AN ANALYSIS OF CONFLICTS FACED BY OLIVER TWIST
AS THE MAIN CHARACTER OF CHARLES DICKENS' *OLIVER TWIST*

THESIS

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This is to certify that Sarjana thesis of Roihatul Adfariyah, entitled An analysis of conflicts faced by Oliver Twist as the main character of Charles Dickens' *Oliver Twist* has been approved by the advisor for further approval by the board of examiners

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The writer

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ABSTRACT

Literature is a work of art as an imaginative writing to express the idea, feeling, thought, emotion and experience. The basic aim of literature is to give the pleasure, entertainment and information to readers. One form of literary works is novel. By reading novel, we can find the explanation of the human behavior, personality, conflict etc.

As we know that, there are many aspects of the novel that can be analyzed, for instance: theme, setting, character, plot and so on. However, in this study the researcher tries to analyze conflicts as one of intrinsic elements. This study focuses on conflicts that are faced by Oliver Twist as the main character *Oliver Twist*. There are two aspects that become the major of this study; they are: (1) the conflicts that are faced by Oliver Twist, (2) the way of Oliver Twist to overcome his conflict.

Actually, conflict is a very important element in literary works. Without conflict, it will be uninteresting and lifelikeness. Because it is an aspect to develop plot to make the story more valuable and interesting.

This study uses structural approach as the research design. She uses the structural approach because she analyzed one of the intrinsic elements of novel. Therefore, she would like to interpret, evaluate and describe conflict in this novel. The step how she obtained and collected all the data are; (1) finding the book as the source of data that is a novel of *Oliver Twist* written by Charles Dickens, (2) reading the novel repeatedly to make it easy to understand the content of novel, (3) analyzing the conflict that found in the novel.

The result of this study shows that *Oliver Twist* written by Charles Dickens consists of several conflicts especially that are faced by Oliver Twist. There are two kinds of conflict, internal and external conflicts. Besides, those conflicts can be in many forms such as psychological and emotional conflict that is concluded in internal conflict, and social conflict that is concluded in external conflict. Psychological conflict is a conflict, which is related to the mental of the main character. Emotional conflict is a conflict that presence in the subconscious of different and opposing emotions of the character. Social conflict is a conflict which is related to social condition in society.

Finally, by analyzing this novel, the researcher and readers are expected to know how conflicts arise out and how to solve it. Moreover, this study can lead the next researcher to conduct research on conflicts in the other forms of literature such as drama and poetry in the purpose of enriching and boarding the knowledge in analyzing literary work.

CHAPTER I

INTRODUCTION

This chapter contains background of the study, statements of the problems, objectives of the study, scope and limitation, significance of the study, and definition of key terms.

1.1 Background of the Study

Fiction is one of the sources of different kinds of knowledge, knowledge of experience, emotion and felling apprehended by the mind. Literature is also one of the most exciting parts in the extent of every language.

According to Culler (1997:27), literature is, "a speech act or textual event that elicits certain kinds of attention ". Literature itself contrasts with other sorts of speech acts, such as imparting information, asking question, or making promises. On the other hand, literature is not just a frame in which we put language and it is not just a special kind of language, but literature is language with particular properties or features, and literature is a certain kind of attention.

As long as we know, most of us read literature only for pleasure and enjoyment, and we read what we like. However, if we study literature merely for that purpose, indeed, we lose the life experience that we might never endure in real life. We can take much benefit during the process of studying literature. In literature, we can enter a new world of experience. It opens up our mind into

boarder and deeper image of human life with all of its possibilities that we may imagine before.

Literature is also an imaginative writing that can be used to express many aspects of life such as imagination, emotion, idea and experience. It has a very close relationship with human beings and their problems, it reflects life, thought, feeling, behavior and attitude of human being. The basic aim of literature is to give pleasure or enjoyment and a close relation to life. By literature, someone can change the way of people's thinking that colorized the world. Nevertheless, not every man is interested in it. Some people say that literature is nothing. They just know that literature is a romantic thing and only for having fun.

Prose is divided into fiction and non-fiction. Novel is a part of prose fiction that has beautiful values and gives some fun for every one who reads it. Because of that, novel is different from the other literary works. Foster (in Rene Wellek and Austin Warren, 1993:30) write that novel is very helpful to show a person's future or human characters.

