير.

الكلمات الأساسية: الصراع، الصراع الداخلي، التحليل النفسي

الصراع الداخلي هو صراع يحدث داخل الشخصية. يسمى هذا الصراع أيضًا الصراع النفسي لأن الشخصية غصبا عنها لتحديد وحل الصراع الذي تمر به. يمكن أن يحدث الصراع الداخلي بسبب التناقض بين رغبتين، ومعتقدين، وخيارتين، وتوقعين مختلفتين أو مشاكل أخرى تحدث في عقل، وروح، وقلب الشخصية. تهدف هذه الدراسة إلى اكتشاف أشكال الصراع الداخلي الذي عانت منه Lily Bloom ومعرفة كيف هي تحمل الصراع الداخلي الذي حدث لها في رواية *It Ends with Us* بقلم Colleen Hoover. هذا البحث في شكل نقد أدبي لأن هذا البحث يحلل العمل الأدبي ويفسره على أنه موضوعه. بالإضافة إلى ذلك، يصنف هذا البحث أيضًا على أنه دراسة علم نفس أدبي لأن الباحثة تستخدم منهجًا نفسيًا في تحليل البيانات. النظرية المستخدمة في هذا البحث هي نظرية Kurt Lewin للصراع الداخلي. تجمع الباحثة البيانات من خلال قراءة رواية *It Ends with Us* بعناية وتدوين الملاحظات حول الجمل وال فقرات التي تمثل أشكال الصراع الداخلي الذي تعيشه Lily Bloom، وكذلك كيفية التغلب على هذه الصراعات الداخلية. تشير نتائج هذه الدراسة إلى أن Lily تعاني من ثلاثة أنواع من الصراع الداخلي، وهي الصراع الاقتراب - الاقتراب، وهي الصراع الاقتراب - الابتعاد، والصراع الابتعاد - الابتعاد. ثم، تحلل Lily الصراع الداخلي باستخدام ثلاثة أنواع من التكافؤ، وهي التكافؤ الإيجابي والسلبي والحيادي.

ABSTRAK

Zahro, Jihan Nurkamila Almas (2022) *Konflik Batin Lily Bloom dalam Novel It Ends with Us oleh Colleen Hoover*. Skripsi. Jurusan Sastra Inggris, Fakultas Humaniora, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Pembimbing Dr. Syamsudin, M.Hum.

Kata Kunci: Konflik, konflik batin, psikoanalisis

Konflik batin merupakan konflik yang terjadi dalam diri karakter. Konflik ini juga disebut dengan konflik psikologi karena karakter akan melawan dirinya sendiri untuk menentukan dan menyelesaikan konflik yang ia alami. Konflik batin dapat terjadi karena adanya kontradiksi antara dua keinginan, kepercayaan, pilihan, serta harapan yang berbeda ataupun masalah lain yang terjadi pada pikiran, jiwa dan hati dari karakter tersebut. Penelitian ini bertujuan untuk menemukan bentuk-bentuk dari konflik batin yang dialami oleh Lily Bloom dan mengetahui bagaimana Lily Bloom menyelesaikan konflik batin yang terjadi padanya di novel *It Ends with Us* karya Colleen Hoover (2016). Penelitian ini berbentuk kritik sastra karena penelitian ini menganalisis dan menginterpretasi sebuah karya sastra sebagai objeknya. Di samping itu, penelitian ini juga dikategorikan sebagai kajian psikologi sastra karena peneliti menggunakan pendekatan psikologi dalam menganalisis data. Teori yang digunakan dalam penelitian ini adalah teori konflik batin Kurt Lewin. Peneliti mengumpulkan data dengan cara membaca novel *It Ends with Us* secara seksama dan membuat catatan mengenai kalimat serta paragraf yang merepresentasikan bentuk-bentuk konflik batin yang dialami oleh Lily Bloom, serta cara ia mengatasi konflik batin tersebut. Hasil dari penelitian ini menunjukkan bahwa Lily mengalami tiga jenis konflik batin yaitu, konflik mendekat-mendekat, konflik mendekat-menjauh, dan konflik menjauh-menjauh. Dari tiga jenis konflik batin tersebut, konflik yang paling dominan terjadi pada Lily adalah konflik mendekat-menjauh. Kemudian, Lily mengatasi konflik batin tersebut menggunakan tiga jenis valensi yaitu, valensi positif, negatif dan netral.

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CHAPTER I

INTRODUCTION

In this chapter, the researcher will discuss the introduction including, background of the study, problems of the study, significance of the study, scope and limitation of the study, and definition of key terms.

A. Background of the Study

As a social creature, human life cannot be separated from problems and conflict. Conflict can occur in our family, environment, society, and even within ourselves. The conflict that occurs within ourselves and fights over in our own minds is called inner conflict. According to Harahap and Hasibuan (2020), the inner conflict, which is also called psychological conflict, is a problem that arises due to a contradicting desire that occurs in a person's soul and mind. On the other hand, Lewin (1937) describes inner conflict as a situation that can push a person in two or more different directions at the same time. This situation makes people experience confusion because they have to choose one of two or several options.

Inner conflict can happen because of past trauma and bad tragedies, which then causes negative effects on their victims, such as stress and confusion. Besides, Putri (2020) stated that the many needs that occur in humans often lead to desires to fulfill our needs and if not fulfilled can lead to inner conflict. Moreover, inner conflict is considered as negative energy or emotional attacks that cannot be handled at the moment. As a result, many people who are experiencing it either suppress, deny, or believe that it does not exist. This kind of conflict can arise from several factors, such as: conflicting desires, poverty, love, and past trauma (Dewi,

Rahman and Rumadi, 2015). Conflict can cause various effects on individuals and relationships. Laursen (1993) argues that for some people, this effect even occurs in the long-term effect to the sufferer.

It Ends with Us is a best-seller novel published in 2016 and written by Colleen Hoover, an American writer who has published more than twenty novels and is well-known as #1 New York Times bestselling author. Colleen's famous works include; *All Your Perfect*, *Ugly Love*, *Maybe Someday*, and *November 9*. *It Ends with Us* talks about Lily Bloom, 24 years woman who came from a small town in Maine and moved to Boston after graduating from college. Then, she married Ryle Kincaid, a neurosurgeon who looked gorgeous and perfect at first. Although their initial meeting sounded cliché, they met on the rooftop when Lily needed to calm her chaotic mind after her abusive father died. Coincidentally, she met a stranger, Ryle. At that time, Lily thought she would never meet Ryle again, so she told him about her story and her abusive father, who passed away on that day. But fate said otherwise. They are accidentally meet again and then fall in love with each other.

Like the quotes from this novel, "Sometimes it is the one who loves you who hurt you the most." The same thing comes back to haunt her bad memories in her marriage life. The man she loves turns out to also have a dark side that reminds her of her abusive father, who tortured her mother and makes the trauma of her childhood memories even darker. It does not stop there, after knowing the truth that Ryle is an abusive man like her father, their marriage life is getting more and more toxic. Being in a toxic relationship makes Lily remind her mother when tortured by

her father. When she was young, Lily used to wonder why after getting abused, her mother did not leave her abusive father and chose to stay and accept all the bad treatment from her father. But now, having experienced it by herself made Lily understand her mother. Lily experiences inner conflict about whether she should stay in this marriage or not. Moreover, at that moment of indecision, Atlas Corrigan, who was Lily's first love, reappears after a long absence. For me, this novel is a complete package story with a heartwarming story and realistic ending.

This novel is interesting to be studied because the issues and conflict in the plot of the story are very relevant to the cases that often occur in our society, like domestic violence and toxic relationships, which cause conflict in the victim's mind and lead to inner conflict. The inner conflict that happened to the main character, Lily Bloom, because of her trauma due to domestic violence happened to her both then and now.

Based on Pradita, Setiawan and Mujiyanto (2012), to find out the psychological aspects of the characters in literary works such as the inner conflict and to study the characters' behavior indicated as psychological behavior hence, a psychological approach is needed. Therefore, the researcher uses a psychology of literature approach as the theory for this study. Besides, this study aimed to find and analyze the forms of inner conflict experienced by Lily Bloom as the main character and understand the way Lily Bloom resolve the inner conflict that happened to her in the novel *It Ends with Us* by Colleen Hoover.

In doing the research, the researcher found some previous research using the same literary work as the object of the study with my research. The first is a

research article entitled "The Simplification Domestic Violence in Colleen Hoover's *It Ends with Us* (2016)" by Dwiastuti and Yamin (2019). In analyzing the data, the researchers used the concept of attitudes and the notion of hegemonic femininity as the theoretical framework. This research aimed to examine the attitudes of the supporting characters in *It Ends with Us* toward others and investigate their reactions to the issues of domestic violence. The result of this study shows that the attitudes shown by the characters toward domestic violence are influenced by internalized patriarchal norms and perspectives on marriage. Even though this research and my research use the same novel as the object of the study, both have differences in the theory used to examine the data.

The next previous study that used *It Ends with Us* as the object of the research is a thesis untitled "Lily Bloom's Trauma and Defense Mechanism Seen in Colleen Hoover's *It Ends with Us*" Purwita (2021). In this thesis, the researcher applied the psychological approach along with the theory of characterization and the theory of trauma. This research aimed to examine Lily Bloom, the main character's attitude that reflects her trauma, and then analyze the defense mechanisms used by Lily Bloom to cope with her trauma. The result of this research shows that the trauma experienced by the main character can be seen from Lily's attitude and the way she acts and reacts. Besides, Lily's trauma developed since a very young age from her abusive father, who abused her mother, which then made Lily form a defense mechanism for herself. The research gap that the researcher found in this research and my research lies in theory used by the researcher.

The third research is a thesis entitled “Hierarchy of Needs of Lily Bloom in Colleen Hoover’s *It Ends with Us*” by Lestari (2019). In conducting the research, the researcher used the theory of characters and characterization along with Maslow’s theory of needs. The researcher aimed to examine the intrinsic elements in this novel and find the main character's hierarchy of needs and how she fulfills it. The result shows that the main character has fulfilled all five kinds of the hierarchy of needs. The gap between this research and my research is the theory used to analyze the data.

Moreover, the researcher also found some previous research articles and thesis related to the topic of this study. The first previous study related to this study is a research article entitled “Psychological Approach on Sacrifice Conflict of Anna’s Characters in the Novel *My Sister’s Keeper*” by Humaeroah (2021). In this research article, the researcher is aimed to examine the psychology of Anna’s character about her sacrifice for her sister. In analyzing the data, the researcher uses a psychological approach. In the results and discussion part, the researcher presenting the result by dividing it into two points, those are, the starting conflict where the character begins to having conflict and sacrifice and the final conflict where the character stops her conflict and sacrifice.

The second previous study related to this study is a research article entitled “The Inner Conflict of the Main Character of *Bumi Cinta*, a Novel of Habiburrahman El Shirazy: Kurt Lewin’s Conflict Approach” by Nurbaya (2021). In analyzing the data, the researcher used conflict theory by Kurt Lewin and hierarchy of human needs theory by Abraham Maslow to describe and interpret the

data. This study aimed to analyze the inner conflict and the causes of conflict that happened in the novel *Bumi Cinta* by Habiburrahman El Shirazy. This study shows that sixteen data show the characters conflict with three different types (approach-approach conflict, avoidance-avoidance conflict, and approach-avoidance conflict). Besides that, the researcher also found five hierarchy of needs as the causes of the conflict that happened in this novel.