Actually, literature has many kinds of branches; one of them is novel as literary genre. By reading novel, the readers are capable of seeing "the real reality of life", not to higher, to lower, or the inner reality.

Novel is one of literary works that presents some or any interesting stories. Some good stories of novels are written by the author or novelist who always presents intrinsic and extrinsic approach by showing about how people act and feel in their life that make it interesting and a valuable things to analyze (in http://www.library.ogr).

Novel, however, presents a documentary picture of a life. Alongside the fact that the novels look at people in society, the other major characteristic of the genre is that the novels tell a story. In fact, novels tend to tell the same few stories repeatedly. Novelists frequently tend to focus on the tension between individuals and society in which they live, presenting characters that are at odds with that society (Peck and Coyle, 1986:102).

Novel has many varieties; one of them is didactic novel; it is also called as problem and adventure novel for example "Oliver twist" novel. This novel tells the struggle and the adventure of a child who has name Oliver Twist to get affection from people around him especially from his mother. He spent his child as a destitute orphan and pitied by none. At the age of ten years old, he should go from the poor house and began his new experience in the hard and bad life. At the poor house, he got a bad service from the housekeeper, he often got limited food and it made him always hungry. Another time, he forced himself to be a thief for the food's sake. Then Oliver joins a gang of crime to be a robber and to act in a first robbery to the one of the rich families in London, which will change his life, later. When the robbery failed, Oliver was arrested, and shoots by the security of the house, but the chief of robbery did not care of him.

Oliver Twist is one of Dickens' novels that satire the government at that time because there was a different service between a rich and a poor society. This is one of the reasons why he wrote this novel.

Oliver Twist is the main character in this story because he always appears in every place and time of the story. Besides, the whole of the story in this novel tells about his life, his struggle, his happiness and everything about him.

There are many reasons why the researcher takes this title, the first because "literary work has much enrichment which need to be mutifacated and developed seriously"(Nyuman Kutha Ratna, 2006:341). The second reason is that this novel contains only the experience and the real condition of Charles Dickens. The third reason because it is one of the popular novels in Victorian period in the 19th century. The fourth because, in the novel the main character faces many conflicts especially internal and external conflict that will be explained in the next chapter. The fifth reason is to know more what the conflicts in the novel are and it becomes the main reason why the researcher takes the conflict as the title. The sixth reason is to increase and enrich knowledge about conflicts analysis itself, because, after looking for many sources in this University's library the researcher did not find studies that is focusing on conflicts analysis in Charles Dickens' *Oliver Twist*. Besides, the researcher also has been motivated by Abdul Mujib's thesis by the title, *Psychological Conflict faced by the main character Cleopatra on Caesar and Cleopatra by George Bernand Shaw* to improve the knowledge about conflict and to get the result that more detail about conflict.

1.2 Statements of the Problems

Based on the background of the study above, the researcher intends to answer the following problems:

1. What are the conflicts faced by the main character in Charles Dickens' *Oliver Twist*?

2. What ways are used by the main character to overcome the conflicts?

1.3 Objectives of the Study

The main objective of this study is, to make the readers know and understand well about the content of the novel. Besides, the researcher wants to provide the answer from the problems of the study.

The objectives of this study are:

1. to find out the conflicts that are faced by the main character included in this novel.

2. to find out the main character's ways to overcome the conflicts.

1.4 Scope and Limitation

In this research, the scope of this study is the conflicts of Oliver Twist as the main character of this novel. This study still has weakness because the researcher limits the conflicts only three of them namely psychological, physical and social conflicts.

1.5 Significance of the Study

   The result of this research is generally expected to be able to give a valuable contribution theoretically and practically.

   Theoretically, the result can be used as a reference on the research of literature itself in educational institutions.

   Practically, it is expected that the result of this research would be useful for the readers to understand and know deeply the psychological conflicts of the main character on Charles Dickens' Oliver Twist. Besides, the result of this research increases the writing collection about conflicts in library.

1.6 Definition of Key Terms

   In order to avoid misunderstanding and misinterpretation of this research, the researcher describes the meanings of certain terms used in this study as follows:

- *Poverty*: Lack or relative lack of money and material possession *(Webster's Dictionary).*

- *Conflic*t: Intensified through a phase of rising action and complication until a crisis brings the climax and a climax answers the dramatic question posed by the conflict. (*The Anatomy of Prose Fiction, 1988*).

- *Internal Conflict*: Conflict that happen to the characters' mind, for instance, because of the dual desires, different choices and other problems. (*Teori Pengkaji Sastra, 1998*).

- *External conflict*: Conflict that happen to the character with something outside him; it can be from environment and the nature. (*Teori Pengkaji Sastra, 1998*).

CHAPTER II

REVIEW OF THE RELATED LITERATURE

Prose is one of literary genres. In order to be able to see the prose characteristics, the description is presented below. This description is important to get the background knowledge of which part of novel belongs to.

2.1 Prose

According to Abrams (1981: 43) prose is a term often used inclusively for any literary narrative which is feigned or invented, and does not purport to be historical truth. There are many forms of prose, one of them is novel.

The word novel is from Latin *novellas* means something new. The word "new" is related to the reality that novel is a kind of fiction, which appears lately in a short story and romance. It is written in the seventeenth and the eighteenth centuries (Steven Croft and Helen Cross, 1982:63).

According to Abrams (1981:86) novel is a great variety of writing that have in common only attribute of being extended works of prose fiction. The novel is also distinguished from the short story. Its magnitude permits a great variety of character, greater complication of plot and modes.

Novel contains number of characters some of them are fully developed, have more incidents, scenes, or episodes, have number of settings, and may take a long span of time. It may have more one theme, may have minor and major crisis or conflicts and climaxes (Sunaryono Basuki Koesnosoebroto, 1988:18).

Hall (in Sunaryono Basuki Koesnosoebroto, 1988:19) states that length novel allows and perhaps request the novel multiple structure. It gives space to several protagonists a more character, both round and flat. It is also has more space for social and historical complexity, more psychological background, motive, and choice.

Waluyo (1994: 41) also states that novel is fictitious-fiction. It depicts imaginary characters and situations. A novel may include references to real place, people, and events, but it cannot contain only such references. However, even supposing its characters actions are imaginary they are in sense representative of real life as the dictionary definition has it. Fiction novel bears an important resemblance to real life.

Novel was popular before nineteenth century. It recognized as a major literary form. It is a prose work of quite length and complex, which attempts to reflect and to express human experience or conduct. The subject matter of novel may be taken from patterns of life, imaginative time or place.

So far, a novel has the same element as short story: plot, character, theme, and setting. The greater length of the novel, however, allows novelist to deal with more complex aspects, elements, to present character in many dimensions in variety of situation and setting. Based on the description above, the researcher can include that novel is one division of small general body of literature.

Novel itself has many varieties such as the apprenticeship novel, picaresque novel, epistolary novel, sentimental novel, didactic novel and historian novel (in http://wikipediafoundation.org).

1. Apprenticeship is a novel of growth or development. It is a kind of novel in which, a youth struggles toward maturity, seeking, perhaps, some consistent worldview philosophy of life, sometimes it is the author's recollection of his own early life.

2. Picaresque novel is a novel that tells about the adventure of a rogue or knave. The word picaresque is derived from the Spanish word "Picaro"=Rogue or rascal. It was particularly in the eighteenth century.

3. Epistolary novel is a novel written in the form of a series of letter between the characters or can say the diary which the form of novel. Pamela that written by Richardson is one of Epistolary novel.

4. Sentimental novel is a novel, which contains of an exaggerated expression of sentiment, aimed at producing a calculated response from the reader.

5. The Didactic novel is the problem and adventure novel. It is also called a novel with message; it is used to teach something, e.g. moral and manners, or to preach political, religious doctrine and social reforms. Dickens novel are Didactic novels, because they aimed at social reform.

6. Historian novel is a novel with a historical background. It is also a familiar kind of fiction that claims a basis in fact or detail reconstruction of life in another time, perhaps in another place. For example the novel that by Sir Walter Scott, are historical novels. As it is not a history there may be a blending of fact and fiction, and even legendary elements may be included. As in the case with the description of art in general, we can also apply the

character: realistic, impressionistic, expressionistic, etc. to literature, including novels.

2.2 Elements of Novel

Actually, novel has many elements such as plot, character and characterization, theme, setting, point of view, style, tone, mode, structure, background and technique. However, in this study the researcher just explains the two of them. They are character-characterization and plot.