The third previous study related to this study is a research article entitled “The Conflict of Main Character in the Novel *Faith and The City* by Hanum Salsabiela Rai and Rangga Almahendra” by Maulidiyah, Rohmadi, & Saddhono (2021). In analyzing the data, the researchers used the psychological approach proposed by Sigmund Freud. This research aimed to describe and explain the inner conflicts of the main character in the novel *Faith and The City*. The result of this study shows that the researcher found two types of inner conflict that happened to the main character there are; approach-approach conflict and approach-avoidance conflict.

The fourth is a thesis entitled “The Inner Conflicts of Imamura Kazuki in *Zettai Seigi* by Akiyoshi Rikako Literature Psychology Approach” by Adam (2020). In this research, the researcher used the literary psychology approach and conflict theory by Kurt Lewin. This research aimed to find the forms, causes, and effects of inner conflict that occurred to Imamura Kazuki's character. The result of this research shows that Imamura Kazuki's Inner conflict is categorized as approach-avoidance conflict and avoidance-avoidance conflict. In addition, the

researcher also found the causes of Imamura Kazuki's Inner conflict and its effect on Imamura Kazuki's personality.

The fifth is a research article entitled “The Inner Conflict of the main Character in *Athirah* Novel by Alberthiene Endah: Overview of Literary Psychology” written by Mussad et al. (2021). This research proposed to describe the form of inner conflict experienced by the main character and the attitude of the main character in dealing with the inner conflict. In examining the data, the researchers use the psychology of literature theory. The result shows that the researchers found the form of inner conflict experienced by Emma along the factors causing the inner conflict and the attitude of Emma in facing her inner conflict.

The sixth is research article written by Haryani (2018), entitled “Falcon’s Inner Conflict as Reflected in James Grippando’s *When the Darkness Falls*: Psychological Study”. In this research, the researcher aims to find the inner conflict experienced by the Falcon in the *When the Darkness Falls*, along with the factors behind it and the way Falcon resolving his inner conflict. The researcher uses psychological approach and the theory of inner conflict in analyzing and interpreting the data. The result show that, the researcher found some evidence of inner conflict experienced by Falcon. Besides, the researcher found the internal and external factors that trigger Falcon’s inner conflict, also the way Falcon resolve his inner conflict.

The next is a research article written by Harahap and Hasibuan (2020), entitled “Inner Conflict in Novel *The Darned Month of America* by Hanum

Salsabiela Rais and Rangga Almahendra”. This study is aimed to describe the inner conflicts that happen within the characters of the novel. The researchers use psychoanalytic theory by Sigmund Freud in analyzing and interpreting the data. In the results part, the researchers found the id, ego and superego aspect an inner conflict experienced by Hanum and Rangga’s character.

Then, there is a research article entitled “The Analysis of Psychological Conflicts in Khaled Hussaini’s Novel *The Kite Runner*” by Fathi and Ahmadi (2020). This research is intended to examine the psychological conflict experienced by the main character and the motives of the main character in the novel *The Kite Runner*. In this research article, the researchers use psychoanalysis theory proposed by Sigmund Freud to analysis the data. In the result part, the researchers show that they found two types of psychological conflicts experienced by Amir. Besides, the researcher also found the id, ego and superego situation and motives experienced by Amir.

The next previous study related to this study is a thesis entitled “Internal Conflicts Faced by the Main Characters of *My Sister’s Keeper* by Jodi Picoult” by Hidayah (2018). This thesis used the theory of inner conflict proposed by Kurt Lewin in analyzing the data. This research focuses on finding the inner conflict experienced by the main character and how the main characters resolve it in the novel *My Sister’s Keeper*. In the result, the researcher found three types of inner conflict experienced by the main character and five styles used by the main character to resolve the conflict.

Another previous study that has a relevant topic with this study is a thesis entitled *Inner Conflict Faced by Marianne in Sally Rooney's Normal People* by Ahadini (2021). In Analyzing the data, the researchers used Kurt Lewin's psychological theory. In this thesis, the researcher aimed to find the forms of inner conflict faced by the main character and the causes and how she resolves it in the novel *Normal People*. The result of this study shows that the main character of this novel experienced approach-approach conflict, avoidance-avoidance conflict, and approach-avoidance conflict. In addition, the researcher also found three causes of inner conflict that happened to the main character and her resolution for her inner conflict.

B. Problems of the Study

Based on the argumentation that has been explained in the background of the study above, the problems of the study can be formulated as follows:

1. What are the forms of inner conflict experienced by Lily Bloom in the novel *'It Ends with Us'* by Colleen Hoover?
2. How does Lily Bloom resolve the inner conflict that happened to her in the novel *'It Ends with Us'* by Colleen Hoover?

C. Significance of the Study

The results of this study are expected to give practical and theoretical significance. Practically, this study is expected to add new information regarding the inner conflict experienced by Lily Bloom in the novel *'It Ends with Us'* by Colleen Hoover. Theoretically, this study is expected to give a contribution to

enriching the study under the psychological approach and the conflict theory by Kurt Lewin. Besides, this study is also expected to be used as references for other researchers who will conduct the study on the novel *It Ends with Us* by Colleen Hoover with a different focus.

D. Scope and Limitation of the Study

In this study, the researcher makes a limitation to focus on the inner conflict experienced by the main character and how the main character resolves it in the novel *It Ends with Us* by Colleen Hoover. The scope of this study is a novel entitled *It Ends with Us* by Colleen Hoover (2016).

E. Definition of Key Terms

1. Conflict

Conflict is defined as a contradiction or bickering situation which causes disputes and affects the attitude and behavior of a person, group, or society. (Hayati, 2020)

2. Inner conflict

Inner conflict is a conflict that occurs in a person's or story's character mind and soul. Moreover, inner conflict is defined as a conflict experienced by humans within themselves or the internal problem of a human being (Nurgiyantoro, 2005)

3. Psychoanalysis

Psychoanalysis is the most dominant psychological theory used in literary criticism. Psychoanalysis is considered to provide a new and different view of humans and their psychological behavior (Bertens, 2006).

CHAPTER II

REVIEW OF RELATED LITERATURE

In this chapter, the researcher will discuss the review of related literature regarding the theories that support this research, including the psychology of literature, conflict, Kurt Lewin's theory of inner conflict, and inner conflict resolution.

A. Psychology of Literature

Psychology of literature is a one of criticism in the literary study that uses psychological theories to analyze literary works. Psychology of literature views literary works reflect as a psychological process and activity. In addition, Wellek and Warren (1995) stated that the psychology of literature has four meanings. First is the study of psychology by the writer as an individual or type. The second is the study of the creative process. The third is the study of psychological types and laws applied to literary works, and the fourth is the study of the impact of literature on the readers. Psychological criticism in literature attempt to discover the relationship between the author and his/her work, the characteristic of a fictional character, and the literary work's impact towards the reader.

Based on its application, literature is different from psychology. Literature is related to art, while psychology is related to human behavior and mental processes. Freud (in Bertens, 2006) stated that the unconscious (psychological state) thoughts can express themselves in other forms, such as actions, words, and fantasies. While unconscious thoughts can be caused by several factors. One of

them is that the hidden stress and depression come within the character's mind and manifest through physical symptoms, dreams, actions, and stuttering. This statement later became the basis of the relationship between psychology and literature.

According to Minderop (2011), the psychology of literature is influenced by two aspects. First, a literary work is the creation of a psychological process and the author's thoughts in an unconscious situation which then be poured into a conscious form which is the literary work itself. Second, the psychology of literature is a study that examines the psychological reflection of the characters in literary work that is presented in such a way by the author so that the reader could feel her/himself involved in the story. Endraswara (2003) added that in studying a psychological work the important thing that needs to be understood is the extent of the author's psychological ability that involved presenting a fictional character who has mental problems.

Psychological criticism in literature begins to emerge in the 19th century by Sigmund Freud's theory of psychoanalysis. Initially, Freud used psychoanalysis as a therapy method for neuroses to cure mental disorders patients, then he developed and expanded psychoanalysis practices in the history of civilization, including mythology, religion, literature, and other arts (Hossain, 2017). Freud's psychoanalysis is considered to provide a new and different view of humans and their behavior (Bertens, 2006).

According to Susanto (2012), the psychology of literature has progressed quite rapidly with the development of theories that have followed classical psychology since it was introduced by Freud. Furthermore, the psychology of literature continues to influence much of modern psychology theory. In its development, Freud's psychoanalytic theory is often associated with art in general, especially literature. Psychoanalysis in literature tends to examine the unresolved emotions, psychological conflicts, guilt, trauma, ambivalences, and anything related to human psychology and mind within the literary work. Siswanto (2008) argues that literary works are the result of the creative thoughts of the author, and the expression of the author's personality.

Through the functional relationship between psychology and literature, the psychology of literature theory is useful for studying a person's mental state. Yet, the psychological symptoms contained in literature come from a fictional character, while in psychology they examine the psychological symptoms of real humans (Aminuddin, 1990). Hence, the theories of the psychology of literature aimed to understand the psychological aspects contained in a literary work by examining the author and the characters in his/her work (Minderop, 2010).

Rezaei and Seyyedrezaei (2013) argue that psychological theories are very important to understanding literary works. In addition, the psychological theory allows us to understand more deeply about human-being development. In relation to literature, psychology is a relevant auxiliary science to help the process of understanding literary work through the teachings and principles of psychology. Besides, another source defined the psychology of literature as a study that views

literary work as a work that contains human life played by fictional characters. Thus, psychoanalysis is needed to stimulate exploration into a character's mind or psyche to find out more about the diverse human beings in literary work (Semi, 1993).

B. Conflict

According to Nurgiyantoro (2005) conflict refers to the meaning of something unpleasant experienced by the characters of the story. Additionally, Nurdjana (in Wahyudi, 2015) defines conflict as a result of a situation where the desires are different or opposite between one another, so one or both of them interfere with each other. Kenney (1966) stated that the conflict in the story might happen in a man vs himself, man vs man, man vs society, and man vs nature. The level of complexity of the conflict shown in a literary work can determine the quality, intensity, and interest of the author and his/her work. Besides, the conflicts experienced by the characters and the ways to solving can be an indication of the existence of psychological elements in a literary work.

Factors that cause conflict can also come from several things, including inner dissatisfaction, jealousy, envy, hatred, poverty, starving, land problem, natural disaster, money, power, and most importantly human emotions can also trigger a conflict (Setiadi and Kolip, 2011). Pruitt and Rubin (2004) added that weak social rules and norms tend to lead conflicts in society. Especially with the perception of power in society which explains that conflict will specifically arise when there is ambiguity about power.

Conflict in literary work is something that cannot be separated. Even literature also shows how to resolve the conflict as well. Diana (2016) stated that conflict is an intrinsic element in a literary work and the essence in developing the storyline. Therefore, authors are required to not only dwell on the problem of writing style and technique but also pay more attention to the problem of presenting conflict and also to solving it (Linggar, 2017). Stanton (1965) divides conflicts that happen in the story into two types, there are external conflict and internal conflict.

1. External Conflict

External conflict is a conflict that occurs between a character and something outside her/himself. Usually, the external conflict happened because of problems with nature or the human environment.

2. Internal Conflict

Internal conflict was also known as inner conflict is a conflict that arises within the individual, especially when a person or character faces several choices or chooses between two or several possibilities that contain motives or causes that drive one's actions or the basis of one thought.

Furthermore, Jones (1968) categorizes conflict into three types, there are social conflict, physical conflict, and psychological conflict.

1. Social Conflict

Social conflict is an external conflict caused by social interaction or a problem that arises as a result of human relations. For example, regarding

oppression, war, humiliation, and other social cases. Moreover, Coser (1998) defines social conflict as a struggle for values or demands for status that become a part of society that will always exist. On the other hand, Huky (1986) argues that a social conflict is a form of temporary social interaction. This conflict usually occurs between characters against other characters, characters against community figures or groups, as well as social conflicts involving two community groups with different interests.

2. Physical Conflict

The physical conflict which is classified as an external conflict is a conflict caused by a clash between characters and the natural environment. For example, conflicts or problems experienced by a character due to weather, long drought, floods, landslides, and other events caused by nature.

3. Psychological Conflict

Psychological conflict is a type of conflict that happened between a person or character within his/herself. This conflict begins with a conflict in the person's mind which then causes some problems. For example, inner turmoil, stress, and anger.

C. Kurt Lewin's Theory of Inner Conflict

Inner conflict is a conflict that occurred in the heart, soul, and mind of humans or within story characters. This kind of conflict is experienced by humans with themselves or the internal problem of a human being. It can happen because

of a contradiction between two desires, beliefs, and different choices, hopes, or other problems (Nurgiyantoro, 2005). Some of these causes will then affect to person's attitudes and behavior. Moreover, inner conflict is related to a person's individual emotions to the highest level of anxiety.

Ahmadi (2007) argue that inner conflict can arise from two cases. The first is because of role overloads that cause a person gets an excessive burden due to the position he/she has. The second is person role incompatibilities in carrying out the role which then makes a person does not have sufficient suitability to carry out the role according to his/her position. Bertens (2006) added that a very deep traumatic event experienced by a person and depression that is dominated by a person's negative evaluation of him/herself can also be considered as a predisposing factor to trigger inner conflict.

Lewin (1935) defines conflict as a situation when forces are acting on the character in opposite directions with equal forces. There is no need to determine whether the character is aware of it and whether there is many or fewer opposing force to him/her. In addition, inner conflict that happened to a character can be influenced by the character's psychological state. Kurt Lewin divides inner conflict into three types, these are; approach-approach conflict, approach-avoidance conflict, and avoidance-avoidance conflict.

1. Approach-Approach Conflict

Approach-approach conflict is a conflict in which at the same time two forces are pushing in opposite directions. This conflict arises when there are two

different motives that both of them are equally positive (pleasant and profitable) that caused the emergence of doubts to choose one of them. For example, if someone is faced with the choice to get a prize of money (+) and a car (+) at the same time with the same nominal amount.

2. Approach-Avoidance Conflict

Approach-avoidance conflict is a conflict in which at the same time two forces push and hinder arise from one goal. This conflict arises when the characters are faced with two choices that she/he like and do not like at the same time. Usually, the one motives are positive (pleasant and profitable), while the other one is negative (harmful and unpleasant). Therefore, there is uncertainty about whether to fulfill or avoid it. For example, if someone wants to join a competition (+) but is afraid to lose (-).

3. Avoidance-Avoidance Conflict

Avoidance-avoidance conflict is a conflict in which the two forces hinder in the opposite direction. This conflict arises when the characters are faced with two negative (harmful and unpleasant) choices that she/he does not like both of them. Then it will cause doubts since avoiding one motive means having to fulfill another motive which is also negative (harmful and unpleasant). For example, if someone is punished for running (-) around the field fifty times and if not doing the penalty will be fined (-).

According to Lewin (in Irwanto, 1994), conflict can be identified through the three characteristics. First, conflict occurs in every person with different

reactions to the same stimuli. This depends on the individual or personal factors. Second, conflict occurs when the motives have a balanced or approximately the same value, causing indecision and tension. Lastly, conflict can last for a short time, maybe a few seconds, but it is also possible that it can last a long time, days, months, even years.

D. Inner Conflict Resolution

To determine the action to overcome the conflict that occurs in a person or character, Lewin proposed the concept of valence that can be used to determine an action to overcome and resolve the inner conflict. The concept of valence was introduced by Lewin in the field theory proposed by him. Lewin (1951) defined valence as a subjective value of an event, person, object, or other entity in the individual's living space. Valence has three types, that is positive valence, negative valence, and neutral valence.

1. Positive Valence

A valence that becomes the object of interest in the environment. Therefore, the character will act according to the object that is used as a goal. For example, food becomes the object of hunger. So, the hungry person will resolve his/her problem by choosing to eat. In resolving an inner conflict, the character can be said to use positive valence if he/she take an action in order to resolve the inner conflict happened to him/her. So, the existing conflict is not to be avoided but to take some action or choosing from one option so that the conflict is resolved.

2. Negative Valence

A valence that becomes the object of rejection or disliking. So, a person will avoid the object that makes him/her feel displeased. For example, wild animals that are usually feared make humans choose to avoid them. In resolving an inner conflict, the character can be said to use negative valence if he/she avoid the inner conflict by did not take any action to resolve his/her conflict. Therefore, the character will act away or avoid the conflict when dealing with a conflict that they do not like and want to avoid.

3. Neutral Valence

Neutral valence means no desired and not rejected. For example, someone who did not vote in the election means he/she has neutral valence. Even he/she did not vote but he/she did not refuse either. In resolving a conflict, this valence used when the character is faced with a situation in overcoming a conflict by taking unwanted actions but at the same time also does not reject it. In this case, the action taken to resolve the inner conflict is taken the midway.

CHAPTER III

RESEARCH METHOD

In this chapter, the researcher will discuss the research method including, research design, data source, data collection, and data analysis.

A. Research Design

The design of this research is literary criticism. Literary criticism is defined as the study, analysis, and interpretation of literary works using the literary theory. The researcher chooses literary criticism as a method by considering the form, content, and nature of literary work as the object of the study.

Besides, this research also categorized as psychology of literature studies since this research used psychological approach in analyzing the data. Psychology of literature itself is a type of criticism that uses theories of psychology to analyze literature. Psychoanalysis was an attempt to unseat deeply-rooted memories bound to conflict, insecurity and trauma. The literary theory used in this research is the psychological approach and the inner conflict theory proposed by Kurt Lewin to analyze the forms of inner conflict experienced by the main character and the way she resolved her inner conflict in the novel *It Ends with Us* by Colleen Hoover.

B. Data Source

The data source of this study is a novel entitled *It Ends with Us*, a romance fiction novel written by Colleen Hoover. This novel was published by Atria Books publisher as a part of Simon and Schuster on August 2, 2016. The researcher used the printed version of *It Ends with Us*, which has 376 pages.

C. Data Collection

In collecting the data, the researcher read the novel and made a note of the word, phrases, sentences, and paragraphs that represented and related about the forms of inner conflict experienced by the main character and how the main character resolves her inner conflict in the novel *It Ends with Us* by Colleen Hoover.

D. Data Analysis

The data related to the forms of inner conflict experienced by Lily Bloom and how Lily Bloom resolve her inner conflict in the novel *It Ends with Us* by Colleen Hoover that has been collected is analyzed and interpreted into descriptive text according to the theory used. There are several steps that followed by the researcher in analysis the data, those are;

1. The first step, the researcher classified the data collected from the literary text a novel entitled *It Ends with Us* by Colleen Hoover based on inner conflict experienced by the main character, Lily Bloom and the way she resolved her inner conflict.
2. Then, the data that has been collected and classified, analyzed based on inner conflict and inner conflict resolution aspect using Kurt Lewin's inner conflict theory.
3. The third step, the researcher interpreting the data that has been analyzed.
4. The fourth step, the researcher concluded all the result from analyzing and interpreting the data.

5. Lastly, the researcher makes a research report that stated in this thesis's findings and discussion part.

CHAPTER IV
FINDINGS AND DISCUSSION

In this chapter, the researcher will present the finding and discussion, including the inner conflict experienced by Lily Bloom and Lily Bloom’s inner conflict resolution. According to Lewin (in Levinger, 1957), there are three types of inner conflict. There are; approach-approach conflict, approach-avoidance conflict, and avoidance-avoidance conflict. In addition, the inner conflict resolution proposed by Kurt Lewin (1951) is also divided into three types. There are positive valence, negative valence, and neutral valence. The following table is the data finding regarding the form of inner conflicts and inner conflict resolutions collected by the researcher from the novel *It Ends with Us* by Colleen Hoover:

Number of Datum	Inner Conflict Experienced by Lily Bloom	Lily Bloom’s Inner Conflict Resolution	Number of Datum
Datum 1	(Approach-Approach Conflict) <i>“But what makes it even worse is that I absolutely love gardening. I love flowers. Plants. Growing things. It’s my passion. It’s always been my dream to open a florist shop, but I’m afraid if I did, people wouldn’t think my desire was authentic. They would think I was trying to capitalize off my name and that being a florist isn’t really my dream job.”</i> (Chapter 1, p.12)	(Positive Valence) <i>“I’m opening up a floral shop, but it’ll be a couple of months, at least.”</i> (Chapter 3, p.39)	Datum 33
Datum 2	(Approach-Approach Conflict) <i>“It really is a great name for a florist. But I have a master’s degree in business. I’d be downgrading, don’t you think? I work for the biggest marketing firm in Boston.”</i> <i>“Owning your own business isn’t downgrading,” he says.</i> (Chapter 1, p.12-13)		
Datum 3	(Approach-Approach Conflict)	-	

	<i>My chest is still constricted and my stomach is flipping, and I can't tell if it's leftover nerves from kissing Ryle or if it's the presence of Atlas. (Chapter 10, p.127)</i>		
Datum 4	(Approach-Avoidance Conflict) <i>I don't know if I should say something to my mother. I hate to be nosy, because it's none of my business. But if that guy doesn't have anywhere to go, I feel like my mother would know how to help him since she works at a school. (Chapter 2, p.29)</i>	(Neutral Valence) <i>Okay, so I found out who the guy is, and yes, he's still going over there. It's been two days now and I still haven't told anyone. (Chapter 2, p.29)</i>	Datum 42
Datum 5	(Approach-Avoidance Conflict) <i>He left right after your show was over. I wanted to ask him if he needed to use our shower again, but that would have cut it real close to time for my parents getting home. (Chapter 4, p.58)</i>	(Negative Valence) <i>I wanted to ask him if he needed to use our shower again, but that would have cut it real close to time for my parents getting home. (Chapter 4, p.58)</i>	Datum 38
Datum 6	(Approach-Avoidance Conflict) <i>I don't know what he meant by that. I don't know if his mom died, or if she gave him up for adoption. We've been friends for a few weeks now and I still don't really know anything about him or why he doesn't have a place to live. I would just ask him, but I'm not sure if he really trusts me yet. He seems to have trust issues and I guess I can't blame him. (Chapter 8, p.96)</i>	(Negative Valence) <i>I would just ask him, but I'm not sure if he really trusts me yet. (Chapter 8, p.96)</i>	Datum 39
Datum 7	(Approach-Avoidance Conflict) <i>For a second, I wanted to tell him it wasn't like that—that my dad never hurts me and that he was just trying to get me off of him. But then I realized I'd be using the same excuses my mom uses. (Chapter 8, p.105)</i>	(Negative Valence) <i>But then I realized I'd be using the same excuses my mom uses. (Chapter 8, p.105)</i>	Datum 40
Datum 8	(Approach-Avoidance Conflict) <i>I held on to the heart while we kissed, wanting to believe it was a gift for no reason at all. But part of me was scared it was a gift to remember him by when he leaves for Boston. (Chapter 11, p.142)</i>	-	
Datum 9	(Approach-Avoidance Conflict)	(Positive Valence)	Datum 34