2.2.1 Character and Characterization

Fiction has the actors and actress that take part in the story. Each of them has a different role in different parts of the story.

Abrams (1981:14) defines that a character is an actor or actress who has role in story or presented in dramatic or narrative work, who is interpreted by the readers as being endowed with moral and dispositional qualities that are expressed in what they say (dialogue) and what they do (action). The grounds in a character's temperament and moral nature for his speech and action constitute his motivation. A character may remain essentially stable or unchanged in his outlook and dispositions from beginning to end of work.

Michael G. Rothenbery (in *the Encyclopedia Americana*, 1829:290) states that character is a personage in a novel, short story, drama, or poem. The term "character" also denotes the essential qualities and personality traits of fictional or real individual. He also said that a character in a work of fiction might be realized

in a number of ways. It may be a "flat", two-dimensional figure or a "round", three-dimensional figure. A flat character, sometimes known as a "type character", is usually lightly sketched, without much detail. A round character is generally a complex personality, a full-realized individual. The chief character or hero of a piece of fiction is usually three-dimensional and is known as *protagonist*. His adversary, if any, is known as the *antagonist*.

According to Kennedy (1985: 45), a character is presumably an imagined person who inhabits a story. Usually in the main characters of the story, we recognize human personalities that become familiar to us. However, most writers of the literary story attempt to create characters who strike us, not as stereotypes, but as unique individuals. Because of that, stories may happen not only to people but also to elements of nature such as the wind, the wave, or grass, or stone, or event the animal.

Koesnosoebroto (1988:67) says that there are two types of characters, minor or major character, and minor character. Major characters are the most important characters in a story but they cannot stand on themselves, they need other characters to make the story more convincing and lifelike. Minor characters are characters of less important than those of the main or major characters.

Koesnosoebroto (1988: 67) adds that the chief character in fiction is protagonist that is also called the hero or heroine who is an admirable character who embodies widely accepted strengths and virtues, who is morally good. In many stories, an important opponent pitted against him, and he is called the antagonist, who provides opposition and represents contras or accent.

Foster (in Sunaryono Basuki Koesnosoebroto, 1988: 67) states that character has two kinds such as; flat and round character. Flat character is built around a single idea or quality and is presented in outline and without much individualizing detail. Flat character is characterized by one trait.

Flat character is less the representation of human personality than the embodiment of single attitude or obsession in character. It also tends to stay the same throughout a story. This character is called flat because we see only one side of him (William Kenney, 1966:28).

Round character is obviously more lifelike than the simple, because in life people are not simply embodiments of single attitudes. It often changes or become enlightened, grows or deteriorates. It would be pointless to list example of round characters from fiction. It called round character because we see all side of him (Kennedy XJ, 1985: 46).

According to Abrams (1981: 15) round character is complex in temperament and motivation and is represented with subtle particularity, it is difficult to describe with any adequacy as a person in real life and it is capable of surprising us.

C. Hugh Holman (in *the Encyclopedia Americana*, 1829: 292) states "characterization" is a unique feature of such fictional forms in literature as short story, novel, drama, and narrative poetry. It is also the presentation of the attitudes and behavior of imaginary persons in order to make them credible to the author's audience. Criticism regards good characterization as an important criterion of

excellence in fiction. It also quotes in Abdul Mujib's thesis that characterization is the creation of imaginary persons, so that they can seem lifelike.

To be believable or convincing, characterization must observe at least three principles. The characters must be consistent in their behavior: they must not behave one way on one occasion and different way on another unless there is a clearly sufficient reason for the change. In other words, a character way remains essentially "stable" or unchanged in his out look and dispositions from the beginning to the end of work. Second, the characters must clearly be motivated in whatever they do especially when there is any change in their behavior: we must be able to understand the reasons for what they do, if not immediately, at least by the end of the story. Third, the character must be plausible or lifelike, credible, realistic, and probable. The credibility of a character can be achieved by meeting the second principle. The character must be neither paragons of virtue nor monster of evil nor an impossible combination of contradictory trait. (Sunaryono Basuki Koesnosoebroto, 1988: 66).

2.2.2 Plot

Here, the researcher discusses about plot, because plot is one important thing in fiction. Probably, the most popular kind of story is one that emphasized action and plot is the action of story.

Koesnosoebroto (1988: 28) says that the word plot is a technical term to say about a series of tied together events in story. Some say that it is a selection of
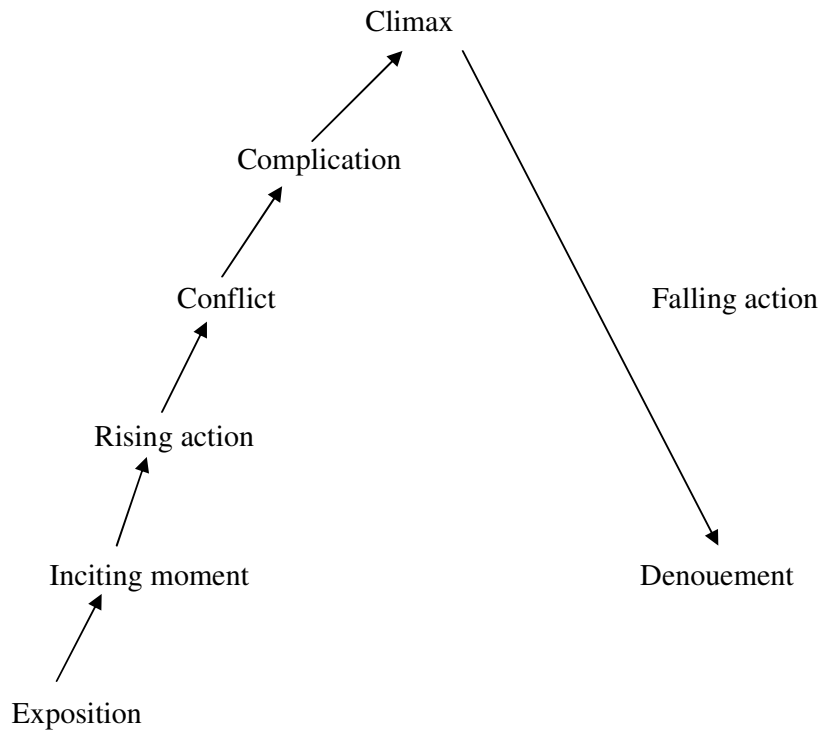
events arranged in time, has causality and it as the sequence of incidents or events of which a story is composed.

Crane (in Philip Stevick, 1967: 141) says that the plot of any novel or drama is the particular temporal synthetic caused by the writer of the element of fiction, character, and thought that constitute the matter of his invention.

Abrams (1981:99) states that plot is a frame of narrative structure that ordered and rendered toward achieving particular emotional and artistic effects. In the word of fiction, plot refers to constitute the deliberately arranged sequence of interrelated events that constitute the basic narrative structure of a novel or short story. Hall (in Sunaryono Basuki Koesnosoebroto, 1988:29) describes that plot as a story's organized development, usually a chain linking cause and effect.

Traditionally, the plot accepted in fiction is composed of two elements such as the structure of plot and the laws of plot. In the structure of plot, consist of beginning or exposition, complication, climax and resolution. In the laws of plot, consist of plausibility, suspense and surprise. To conclude, a plot or the structure of story is the arrangement of tied-together chronological events, which have causal and thematic connections. The particular plot is something the novelist and short story writers are driven to (William Kenney, 1966: 14).

According to Waluyo (1994: 147) plot consists of exposition, inciting moment, rising action, complication, climax, falling action and denouement. It can be seen below.

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                                    Climax

                        Complication

                Conflict                          Falling action

        Rising action

Inciting moment                              Denouement

Exposition
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2.3 Conflict

As long as we live in this world, we are not able to avoid a conflict although we never invite it. We are very familiar with troubles and problems in our every day experiences. When we try to again something or reach our goal, there must be some problems to be solved choice to be made and delay, and obstacle to be overcome and to be related. This fact may lead to have a conflict. Thus, if we aware of facing a conflict in our life. A conflict comes to us unconsciously and usually we do not realize that our attitude causes of conflict. Conflict can influence our psychological, spiritual, moral, physical social condition.

Conflict in the fiction work has more than one form. It can be the conflict between two or more individuals, between individuals and fate destiny, or nature. It is also possible the conflict is carried on within the individual himself. It is called psychological conflict.