	<p><i>I heard him call her a whore and then I heard the first blow. I started to climb out of my bed but Atlas pulled me back and told me not to go in there, that I might get hurt. I told him it actually helps sometimes. That when I go in there, my father backs off. (Chapter 11, p.143)</i></p>	<p><i>Atlas tried to talk me out of it, but finally I got up and went out into the living room. (Chapter 11, p.143)</i></p>	
Datum 10	<p>(Approach-Avoidance Conflict) <i>He walked over to the bed and grabbed his jacket and started putting on his shoes. "We'll go next door," he said. "We'll call the police." The police. My mother had warned me not to call the police in the past. She said it could jeopardize my father's career. (Chapter 11, p.144)</i></p>	-	
Datum 11	<p>(Approach-Avoidance Conflict) <i>I'm almost finished with it. There aren't very many more entries. I pick up the journal and place it on the pillow beside me. "I'm not going to read you," I whisper. Although, if I read what's left, I'll be finished. Having seen Atlas tonight and knowing he has a girlfriend and a job and more than likely a home is enough closure I need on that chapter. And if I just finish the damn journal, I can put it back in the shoebox and never have to open it again. (Chapter 11, p.129)</i></p>	<p>(Neutral Valence) <i>I finally pick it up and roll onto my back. "Ellen DeGeneres, you are such a bitch." (Chapter 11, p.129)</i></p>	Datum 44
Datum 12	<p>(Approach-Avoidance Conflict) <i>Seeing Atlas in his restaurant for the first time filled me with so many emotions, I didn't know how to process them. I was glad to see that he was okay. I was happy that he looked healthy. But I would be lying if I said I wasn't a little bit heartbroken that he never tried to find me like he promised. (Chapter 17, p.205)</i></p>	-	
Datum 13	<p>(Approach-Avoidance Conflict) <i>She shrugs innocently. I hold my door open for Atlas, but avoid looking directly at him as he</i></p>	-	

	<i>passes me. I feel a world of guilt for what happened last night, but also a world of anger for what happened last night. (Chapter 16, p.193)</i>		
Datum 14	(Approach-Avoidance Conflict) <i>My mother asked me two days ago if I would deliver the eulogy at my father's funeral today. I told her I didn't feel comfortable—that I might be crying too hard to speak in front of a crowd—but that was a lie. I just didn't want to do it because I feel like eulogies should be delivered by those who respected the deceased. And I didn't much respect my father. (Chapter 1, p.16)</i>	(Neutral Valence) <i>"Did you do it?" I nod. "Yeah. This morning." I sit up and pull my legs beneath me as I face him. "You want to hear it?" (Chapter 1, p.17)</i>	Datum 45
Datum 15	(Approach-Avoidance Conflict) <i>"You should try my method," he says. "Which is?" "One-night stands." He raises an eyebrow, like it's an invitation. I'm glad it's dark, because my face is on fire. "I could never sleep with someone if I didn't see it going anywhere." I say this out loud, but my words lack conviction when I say it to him. (Chapter 1, p.20-21)</i>	(Neutral Valence) <i>I don't have an answer for that. I roll onto my back because the way he's looking at me makes me want to rethink one-night stands. I'm not necessarily against them, I suppose. (Chapter 1, p.21)</i>	Datum 46
Datum 16	(Approach-Avoidance Conflict) <i>I match his disappointment. I'm not sure I'd even want to turn him down if he made a move, but I might have just thwarted that possibility. "If you wouldn't sleep with someone you just met . . ." His eyes meet mine again. "Exactly how far would you go?" I don't have an answer for that. I roll onto my back because the way he's looking at me makes me want to rethink one-night stands. (Chapter 1, p.21)</i>		
Datum 17	(Approach-Avoidance Conflict) <i>"I've wanted to go back to your roof on more than one occasion since that night. But I was too scared you'd be there. You make</i>	(Negative Valence) <i>"...But I was too scared you'd be there. You make me kind of nervous." (Chapter 3, p.48)</i>	Datum 41

	<i>me kind of nervous.” (Chapter 3, p.48)</i>		
Datum 18	<p>(Approach-Avoidance Conflict) <i>He drops his forehead to mine and says, “Because. I have no idea what I’m doing. You make me want to be a different person, but what if I don’t know how to be what you need? This is all new to me and I want to prove to you that I want you for so much more than just one night.”</i> <i>He looks so vulnerable right now. I want to believe the genuine look in his eye, but he’s been so adamant since the day that I met him that he wants the exact opposite of what I want. And it terrifies me that I’ll give in to him and he’ll walk away. (Chapter 7, p.87)</i></p>	-	
Datum 19	<p>(Approach-Avoidance Conflict) <i>I’m full of so much anger, but somehow, concern for his hand still finds its way out. I grab a towel and shove it into his fist. There’s so much blood. (Chapter 14, p.174)</i></p>	<p>(Positive Valence) <i>I try to help stop the bleeding, but I’m shaking too bad. “Ryle, your hand.” (Chapter 14, p.174)</i></p>	Datum 36
Datum 20	<p>(Approach-Avoidance Conflict) <i>I want to lash out at him and react like I always wish my mother would have reacted when my father hurt her, but deep down I want to believe that it really was an accident. Ryle isn’t like my father. He’s nothing like him. (Chapter 14, p.176)</i></p>	-	
Datum 21	<p>(Approach-Avoidance Conflict) <i>This isn’t how this was supposed to be. My whole life, I knew exactly what I’d do if a man ever treated me the way my father treated my mother. It was simple. I would leave and it would never happen again. But I didn’t leave. And now, here I am with bruises and cuts on my body at the hands of the man who is supposed to love me. At the hands of my own husband. (Chapter 20, p.229)</i></p>	-	
Datum 22	(Approach-Avoidance Conflict)	-	

	<i>I have to remind myself of those things. Sometimes the girl inside of me—the daughter of my father—is really opinionated. She tells me I shouldn't have forgiven him. She tells me I should have left the first time. And sometimes I believe that voice. But then the side of me that knows Ryle understands that marriages aren't perfect. Sometimes there are moments that both parties regret. (Chapter 21, p.232)</i>		
Datum 23	(Approach-Avoidance Conflict) <i>He was offered a job in Minnesota at the Mayo Clinic and he wants us to move there. He said Mass General is rated the second best neurological hospital in the world. Mayo Clinic is number one. He said he never intended to stay in Boston forever. I told him that would have been a good subject to bring up when we discussed our futures on the flight to get married in Vegas. I can't leave Boston. My mother lives here. Allysa lives here. (Chapter 21, p.233)</i>	-	
Datum 24	(Approach-Avoidance Conflict) <i>"If things work out, and your floral shop is successful, then people will say it was a brave, bold, smart business decision. But if it fails and you lose your entire inheritance . . ." "Then people will say it was a stupid business decision." (Chapter 3, p.37)</i>	-	
Datum 25	(Avoidance-Avoidance Conflict) <i>He was so hot and shaking so bad I was just scared to leave him on the floor. I laid down next to him and every hour for the next six hours he continued getting sick. I kept having to take the trash can to the bathroom to empty it out. I'm not gonna lie, it was gross. The grossest night I've ever had, but what else could I do? He</i>	(Positive Valence) <i>The grossest night I've ever had, but what else could I do? He needed me to help him and I was all he had. (Chapter 11, p.130)</i>	Datum 35

	<i>needed me to help him and I was all he had. (Chapter 11, p.130)</i>		
Datum 26	<p>(Avoidance-Avoidance Conflict) <i>I don't want him to move to Boston, Ellen. I know that's selfish of me because he can't keep living in that house. I don't know what I'm more afraid might happen. Watching him leave or selfishly begging him not to go. (Chapter 11, p.142)</i></p>	<p>(Neutral Valence) <i>He's moving to Boston. I don't really feel like talking about it. (Chapter 11, p.142)</i></p>	Datum 43
Datum 27	<p>(Avoidance-Avoidance Conflict) <i>I can't believe I'm not better prepared for this moment. What in the heck do I introduce him as? My trial run? I can't say boyfriend, but I can't very well say friend. Prospect seems a little dated. (Chapter 10, p.121)</i></p>	-	
Datum 28	<p>(Avoidance-Avoidance Conflict) <i>I fail to tell him why I really don't want to go back there. But how do you tell your brand-new boyfriend that you're trying to avoid your first love? (Chapter 14, p.172)</i></p>	-	
Datum 29	<p>(Avoidance-Avoidance Conflict) <i>I don't want to see Atlas. I tried twice to get them to change the restaurant location, but Allysa was hell-bent on eating here after Ryle told her how good it was. (Chapter 15, p.181)</i></p>	-	
Datum 30	<p>(Avoidance-Avoidance Conflict) <i>I can't tell if I'm more disappointed in him or myself. Him for losing his temper in the first place or me for somehow finding comfort in his apology. (Chapter 14, p.176)</i></p>	-	
Datum 31	<p>(Avoidance-Avoidance Conflict) <i>I can't even begin to process the thought that I'm having a child with this man. There is a human being inside of me that we created together. And no matter which</i></p>	<p>(Positive Valence) <i>I look at Emerson and I look at Ryle. And I know that I have to do what's best for her. For the relationship I hope she builds with her father. I don't make</i></p>	Datum 37

	<i>option I choose—whether I choose to stay or choose to leave— neither are choices I would wish upon my child. To grow up in a broken home or an abusive one? (Chapter 25, p.267)</i>	<i>this decision for me and I don't make it for Ryle. I make it for her. "Ryle?" When he glances at me, he's smiling. But when he assesses the look on my face, he stops. "I want a divorce." (Chapter 35, p.340)</i>	
Datum 32	(Avoidance-Avoidance Conflict) <i>At Atlas house, Lily trying to write her diary again which she usually addressed to Ellen. In her diary, she wrote her recent story, her worries and her doubt. Lily also wrote about her indecision on the continuation of her marriage with Ryle. (Chapter 34, p.330)</i>		

A. Inner Conflict Experienced by Lily Bloom

Inner conflict is usually indicated by the existence of doubt and confusion because they have to choose between two or several motifs that appear at the same time (Hanif, 2020). Then this indecision and confusion will cause tension in making a decision or choice. From the finding of this research, the data result that indicates the inner conflict experienced by Lily Bloom will be categorized into three types of inner conflict proposed by Kurt Lewin.

1. Approach-Approach Conflict

This type of inner conflict happens when someone experiences two positive motives or more at the same time. Then, they will experience indecision and confusion because they have to choose one option between the two options that both they liked. This confusion arises because it is difficult to choose one of the options. In this part, the researcher will present the approach-approach conflict experienced by Lily Bloom from the data that the researcher has collected.

The approach-approach inner conflict experienced by Lily can be seen in datum 1 and datum 2 below, when Lily has to choose to open a floral shop or keep working at a marketing firm.

Datum 1

“But what makes it even worse is that I absolutely love gardening. I love flowers. Plants. Growing things. It’s my passion. It’s always been my dream to open a florist shop, but I’m afraid if I did, people wouldn’t think my desire was authentic. They would think I was trying to capitalize off my name and that being a florist isn’t really my dream job.” (Chapter 1, p.12)

Datum 2

“It really is a great name for a florist. But I have a master’s degree in business. I’d be downgrading, don’t you think? I work for the biggest marketing firm in Boston.”

“Owning your own business isn’t downgrading,” he says. (Chapter 1, p.12-13)

In datum 1 and datum 2 above, from Lily conversation with Ryle, it is known that Lily faced with two choices that got her in the indecision situation, and both of the choices were positive motives. The first option can be seen from datum 1 that Lily wants to open a floral shop which has been Lily’s dream job for a long time and is her passion. While the second option from datum 2 is to keep working at a marketing firm that is positive motive because it is profitable for Lily since her workplace is the biggest marketing firm in Boston.