Freud (in *the Encyclopedia Americana*, 1829:537) states that conflict is felt between sexual motivation and the prohibitions against sexual wishes, thoughts, and action imposed by society.

According to Karz (197: 613) conflict is antecedent conditions or some over struggle. It is the appreciation of human activity. A normal human conflict occurs in all-important relationships. However, in human life, there are some fundamental problems, that must face. In the sense that they are the result of feeling and attitudes and can be resolved only if feeling and attitudes are changed, solving problems it takes understanding, particularly the understanding of the behavior of our selves or others.

Conflict has a very close relationship with human beings. Lester D. Crow (1968: 236) states that conflict occurs when a person's ideas, feelings and emotions respectively are pursuing his or her own outlets in the psychic life. Therefore, by facing some conflicts in people life, it will increase appreciation of the respective rights and responsibilities. Conflict is also can be defined as the result of clashes of personalities.

On the other hand we have to know that conflict sometimes is impossible to resolve. However, by knowing the cause of conflict, it can help us to

understand more and better about conflict. So we can solve by understanding its cause first.

2.4 Kinds of Conflicts

Based on the explanation above, there are two kinds of conflict: internal conflict and external conflict. Koesnosoebroto (1988: 42) states that conflict may be external and internal and it may variously be physical, moral, emotion, psychological, social, intellectual, or spiritual contest between antagonistic forces. It is called as the internal conflict between aspects of the personality and the external conflict between a person and an external force (another person, society, environment, nature, God). Nurgiantoro (1998: 124) also states that conflicts can be divided into two parts; they are internal and external conflict.

Internal conflict is a conflict that comes from inside of the character in literary work. Internal conflict also the struggle of the character wants to do and must to do. The conflict that include in internal conflict are psychological and emotional conflict.

Psychological conflict is a conflict, which is related to the mental of the main character. It is also carried on within the individual himself. Actually, this conflict often happens to person who has no mental stability. The psychological states of conflict exist when we are under pressure to respond simultaneously two or more incompatible forces, like the person in conflict as the desire to express sexuality or aggression. For example, a man is struggling against himself, his

guilty, or simply trying to decide what he is going to do (Koesnosoebroto, 1988:
42).

Emotional conflict is a conflict that presence in the subconscious of
different and opposing emotions relating to a situation that has recently taken
place or in the process of being unfolded of the character. On the other hand,
emotional conflict related to the character's psychology with his life. Emotional
conflict also can be every day occurrences that might seem at the time
unimportant of the character. For example, when there is an underlying anger
against a friend or a family member that we are unable or afraid to express for fear
of hurting their feelings, and therefore repress, or when we are doing something
we do not like and resent having to do (in http://wikipedia.org).
There are several principles of conflict and emotion such as:

1. Conflict is emotionally Defined-conflict involves emotion because
   something "triggers" it. The conflict is the parties involved and how they
   decide to resolve it "events the trigger conflict are events that elicit
   emotion.

2. Conflict is emotionally Valenced-emotion levels during conflict can be
   intense or less intense. The "intensity" levels "may be indicative of the
   importance and meaning of the conflict issues for each" party.

3. Conflict is identity based-emotions and identities are part of conflict.
   When a person knows their values, beliefs, and morals they are, able to
   determine whether the conflict is personal, relevant, and moral. "Identity
   related conflicts are potentially more destructive" (in http://wikipedia.org).

External conflict is conflict that comes or happens between characters with something outside him may be from the environment. As Tarigan (1986:134) says that the external conflict is conflict between man and man, man and society, man and nature. The conflict that include of external conflict is social conflict.

Social conflict is a conflict, which is related to social condition in society, between characters or individuals against other people. Jones as quoted to Fitrah's thesis has another definition; she says that social conflict is the conflict that happens to the characters with the social relationship such as, war, oppressions, quarrel, and other social conflict.

Finally, it needs to be cleared that both internal and external conflict are related to each other, they can be happened in one time. It means that the two conflicts, internal and external conflict happened at once and they happened to the character of story in one time, although the level of intensity is not same. The level of conflict in literary work are; determine, the quality, intensity and interesting of that work. Conflict itself can be search, found, imaginative and developing based on the conflict that found in real life.