Even though at first, Lily was hesitant to open a floral shop that indicated by the word “*but*”, because she has anxiety that she will be thought of as downgrading if she chose to open a floral shop instead of working at the biggest marketing firm. Then, with a question sentence that Lily asked to Ryle “...*don’t you think?*” this shows that Lily needs advice about her anxiety. But, after hearing Ryle’s advice that it is not downgrading, Lily became more confident in her option

to open a floral shop. Therefore, instead of categorizing this inner conflict into approach-avoidance conflict, the researcher categorized this data into approach-approach conflict because this inner conflict focuses more on Lily's indecision to choose between open a floral shop or keep working at the marketing firm.

Another approach-approach conflict is experienced by Lily when she has dinner with her mother and Ryle in the restaurant and accidentally meets Atlas there. It can be seen in the datum 3 below:

Datum 3

My chest is still constricted and my stomach is flipping, and I can't tell if it's leftover nerves from kissing Ryle or if it's the presence of Atlas. (Chapter 10, p.127)

After parting ways with Ryle in the parking lot, Atlas suddenly appeared there. Lily was feeling nervous, but she was not sure if it was because it was from her last kiss with Ryle or because Atlas had appeared there. At this moment, Lily doubts whether she was nervous because of her kiss with Ryle earlier or because she met Atlas. The two options in this situation are both positive motives for Lily, this is indicated by the presence of the conjunction "or" which is used to link between two alternatives. Because both of the options give her pleasure, where she is happy because of the kiss from Ryle, and she is also glad she met Atlas again after a long time (It End with Us, p.205).

2. Approach-Avoidance Conflict

This kind of inner conflict arises when there are two different motives that contain a positive motive (profitable and pleasant) and a negative motive (harmful

and unpleasant) at the same time. These motives then lead to indecision and doubts experienced by an individual when deciding the decision.

The first inner conflict experienced by Lily in the novel *It Ends with Us* happened when she was fifteen years old, which she wrote in her diary, or it was actually a letter she wrote to Ellen DeGeneres, but she never sent it to Ellen. It can be seen in datum 4 below:

Datum 4

I don't know if I should say something to my mother. I hate to be nosy, because it's none of my business. But if that guy doesn't have anywhere to go, I feel like my mother would know how to help him since she works at a school. (Chapter 2, p.29)

In datum 4, It started at the night when she saw through her bedroom window that someone living in an old empty house behind her house. The next day, Lily found out from Katie that someone who lived in that old house was a senior named Atlas Corrigan. When they were on the same bus, Lily noticed Atlas, who looked very unkempt and smelly. Lily feels sorry because maybe Atlas cannot take a shower because there is no access to water and even electricity in that old house. Besides that, Lily also thought that Atlas might not have any food and drink to consume, so she secretly gave some of the food and drink she had at home.

However, Lily cannot keep helping him continuously and secretly. Moreover, she is just a young girl. From there, Lily was undecided whether she should tell her mother, who might be able to help Atlas. Still, she also did not want to interfere too much with other people's problems, and who knows that Atlas maybe just ran away from home because there was a little problem with his parents

instead of not having a place to stay. The inner conflict in datum 4 indicated with the conjunction “*but*” which is used to connected between two contrasting clauses. Lily's desire to help Atlas by asking her mother for help is a positive motive, and Lily's unwillingness to interfere too much in other people's business is a negative motive.

The following situation of approach-avoidance conflict shown in this novel is when Lily invites Atlas to her house. It can be seen in datum 5 below:

Datum 5

He left right after your show was over. I wanted to ask him if he needed to use our shower again, but that would have cut it real close to time for my parents getting home. (Chapter 4, p.58)

Lily's inner conflict in datum 5 happens when she invites Atlas, without her parents knowing, to watch The Ellen DeGeneres Show in her house since there is no television and not even electricity access in that old house where Atlas lives. When the show was over, Atlas left her house. Lily wanted to offer Atlas to take a bath at her house again since Atlas did not have water or a bathroom in his place, but Lily was afraid that she would be caught because her parents would be home from work soon. In this quotation, the word “*but*” show that there are two contrasting clauses which indicates an inner conflict. The positive motive of this choice is Lily's urge to offer a shower place to Atlas, while the negative motive is that Lily afraid that she will get caught by her parent for sneaking a boy into their house.

After a few occasions, Lily helped Atlas and asked him to watch The Ellen DeGeneres Show together at her house. They are getting closer but still do not know about each other clearly. It can be seen in datum 6 below:

Datum 6

I don't know what he meant by that. I don't know if his mom died, or if she gave him up for adoption. We've been friends for a few weeks now and I still don't really know anything about him or why he doesn't have a place to live. I would just ask him, but I'm not sure if he really trusts me yet. He seems to have trust issues and I guess I can't blame him. (Chapter 8, p.96)

When Lily asked Atlas about the meaning of his name and told him to ask his mother since Atlas did not know the meaning of his name, Atlas answered with an ambiguous answer, and she could not understand that. Nevertheless, Lily does not ask Atlas further because it seems that Atlas is not ready to tell Lily about his personal problems and the reason why he lives in that old house. In the datum 6, Lily experiences an approach-avoidance conflict which is indicated by the word “*but*” that shows the existence of two contrasting clauses. Lily's curiosity about Atlas and why he has no place to live is a form of positive motive. At the same time, Atlas's trust issue that made him unable to fully trust Lily to talk about his personal problem is a negative motive.

The longer Atlas and Lily know each other, They get closer and Atlas begins to trust Lily. Yesterday, he heard the chaos in Lily's house, and he also heard Lily yelling, so he came to her house to check Lily's condition. It can be seen in datum 7 below:

Datum 7

For a second, I wanted to tell him it wasn't like that—that my dad never hurts me and that he was just trying to get me off of him. But then I realized I'd be using the same excuses my mom uses. (Chapter 8, p.105)

The next day when they met, Atlas saw Lily get stitches on her forehead, and he was worried. Atlas asked Lily what happened yesterday, but Lily chose to lie to Atlas. Atlas was disappointed that Lily lied to him. Then, Atlas shows the scars on his body to Lily and makes Lily concerned about what Atlas went through to have that many scars on his arm.

In this datum 7, Lily experiences an approach-avoidance conflict. Where Lily wants to say that her wound was not because his father hurt her on purpose but because his father was trying to get rid of her, but she felt that for that reason, Lily would only use it as an excuse for her father's action. This inner conflict is indicated with the existence of the conjunction “*but*” which is used to connect between two *contrasting clauses*. Lily's positive motive is she wants to be honest with Atlas that her wound was caused by her father, who was trying to get rid of her, not because her father intentionally hurt her. The negative motive is Lily realizes that it would be an excuse, just like what her mother used to do when her father abused her, and she hates when her mother always makes an excuse for her father's actions.

When Atlas decided to move to Boston to stay with his uncle who is living there, Lily wanted to beg Atlas to stay, but she realized that it would only show her immaturity side. Then Lily held it, even though in her heart she was not willing if Atlas moved to Boston. The inner conflict experienced by Lily can be seen in datum 8 below:

Datum 8

I held on to the heart while we kissed, wanting to believe it was a gift for no reason at all. But part of me was scared it was a gift to remember him by when he leaves for Boston. (Chapter 11, p.142)

In datum 8, a few days after Atlas said he wanted to move to Boston, Lily tried to get that out of her mind by not asking Atlas about his decision to move to Boston. They are still living their day as usual. That night, after eating the cookies she made with Atlas, he gives her a gift, a heart-shaped wood that was curved by himself. Then they kissed. At this moment, Lily faced an approach-avoidance conflict that indicated by the word “*but*” in the quotation above. In her mind, Lily wants to believe that Atlas's gift is an ordinary gift, but the part of her was afraid that it was a farewell gift before he moved to Boston.

On another night, her father suddenly fights with her mother right after they come home from going to some community function. Lily was still in her room with Atlas, who happened to be there. Lily experienced an approach-avoidance conflict that can be seen in datum 9 below:

Datum 9

I heard him call her a whore and then I heard the first blow. I started to climb out of my bed but Atlas pulled me back and told me not to go in there, that I might get hurt. I told him it actually helps sometimes. That when I go in there, my father backs off. (Chapter 11, p.143)

In datum 9, when Lily's father and mother's fight got out of control and her father started abusing her mother, Lily wanted to go out of his room to stop her father. But Atlas kept her from leaving the room because he was worried that Lily would be hurt by his father. Then, Lily told Atlas that sometimes her presence could help her mother, that when Lily appeared, her father's anger would get calm. Lily's inner conflict that classified as approach-avoidance conflict arises again in this

situation. Where the positive motive is Lily wants to go out of her room to help her mother, who was abused by her father, while the negative motive is when Atlas prevents her from getting out because he was worried that Lily might get hurt too.

After Atlas tried to stop Lily, who was carrying a knife to threaten her father, Atlas took her back to the room. In datum 10 below, Atlas tried to calm Lily, who was still crying and wanted to come back out.

Datum 10

He walked over to the bed and grabbed his jacket and started putting on his shoes. "We'll go next door," he said. "We'll call the police."

The police.

My mother had warned me not to call the police in the past. She said it could jeopardize my father's career. (Chapter 11, p.144)

In datum 10, Atlas suggest Lily to call the police so they can stop her father since both of them probably would not be able to stop Lily's father, who is an adult meanwhile, they are just a teenager. But Lily had doubts because her mother forbade her to call the police when her father abused her mother. Her mother's reason is that if his father were arrested, it would only destroy his father's career as a town mayor. The positive motive of the conflict in datum 10 is Atlas's offer to call the police so that they can stop her father. While the negative motive is Lily's mother prohibition from calling the police because it will jeopardize her father's career.

A few years later, after Atlas moved to Boston, she accidentally met Atlas again at a restaurant while having dinner with Ryle and her mother. They chatted for a while, and Lily asked Atlas if Atlas was married or dating, and Atlas told her that Atlas had been dating a woman named Cassie for almost a year. The reality

that she just got made her heart hurt, and she cried. After that, in the following datum 11 below, Lily experienced an approach-avoidance conflict when she looked at the journal containing the diary of her memories with Atlas.

Datum 11

I'm almost finished with it. There aren't very many more entries.

I pick up the journal and place it on the pillow beside me.

"I'm not going to read you," I whisper.

Although, if I read what's left, I'll be finished. Having seen Atlas tonight and knowing he has a girlfriend and a job and more than likely a home is enough closure I need on that chapter. And if I just finish the damn journal, I can put it back in the shoebox and never have to open it again. (Chapter 11, p.129)

Lily faced an inner conflict in datum 11 about whether she should continue to read her diary or not. She wants not to read it again because reading it would remind her of her memories with Atlas, that has just broken his heart. But if she reads it, she will finish the entire journal and put it back in the shoebox and never open it again. In this approach-avoidance conflict, the positive motive is when Lily thinks that if she reads the journal's rest entries, she can finish it and put it back in the shoebox, never to open it again. While the negative motive is that she does not want to remind her memories with Atlas since he looks happy now with his current job and already has a girlfriend. That should be enough to be a closure of her story with Atlas.

It was undeniable that Lily was happy to meet Atlas again after a long time and see him in good condition with a nice job, and he looks happy for now. However, Lily still experienced inner conflict in her mind. It can be seen in datum 12 below:

Datum 12

Seeing Atlas in his restaurant for the first time filled me with so many emotions, I didn't know how to process them. I was glad to see that he was okay. I was happy that he looked healthy. But I would be lying if I said I wasn't a little bit heartbroken that he never tried to find me like he promised. (Chapter 17, p.205)

In datum 12, it can be known that Lily is happy to meet Atlas and he looks healthy and in good condition, and even has a nice job in the restaurant. Lily always wished for Atlas that after Atlas moved to Boston, he would have a better life, unlike when he was homeless in Plethora. But, deep down in Lily's heart, she is also disappointed in Atlas because he did not keep his promise to come back and find Lily. Seeing the fact that Ryle is happy with his life now and happy with his girlfriend, Lily experienced an indecision moment with positive and negative motives that indicates by the conjunction “*but*” which is used to connect between two contrasting clauses, whether she is really happy for Atlas or she is heartbroken because Atlas did not keep his promise to get back with her and chose to be with his new girlfriend.

On the night when Lily is having dinner with Ryle, Allysa, and Marshall at the restaurant where Atlas work, Lily and Atlas meet again. Atlas saw the scar in Lily's eye corner, and he worried about it. After that, they talk in the bathroom secretly, and Atlas cannot help but be suspicious of Ryle, seeing the bandage on Ryle's hand, so he concludes that Ryle hurt Lily. But Lily assures Atlas that it was just an accident and that Ryle did not mean to hurt her. Unexpectedly, Ryle followed her to the bathroom and saw her talking to Atlas, and there was a fight between Ryle and Atlas. The next day, Atlas visited Lily's floral shop to meet her. At this time, Lily experiences inner conflict again that can be seen in datum 13 below:

Datum 13

She shrugs innocently. I hold my door open for Atlas, but avoid looking directly at him as he passes me. I feel a world of guilt for what happened last night, but also a world of anger for what happened last night. (Chapter 16, p.193)

This approach-avoidance conflict in datum 13 above, arises when Atlas comes to her floral shop. This inner conflict indicated by the existence of the conjunction “*but*” in the quotation above. On the one side, Lily feels guilty for Atlas for what Ryle did to him last night. While on the other hand, she is also angry at Atlas for interfering too much in his problem with Ryle. Lily's guilty feeling is the positive motive, and Lily's anger toward Atlas is the negative motive.

Another inner conflict classified as approach-avoidance conflict experienced by Lily happened after her father died. As the only child in her family, her mother asks her to deliver the eulogy at her father's funeral. It can be seen in datum 14 below:

Datum 14

My mother asked me two days ago if I would deliver the eulogy at my father's funeral today. I told her I didn't feel comfortable—that I might be crying too hard to speak in front of a crowd—but that was a lie. I just didn't want to do it because I feel like eulogies should be delivered by those who respected the deceased. And I didn't much respect my father. (Chapter 1, p.16)

From datum 14 above, during her conversation with Ryle, a man she met on the rooftop the night after her father's funeral. Lily said she did not really want to deliver the eulogy because she did not respect her abusive father and did not have anything good to say at her father's funeral, but on the other hand, her mother asked for it, and she could not refuse it anymore. From this situation, Lily's indecision can be categorized as approach-avoidance conflict, where the positive motif is shown by her mother's request. Because she loves her mother, she does not want to

disappoint her mother. While the negative motive is that she did not want to give eulogies because she feels she does not have respect for his abusive father.

Then, on the same night, Lily experienced another approach-avoidance conflict when Ryle asked Lily for a one-night stand in their first encounter. This is shown in the following datum 15 and datum 16 below:

Datum 15

"You should try my method," he says.

"Which is?"

"One-night stands." He raises an eyebrow, like it's an invitation.

I'm glad it's dark, because my face is on fire. "I could never sleep with someone if I didn't see it going anywhere." I say this out loud, but my words lack conviction when I say it to him. (Chapter 1, p.20-21)

Datum 16

I match his disappointment. I'm not sure I'd even want to turn him down if he made a move, but I might have just thwarted that possibility.

"If you wouldn't sleep with someone you just met . . ." His eyes meet mine again. "Exactly how far would you go?"

I don't have an answer for that. I roll onto my back because the way he's looking at me makes me want to rethink one-night stands. (Chapter 1, p.21)

In the datum 15 and datum 16 above, Lily feels doubt whether she should accept Ryle's one-night stand invitation or not while she does not want to do a one-night stand and has never done that before. In datum 15, Lily refuse Ryle's invitation to do a one-night stand, but in datum 16, Lily seems to rethink it again that indicated by the sentence "...I'm not sure" which is shows that she has doubts. Furthermore, this is their first encounter, and she does not know much about Ryle besides the naked truth he told before. The positive motive of this conflict is that Lily feels a little bit interested in Ryle, which makes her want to consider his one-night stand invitation. While the negative motive is Lily's principle that she will not

sleep with someone unless they are committed to a relationship, and she has never been into a one-night stand before.

Six months later since their first encounter on that rooftop, Lily and Ryle accidentally meet again at her floral shop. It turns out that Ryle is Allysya's biological brother, and Allysya is an employee at her floral shop. At this moment, Lily is experiencing approach-avoidance conflict. It can be seen in datum 17 below:

Datum 17

"I've wanted to go back to your roof on more than one occasion since that night. But I was too scared you'd be there. You make me kind of nervous." (Chapter 3, p.48)

In datum 17, Lily confesses her naked truth to Ryle, and she says that she wants to go back to the rooftop where they meet for the first time. But Lily was afraid to go back there because Ryle might be there too, and it can make her nervous that she might show her interest in Ryle, especially in his one-night stand invitation. Moreover, after her naked truth confession, Ryle tells her that he is still expecting a one-night stand with Lily. The inner conflict that happened in datum 17 is indicated by the conjunction "*but*" which is used to connect between two contrasting clauses, positive and negative motives. The positive motive of this indecision is that Lily wants to go to the rooftop where Ryle lives because, on that rooftop, she can see the beautiful view from a high place, while the negative motive is that she is afraid that she might meet Ryle there and make her nervous.

When Lily and Ryle meet again at Allysya's party, Lily experiences an inner conflict. Still with the same matter, which is Ryle's one-night stand invitation. It can be seen in datum 18 below:

Datum 18

He drops his forehead to mine and says, "Because. I have no idea what I'm doing. You make me want to be a different person, but what if I don't know how to be what you need? This is all new to me and I want to prove to you that I want you for so much more than just one night."

He looks so vulnerable right now. I want to believe the genuine look in his eye, but he's been so adamant since the day that I met him that he wants the exact opposite of what I want. And it terrifies me that I'll give in to him and he'll walk away. (Chapter 7, p.87)

Ryle still cannot get his mind off his desire to do a one-night stand with Lily. Ryle confesses to Lily that this time his feeling for Lily is different. Ryle's interest toward Lily is sincere. Previously, Ryle did not want to have a commitment in a relationship with anyone. Now, he has changed his mind because of Lily. He even wants Lily, not just for his one-night stand partner but more than that. Then, Lily experiences inner conflict in datum 18 about the decision she will choose. This inner conflict is indicted by the word "but" which is used in the quotation above. Ryle's vulnerable look with his sincere and convincing confession makes Lily want to believe in Ryle, this situation indicates the positive motive for Lily's conflict. Since Lily is also interested in Ryle, she might want to believe in Ryle. While Lily's fear of being left by Ryle later after she gives in to him is the negative motive.

After they are officially dating, Ryle is often visiting Lily's apartment. That night, Ryle visited Lily's apartment and intended to stay for a night there since he was taking a day off tomorrow. When Lily waits for the casserole in the oven, she enjoys drinking wine and forgets the casserole so that it smells burnt. She and Ryle ran to get the casserole out of the oven in a hurry. But Ryle's hand accidentally grabbed the baking sheet in the hot oven without a potholder and hurt his hand. Because she was tipsy, Lily laughed at Ryle for forgetting to use the potholder, but

Ryle was not joking, his hand was bleeding, and he had to perform surgery the day after tomorrow. Then, suddenly Ryle slammed her, and the memory of her father abusing her mother came back. The inner conflict experienced by Lily can be seen in datum 19 below:

Datum 19

I'm full of so much anger, but somehow, concern for his hand still finds its way out. I grab a towel and shove it into his fist. There's so much blood. (Chapter 14, p.174)

This accident made Lily's childhood trauma reappear. Because Ryle's actions, even his apology, reminded her of her father. Lily's thoughts were mixed, and she felt angry. On the other hand, she is also worried about Ryle's injured hand and will he be able to perform surgery on Monday. At this moment in datum 19, Lily experienced another approach-avoidance conflict that indicated by the conjunction “*but*”. The positive motive is that she is concerned about Ryle's hand, and the negative motive is that she feels so much anger with his action that it somehow reminds her of her father.

After Ryle realized his mistakes, he apologized and passed his sincerity through a kiss. Although her heart still hurts, she feels a little bit relieved because she craves Ryle's sincerity through his kiss. In datum 20 below, Lily experienced an approach-avoidance conflict.

Datum 20

I want to lash out at him and react like I always wish my mother would have reacted when my father hurt her, but deep down I want to believe that it really was an accident. Ryle isn't like my father. He's nothing like him. (Chapter 14, p.176)

However, deep in her heart, Lily still experienced an inner conflict. This approach-avoidance conflict in datum 20 is indicated by the existence of the conjunction “*but*” in the sentence and characterized by a positive motive that Lily wants to believe in Ryle, that his actions were just an accident, and he is not like his abusive father. While her negative motive is Lily's desire to lash out at Ryle like she always wishes her mother would do when her father abuses her mother.

Ryle's abusive behavior did not just stop after that night, even after their marriage. This night, Ryle abuses Lily again when he finds out that Lily has Atlas' phone number on the back of her phone. Then, Lily experienced an inner conflict that can be seen in datum 21 below:

Datum 21

This isn't how this was supposed to be. My whole life, I knew exactly what I'd do if a man ever treated me the way my father treated my mother. It was simple. I would leave and it would never happen again.

But I didn't leave. And now, here I am with bruises and cuts on my body at the hands of the man who is supposed to love me. At the hands of my own husband.
(Chapter 20, p.229)

This is the second time Ryle has lost his temper and abused Lily. He pushed Lily and caused Lily to fall down the stairs and become unconscious. Then when Lily woke up, Ryle was treating her wound. Not only her physical but Ryle also hurt her mentally. It breaks her from the inside out. Lily has an inner conflict here in datum 21 that indicated by the contrasting conjunction “*but*”, where she is in indecision to forgive Ryle or not. In the past, when Lily saw her mother abused by her father, Lily thought that if a man ever hurt her, then she would leave that man, and it would never happen again. But when she experiences it herself, she

experiences an approach-avoidance conflict about whether to leave Ryle or forgive and stay with him.

This inner conflict is still going on in Lily's mind. She still cannot decide whether to forgive Ryle or not. It can be seen in datum 22 below:

Datum 22

I have to remind myself of those things. Sometimes the girl inside of me—the daughter of my father—is really opinionated. She tells me I shouldn't have forgiven him. She tells me I should have left the first time. And sometimes I believe that voice. But then the side of me that knows Ryle understands that marriages aren't perfect. Sometimes there are moments that both parties regret. (Chapter 21, p.232)

From datum 22 above, it can be known that there are negative motives and positive motives that urge at the same time in Lily's mind indicated by the conjunction “*but*” which is used to connect between two contrasting clauses. The negative motive is her thought that she did not want to forgive Ryle and she should leave Ryle from the first time when he abused her. But the other side of her shows the positive motive that she cannot leave Ryle, and she wants to forgive him. Besides that, Lily did not want to give up easily on her marriage (It Ends with Us, p.232).