In other word, conflict is important element on the story. The story will not be interesting without conflict, because conflict or two opposing forces make the story interesting. Besides, conflict will give us the lesson about what we have to do if we have problem in our life. Because a conflict is mostly caused by the different opinions, limited skills, unfulfilled desires, dissatisfaction and less of understanding or misunderstanding in our life.

2.5 Structuralism

Structuralism is one of literary research that focuses on structure of literary work itself. According to Culler (1997: 126) in literary studies, structuralism promotes a poetics interested in the conventions that make literary work possible; it seeks not to produce new interpretations of works but to understand how they can have the meanings and effects that they do.

Culler (1997: 127) also says that the main effect of structuralism to offer new ideas about literature and to make it one signifying practice among others. It opened the way to symptomatic readings of literary works and encouraged cultural studies to try to spell out the signifying procedures of different cultural studies.

Structuralism is, mostly, reflexive, pointing out how the text might be discussing the gap between the word on the world, the gap between the structure of art and the structure of reality. Structuralism, therefore, achieves an accommodation with conventional criticism by relocating the center of interest, claiming that writing is often concerned with the problems of writing about reality. Structuralism attempts to focus and concentrate on the text alone, rejecting interpretation in favor of a description of the text's operation (Peck and Martin Coyle, 1984:164).

Peaget (in Suwondo, 2003: 55) state that there are three major concepts in structuralism. First, wholeness means appropriate with the whole structure or part of structure. Second, transformation, the structure agrees with transformation

procedure that appears continuity. Last, self-regulation, do not need something from out side to defend its transformation procedure.

2.6 Previous Study

Literature is one of the expressions of language. It is always interesting to be discussed. There are some elements of literature that can be observed by some linguists, especially for students in English Language and Letters Department. It is because English Language and Letters have many relations with another aspect. Literature is also interesting to analyze. Many students in this university have studied the literary work, but I still have limited foundation in making this thesis because I only found two students who analyzed the literary work of Charles Dickens' *Oliver Twist*.

The first thesis is by Cita Khollisna Shodriyani (2005) by the title *'The role of setting on the main character in Oliver Twist by Charles Dickens'*.

In her background of the study, she explained that her thesis was focused on the kinds of setting and role of setting on the main character in Charles Dickens' *Oliver Twist*. She said like that because in her study just intended to know the kinds of setting and to show to the reader the role of setting in *Oliver Twist* that can develop the main character Oliver Twist.

She also explained in the objective of her study that her study was to provide descriptive knowledge of kinds of the setting and the role of setting on the main character in Charles Dickens' *Oliver Twist*.

She used a qualitative design in her study because the data were in the forms of utterances or word. She also used the intrinsic element that analyzed the elements inside the novel as literary work that is the setting in Charles Dickens' *Oliver Twist*.

In her research, she found out that there are some elements in analyzing setting such as the time, scenery, and existence of the main character in this novel. Besides the results that a description of the role of the story especially the main character Oliver Twist, because the movements in every place and time was passed by Oliver, and brought him from the bad condition in parish workhouse which full of suffering to the good condition with the warm family.

The second thesis is by Istibsyaroh (2007) by the title '*Poverty respected on Victorian period in Charles Dickens' Oliver Twist'*. Her thesis was focused on the problems of the poverty on Victorian period Charles Dickens' *Oliver Twist*. She said like that because in her study just intended to know the real condition of the society at that period.

She also used qualitative research in her study because the data was in the forms of words. She used the extrinsic element that analyzed the elements outside the novel as literary work.

The result of her thesis is a description of the society problems and the satire of the government at that period.

From the two theses above, the researcher did not find yet some one who analyzed the conflicts of Charles Dickens' Oliver Twist. Those theses used the same method in researching data that is qualitative research. However, in this

study, the researcher will use the literary criticism as the method and this is the differences between these two theses above. Hope this thesis is useful for students who want to analyze the same subject.

CHAPTER III

RESEARCH METHOD

This chapter discusses the method used in this study, which comprises the research design, data sources, data collection and data analysis.