Afterward, Lily and Ryle get into another fight again, but Ryle can control his temper for not abusing Lily this time. This fight starts with Ryle saying that he got an offer to work in Minnesota and wants them to move there. It can be seen in datum 23 below:

Datum 23

He was offered a job in Minnesota at the Mayo Clinic and he wants us to move there. He said Mass General is rated the second best neurological hospital in the world. Mayo Clinic is number one.

He said he never intended to stay in Boston forever. I told him that would have been a good subject to bring up when we discussed our futures on the flight to get married in Vegas. I can't leave Boston. My mother lives here. Allysa lives here. (Chapter 21, p.233)

Of course, she did not immediately agree to Ryle's invitation to move to Minnesota. She considered staying since she has a floral shop here, her mother lived here, and Allysa was also here. She could not leave them. She could not leave Boston. While Ryle still maintains his ego to move to Minnesota since the clinic there is the second-best neurological hospital in the world, Ryle is the type of person who likes to pursue a career for success. Lily experienced an approach-avoidance conflict in datum 23 where she was confused about whether to agree to Ryle's invitation to move to Minnesota or stay in Boston.

The approach-avoidance conflict also experienced by Lily when she wants to open her floral shop is shown in the following datum 24 below:

Datum 24

"If things work out, and your floral shop is successful, then people will say it was a brave, bold, smart business decision. But if it fails and you lose your entire inheritance . . ."

"Then people will say it was a stupid business decision." (Chapter 3, p.37)

After Lily had decided to resign from the marketing firm (It End with Us, p.38), Lily bought a building to open her floral shop. In datum 24, Lily has a little doubt that indicated by the word "*but*" which is used to link between two contrasting clauses, since this is her first experience in opening a business. It was not easy for Lily to decide to resign from the marketing firm and open a floral shop. She even

thinks that opening a floral shop would be downgrading since she has a master's degree in business.

Therefore, she asked for advice from her mother, who also came to her new building even though she did not ask her mother's permission first when buying the building. Moreover, Lily is also worried that her mother would disagree with her decision to open a floral shop. Then, her mother gives her advice on how a business works; if the business is running successfully, the people will praise it, and if it fails, then the business will be called as a stupid business decision. The positive motive of this option is that Lily wants to open a floral shop that she has always dreamed of and is her passion. While the negative motive is Lily's fear of failing in running her own business.

3. Avoidance-Avoidance Conflict

Avoidance-avoidance conflict is the type of inner conflict that happens when someone faces two or more different choices that all of which are negative motives at the same time. This conflict also makes people who experience it feel confused about choosing between these options since none of the choices they like are beneficial for them.

The avoidance-avoidance conflict shown in datum 25 below was experienced by Lily when she was fifteen years old.

Datum 25

He was so hot and shaking so bad I was just scared to leave him on the floor. I laid down next to him and every hour for the next six hours he continued getting sick. I kept having to take the trash can to the bathroom to empty it out. I'm not gonna lie, it was gross. The grossest night I've ever had, but what else could I do? He needed me to help him and I was all he had. (Chapter 11, p.130)

When Atlas gets sick, Lily takes care of him in her room since there is no bed in that old house where Atlas lives, and there is no one who can take care of Atlas other than her. His body temperature is very hot, and he keeps throwing up, which makes Lily even more worried. In this situation, Lily experienced an Avoidance-avoidance conflict in datum 25 above, where she faced two different negative motives. The first negative motive is Lily felt disgusted while cleaning the trash can filled with Atlas' vomit. While the second negative motive is no one can take care of Atlas other than her.

Another avoidance-avoidance conflict happened to Lily when Atlas decided to move to Boston to stay with his uncle. It can be seen in datum 26 below:

Datum 26

I don't want him to move to Boston, Ellen. I know that's selfish of me because he can't keep living in that house. I don't know what I'm more afraid might happen. Watching him leave or selfishly begging him not to go. (Chapter 11, p.142)

In datum 26, the two motives faced by Lily are both negative motives. This is indicated by the conjunction “or” which is used to connect between two equal alternatives. For Lily, if she begs Atlas not to move to Boston, it will show her selfish side, and if Atlas stays, he will live again in that old house that is actually not worth living in. But she also did not want Atlas to leave her alone. Lily experienced an avoidance-avoidance conflict since there was no better option for her at this moment. All she has is whether she should watch Atlas go to Boston, leaving her, or selfishly hold Atlas to stay with her and live in that old house.

After Lily agreed to do a one-night stand with Ryle, they got closer like what Ryle said before that his feeling for Lily was sincere. Moreover, Ryle shows

his seriousness by joining Lily for dinner with her mother. It can be seen in datum 27 below:

Datum 27

I can't believe I'm not better prepared for this moment. What in the heck do I introduce him as? My trial run? I can't say boyfriend, but I can't very well say friend. Prospect seems a little dated. (Chapter 10, p.121)

Lily's inner conflict is shown in datum 27 above. Since both Lily and Ryle have not made any status for their relationship, Lily is confused about what she should introduce Ryle to her mother. She cannot introduce Ryle as her boyfriend because they do not have a dating status yet, but she cannot say she is just a friend with Ryle. Their status, for now, is only a trial run, but it would seem weird for her mother if she said that. This inner conflict was classified as avoidance-avoidance conflict when she faces several choices that are all negative motives according to Lily when she wants to introduce Ryle to her mother. To say Ryle as her trial run might sound weird, whereas as a boyfriend, they were not dating either, but she did not want to introduce Ryle as simple as her friend.

The avoidance-avoidance conflict is experienced again by Lily when Ryle invites Allysa and Marshall to have dinner with them in the restaurant where Atlas works. It can be seen in datum 28 below:

Datum 28

I fail to tell him why I really don't want to go back there. But how do you tell your brand-new boyfriend that you're trying to avoid your first love? (Chapter 14, p.172)

Lily tried to persuade Ryle to change the restaurant where they would have dinner. But Ryle did not seem to understand what Lily meant and that she really did

not want to go there. Lily did not want to meet Atlas again since Atlas is happy now with his job and girlfriend. Lily experienced an indecision moment in datum 28 that indicated by the conjunction “*but*” which is used to connect between two different clauses that both of her options are negative motives. The first negative motive is that she should go to that restaurant and the worst possible is that she met Atlas there. While the second negative motive is that she cannot be honest to Ryle that the real reason she did not want to back to that restaurant is to avoid his first love, Atlas.

Lily is still trying to persuade Ryle and Allysa to change the restaurant location where they will have dinner together. But Allysa still wants to eat at that restaurant because of Ryle's recommendation. It can be seen in datum 29 below:

Datum 29

I don't want to see Atlas. I tried twice to get them to change the restaurant location, but Allysa was hell-bent on eating here after Ryle told her how good it was. (Chapter 15, p.181)

In datum 29, Lily experienced an inner conflict classified as avoidance-avoidance conflict again that also indicated by the conjunction “*but*” that connected two negative options. On the one hand, she really does not want to meet Atlas if they go to the restaurant where Atlas works. While on the other hand, she cannot persuade Ryle and Allysa to change their dinner location.

The next avoidance-avoidance conflict shows in datum 30 below happens after the night when Lily fights with Ryle.

Datum 30

I can't tell if I'm more disappointed in him or myself. Him for losing his temper in the first place or me for somehow finding comfort in his apology. (Chapter 14, p.176)

After Ryle realized that he slammed Lily, Ryle immediately apologized to Lily. Lily felt that Ryle's apology was sincere and made her feel at ease. But in her heart, Lily still felt the disappointment, and she was experiencing an avoidance-avoidance conflict in datum 30 above that indicated by the conjunction “or” that connect between two alternatives. Lily confused that her disappointment arose because Ryle lost his temper or because she was easily forgiving Ryle after what he had done to her, which made Lily would be like her mother, who continued to tolerate her abusive father. Both of the motives that made Lily confused are negative motives.

After several previous fights when she was abused by Ryle can be resolved well by forgiving Ryle. This time, Lily cannot hold it anymore. She chose to ask Atlas for help and stayed at his house for a while because she did not want to see Ryle or go back to the apartment where Ryle hurt him last night. At Atlas house, Lily is trying to write her diary again, which she usually addresses to Ellen. In her diary, she wrote her recent story, worries, and doubts. Lily also wrote about her indecision on continuing her marriage with Ryle. There are datum 31 and datum 32 below that show Lily's inner conflict in deciding to stay or to leave Ryle:

Datum 31

I can't even begin to process the thought that I'm having a child with this man. There is a human being inside of me that we created together. And no matter which option I choose—whether I choose to stay or choose to leave—neither are choices I would wish upon my child. To grow up in a broken home or an abusive one? (Chapter 25, p.267)

Datum 32

At Atlas house, Lily trying to write her diary again which she usually addressed to Ellen. In her diary, she wrote her recent story, her worries and her doubt. Lily also wrote about her indecision on the continuation of her marriage with Ryle. (Chapter 34, p.330)

Both of datum 31 and 32 above show that Lily is experiencing an avoidance-avoidance conflict where all her options are negative motives. In datum 31, the inner conflict experienced by Lily is indicated by the word “or” which is used to link two options. While in datum 32, Lily’s indecision is clearly indicated by the word “...indecision...” itself in the quotation above. After finding out that she was pregnant, Lily could no longer continue to be selfish in her love, which made her could not leave Ryle after being abused several times. Now she also has to think about her baby in making a decision, whether she chooses to stay in her marriage with Ryle and let her child grow up in an abusive family like she, or choose to leave and divorce Ryle and let her child grow up in a broken home family.

B. Lily Bloom’s Inner Conflict Resolution

Every inner conflict needs to be resolved, so it will not cause a prolonged inner conflict and overthinking. According to Lewin (1951), there are three types of valences; positive valence, negative valence, and neutral valence. The existence of this valence allows the character to assess the needs they will choose in resolving an inner conflict, whether it is a positive, negative, or neutral choice.

1. Positive Valence

As the name implies, positive valence is a positive choice for the character. Positive valence aims to resolve a conflict, so the existing conflict is not to be avoided but to take some action so that the conflict is resolved.

The first positive valence found in the *It Ends with Us* is resolving inner conflict that happened in the datum 1 and 2 quotations. The resolution can be seen in datum 33 below:

Datum 33

“I’m opening up a floral shop, but it’ll be a couple of months, at least.” (Chapter 3, p.39)

From datum 33 above, it can be known that Lily chose a positive valence in resolving her inner conflict in datum 1 and 2. Although Lily was confused about whether to continue working at a marketing firm or opening a floral shop, in the end, Lily chose to open a floral shop which has been her dream job since she was young. The sentence *“I’m opening up a floral shop...”* indicated that Lily takes an action to resolve her inner conflict in datum 1 and 2. Therefore, this datum is categorized as a positive valence.

Lily used positive valence again in resolving her inner conflict happened in datum 9. It is shown in datum 34 below:

Datum 34

Atlas tried to talk me out of it, but finally I got up and went out into the living room. (Chapter 11, p.143)

When her father abused her mother, Lily went out to the living room even though Atlas stopped her because he was worried that Lily would get hurt. But she still wanted to help her mother, and usually, her father would stop abusing her mother if Lily showed up. The positive valence in the inner conflict resolution showed in datum 34 above indicated by the sentence *“...but finally I got up and went out into the living room”*. In this indecision faced by Lily, she chose to take an

action that can solve her inner conflict which is she went out to the living room to make her father stop abusing her mother.

Another positive valence is used by Lily to resolve her inner conflict in datum 25. When Atlas was sick, he was in Lily's room because Atlas did not have a bed in that old house. It can be seen in datum 35 below:

Datum 35

The grossest night I've ever had, but what else could I do? He needed me to help him and I was all he had. (Chapter 11, p.130)

Even though Lily feels disgusted to clean up Atlas' vomit, Lily still does it and help to take care of him when he is sick because Atlas does not have anyone who can help him other than Lily. The sentence taken from datum 35 “...*but what else could I do? He needed me to help him and I was all he had.*” indicated that Lily using positive valence to resolve her inner conflict, where she takes an action to help Atlas when he was sick.

From Lily's inner conflict that happened in datum 19, Lily used positive valence to resolve it. It can be seen in datum 36 below:

Datum 36

I try to help stop the bleeding, but I'm shaking too bad. "Ryle, your hand." (Chapter 14, p.174)

Although Lily is still angry with Ryle, she is also worried about Ryle's hand. In datum 36 above, Lily used a positive motive and put aside her anger, and she chose to help Ryle stop the bleeding. This positive motive is indicated by the sentence “*I try to help stop the bleeding...*” in this sentence Lily takes an action which is she try to help Ryle to stop his bleeding to resolve her inner conflict.

As Lily has been promised Ryle that she will either decide to reconcile or divorce Ryle after their baby is born. At this moment, Lily resolves her inner conflict in datum 31 and datum 32 using positive valence. It can be seen in datum 37 below:

Datum 37

I look at Emerson and I look at Ryle. And I know that I have to do what's best for her. For the relationship I hope she builds with her father. I don't make this decision for me and I don't make it for Ryle.

I make it for her.

"Ryle?"

When he glances at me, he's smiling. But when he assesses the look on my face, he stops.

"I want a divorce." (Chapter 35, p.340)

In resolving her inner conflict in datum 31 and datum 32, Lily chose to divorce Ryle. Making this decision is not easy for Lily. She considered various things, and for her newborn daughter, Lily decided to divorce Ryle. Lily did not want her daughter to live in an abusive family like she had been through. The sentence taken from datum 37 "*I want a divorce.*" Shows Lily's action to resolve her inner conflict. Therefore, by taking an action to resolve her inner conflict, the resolution taken by Lily in datum 37 above is categorized as a positive valence.

2. Negative Valence

Negative valence is a valence for rejection and something that people do not like. This negative valence is the choice that the character does not like and wants to avoid. So, the character will act away when dealing with things that they do not like and want to avoid.

The first negative valence used by Lily to resolve her inner conflict in datum 5 is found in the following datum 38 below:

Datum 38

I wanted to ask him if he needed to use our shower again, but that would have cut it real close to time for my parents getting home. (Chapter 4, p.58)

Actually, Lily wants to offer Atlas to take a shower in her bathroom since there is no bathroom in Atlas' place. But Lily avoided offering it because her parent would soon be home from work, and she was afraid that her parent would catch her bringing a stranger into their house. The negative valence used by Lily in datum 38 to resolve her inner conflict can be seen in the sentence “...*but that would have cut it real close to time for my parents getting home.*”. This sentence indicated that Lily resolves her inner conflict by avoid the source of her conflict, so this resolution categorized as negative valence.

When Lily experienced an inner conflict that happened in datum 6, Lily used negative valence to resolve her inner conflict. It can be seen in datum 39 below:

Datum 39

I would just ask him, but I'm not sure if he really trusts me yet. (Chapter 8, p.96)

In datum 39, Lily keeps her desire to ask further questions about Atlas's family because Lily is unsure if Atlas trusts her to tell Lily about his problem and family. Lily chose to avoid asking a personal question to Atlas. This is a form of negative valence used by Lily to resolve her inner conflict that indicated by the sentence “...*but I'm not sure if he really trusts me yet.*” Lily chose to resolve her inner conflict by avoiding it.

Negative valence also used by Lily to resolve her inner conflict in datum 7 can be seen in datum 40 below:

Datum 40

But then I realized I'd be using the same excuses my mom uses. (Chapter 8, p.105)

In datum 40, Lily uses negative valence to resolve her inner conflict that indicated by Lily's attitude in resolving her inner conflict by avoiding it. Lily chooses not to use any excuse to defend her father because it will only make her use the same excuse as her mother always does for her abusive father. Lily hates it when her mother uses an excuse after being abused by her father.

Another negative valence used by Lily to resolve her inner conflict in datum 17 can be seen in the datum 41 below:

Datum 41

"...But I was too scared you'd be there. You make me kind of nervous." (Chapter 3, p.48)

In datum 41 above, Lily uses negative valence to resolve his inner conflict in datum 17 by avoiding it because she wants to avoid Ryle. Lily actually wants to come back to the rooftop where Ryle lives, but she is afraid that she will meet Ryle there. She decided not to go to the rooftop so she would not meet Ryle. It means that Lily avoids the inner conflict that happened to her.

3. Neutral Valence

Neutral valence is the valence used when the character is faced with a situation in overcoming inner conflict by taking unwanted actions but at the same

time also does not reject it. In this case, the action taken to resolve the inner conflict is taken the midway.

This neutral valence is used by Lily to resolve the inner conflict in datum 4.

It can be seen in datum 42 below:

Datum 42

Okay, so I found out who the guy is, and yes, he's still going over there. It's been two days now and I still haven't told anyone. (Chapter 2, p.29)

In datum 42 above, Lily has not told anyone, even her mother, that there is a boy living in the old house behind their house and probably needs help. Lily uses a neutral valence to resolve her inner conflict in datum 4. The neutral valence used by Lily is indicated by the sentence “...*I still haven't told anyone.*” which means that she has not taken any action yet but also did not avoid it either. She cannot tell her mother because she is still trying to find out that Atlas might stay in that old house because he wanted some alone time away from his family.

Lily uses neutral valence again to resolve her inner conflict that happened in datum 26 when Atlas will move to Boston. It can be seen in datum 43 below:

Datum 43

He's moving to Boston.

I don't really feel like talking about it. (Chapter 11, p.142)

After all, Lily can only watch Atlas moving to Boston even though she does not want Atlas to leave her, but she also could not selfishly beg Atlas to stay and live a hard life in the old house behind her house (It Ends with Us, p.142). This resolution in datum 43 is classified as neutral valence because in the quotation

above, can be seen that Lily let Atlas move to Boston even though she did not want Atlas to leave that indicated by the sentence “*I don’t really feel like talking about it*” which means that Lily cannot letting Atlas to move to Boston. Moreover, she also does not take an action by prevent Atlas from going.

Lily's neutral valence is also found in the following datum 44 below, when Lily resolves her inner conflict in datum 11.

Datum 44

I finally pick it up and roll onto my back. “Ellen DeGeneres, you are such a bitch.”
(Chapter 11, p.129)

Although in datum 44 Lily continued to read the rest entry of her journal, Lily did not really like to reading it for now that indicated by Lily’s curse to Ellen DeGeneres, her favorite tv show host, and since reading that journal made her remember her memories with Atlas. But if she does not read it until the last entry, she cannot put it back in the shoebox and never open it again. Therefore, this resolution is categorized as neutral valence because Lily taking an unwanted option and did not avoid it in resolving her inner conflict.

Neutral valence is also used by Lily in resolving her inner conflict in datum 14 when her mother asks her to give the eulogy at her father's funeral. It can be seen in datum 45 below:

Datum 45

“Did you do it?” I nod. “Yeah. This morning.” I sit up and pull my legs beneath me as I face him. “You want to hear it?” (Chapter 1, p.17)

This neutral valence used by Lily in datum 45 is indicated by an unwanted option that she chose to resolve her inner conflict. Lily agreed to her mother's order to give the eulogy at her father's funeral even though she did not really want to do it because she did not feel respect for her abusive father (It Ends with Us, p.17). Even though, at first Lily try to refuse it but she could only agree to it because it was her mother's request, and she was the only child in her family, so no one could do it other than her.

The next neutral valence is used by Lily when Ryle invites her to do a one-night stand, and she is indecision whether to agree on it or not, like the quotation in datum 15 and 16. It can be seen in datum 46 below:

Datum 46

I don't have an answer for that. I roll onto my back because the way he's looking at me makes me want to rethink one-night stands. I'm not necessarily against them, I suppose. (Chapter 1, p.21)

In datum 46 above, Lily has not given her answer to Ryle invitation. She uses a neutral valence that indicated by the sentence “*I don't have an answer for that. I roll onto my back because the way he's looking at me makes me want to rethink one-night stands...*” in this quotation, Lily mentioned that she wants to rethink about it. Therefore, this resolution categorized as neutral valence because Lily did not take an action or avoid the inner conflict that happened to her. Furthermore, Lily is not against the one-night stand, and it is just that she has never been into a one-night stand before, so she wants to think about it carefully before she agrees or disagrees with it.

CHAPTER V

CONCLUSION

In this chapter, the researcher will present the conclusion and suggestion based on the result of this research analysis. The conclusion part will provide the answer of the research question of this study. While, the suggestion part will provide the suggestion and recommendation related to this study.

A. Conclusion

After analyzing the data in previous chapter, the researcher discovered that Lily Bloom experienced inner conflict, Besides, Lily also tries to resolve the inner conflict that happened to her. There are three types of inner conflict experienced by Lily, there are; approach-approach conflict, approach-avoidance conflict, and avoidance-avoidance conflict. The most dominant type of inner conflict experienced by Lily is approach-avoidance conflict, there are twenty-one data showing that Lily has experienced approach-avoidance conflict. For example, when Lily's mother asks her to give the eulogy in her father's funeral, but Lily did not really want to give a eulogy because she did not respect his father, and there is nothing good to say about his father in his funeral.

Furthermore, the second most common type of inner conflict experienced by Lily is avoidance-avoidance conflict, there are eight data showing it. For example, when Lily in the indecision moment whether she chooses to stay in her marriage with Ryle and let her child grow up in an abusive family like she, or choose to leave and divorce Ryle and let her child grow up in a broken home family. Then, there are three data showing that Lily experienced approach-approach

conflict. For example, when Lily faced two options whether to continue to work in the biggest marketing firm in Boston which is profitable for her or choose to open a floral shop which has been Lily's dream job for a long time and is her passion.

Besides that, the researcher also found three type of valence that used by Lily to resolve her inner conflict, there are, positive valence, negative valence, and neutral valence. The most used valences by Lily are positive and neutral valence both of them have five data showing positive and neutral valence used by Lily to resolve her inner conflict. The example of positive valence used by Lily is when she chose to open a floral shop which has been her dream job since she was young rather than continue her job at marketing firm. While, for the neutral valence used by Lily can be seen when Lily let Atlas move to Boston even though she did not want Atlas to leave. But she also does not prevent Atlas from going. Then, there are four data showing that Lily used negative valence to resolve her inner conflict. For example, when Lily avoided Ryle by not going to the rooftop where Ryle lives, because she afraid that she would meet Ryle there.

B. Suggestion

Based on the conclusions above, the researcher provides the following suggestion. The researcher suggests that there will be more studies that discuss about inner conflict. Because every person must have experienced the inner conflict as well as the characters in a story. In addition, there are many more things that can be studied from the novel *It Ends with Us* by Colleen Hoover, as well as research with another psychological theory in Lily Bloom's character.

The researcher also expected that this study would give a contribution to enriching the study under the psychological approach and the conflict theory by Kurt Lewin. Besides, this study is expected to be useful to the reader and other researchers. It is also hoped that this study will be used as a reference for other researchers who will conduct the study with the same theory or object.

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CURRICULUM VITAE



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