3.1 Research Design

The research method that is used in this research is literary criticism. Literary criticism is the study concerned with defining, classifying, analyzing and evaluating works of literature. Whether or not literary should be considered a separate field of inquiry from literary theory, or conversely from book reviewing, is a matter of some controversy (Abrams in Siswantoro, 2005: 46)

Olsen (still in Siswantoro, 2005: 47) states that literary criticism is critic that is used to refer to all types of comments on literature. There is no reason to legislate against any types of comment on literature. What is important from the point of view of literary aesthetics is to recognize if there is a type of judgment expressed in such comments, which is constitutive of reader's view of a text as a literary work. Some critics consider literary criticism a practical application of literary theory, as criticism always deals directly with a literary work, albeit from a theoretical point of view.

From the explanation above, it shows that literary criticism refers to all types of comment and opinion. However, whether or not literary criticism should be considered a separate field of inquiry from literary theory, or conversely from

book reviewing, is a matter of some controversy. Some critics consider literary criticism a practical application of literary theory, as criticism always deals directly with a literary work, albeit from a theoretical point of view.

This research is intended to describe the current phenomena in gathering the data without any treatments toward them. In this research, the researcher chooses structural approach because this is focused on textual approach of the main character of the story.

3.2 Data Source

The data source of this research is the text of novel *Oliver Twist* by Charles dickens. The data are quoted from the text, which content of novel and directly concerned with the objective of the study.

3.3 Data Collection

The researcher takes some steps in collecting the data. Firstly, the researcher collects the data from the data source, which is accordance with the problem of the research. Secondly, the researcher reads the novel to comprehend the meaning. Thirdly; the researcher identifies and encodes the data that are appropriate with the aspect of this research; that is by identifying and encoding the conflicts of the story.

3.4 Data Analysis

Data analysis is conducted, as an activity, simultaneously with data collection. Miles and Huberman (1992: 16) offer the steps of analyzing data; (1) data reduction, it covers identification, coding, and classification, (2) data presentation (interpretation), and (3) conclusion or data verification. This model of analysis is called interactive model.

In this research, data collection and data analysis about the conflicts in the novel are done simultaneously, all together, and many times until the conflicts in the novel obtained.

In the process, data collection, data reduction, data presentation, and data verification are the interrelated activities before, during, and after the data collection in parallel form to establish common concept, which is called analysis.

Based on the process above, the steps of data analysis are as follow:

1. Studying all the data collected during reading texts, which is based on the understanding.

2. Presenting data, by organizing the information, which comes from the interpretation obtained from the reduction, so that the conclusion of conflicts in the novel can be drawn.

3. Drawing conclusion that is by explaining the result of conflicts in the novel based on the data presented.

CHAPTER IV

FINDING AND DISCUSSION

This chapter presents the research finding and discussion. In this chapter, the analysis of data is done in line with the formulated research problems. The data are classified into three categories; (1) psychological conflict, the conflict that often happens to someone who has no mental stability, it may arise when revelry between wishes or one's ambition and the real of life around them. (2) Emotional conflict is a conflict that presence in the subconscious of different and opposing emotions relating to a situation that has recently taken place or in the process of being unfolded of the character. (3) Social conflict, the conflict that is related to social condition in society. The finding and discussion are presented as follows.

4.1 Finding

In finding, the researcher will present the data that answer the statements of the problems in this study. In this chapter, we will know what the data are. The data are presented bellow.

4.1.1 The Conflicts that are Faced by Oliver Twist as the Main Character

Oliver Twist is the main character in this novel that often appears in every places and time. As the title, his name, he frequently appears in every event that occurs in the novel. Oliver Twist is a poor and innocent orphan boy in one of

small cities in London. He lived by no mother and father. From the beginning until the end of the story, he always faced many conflicts.

4.1.1.1 Psychological Conflict

As the explanation, psychological conflict is the conflict which happens to someone who has no mental stability. In this story, Oliver Twist has psychological conflict that will be explain in the next data.

Oliver Twist faced psychological conflict with his friends at the poorhouse. He felt very afraid of his friends and to the master who served at the poorhouse. It was a burden for him, all of his friends appointed him to ask more of soup. He refused of his friends requesting but all of them forced him to do it. Besides, the data above indicates that Oliver experienced the hunger during at the poorhouse and did not get a good service, because after asking more of soup the servant was angry to him.

It was clear that Oliver has a psychological conflict with his friends at the poorhouse at that time. In fact, when we are in hungry and we are given a little food, we will not be satisfied and we will do something bad at our subconscious. This data can be cleared at the following quotation.

> Quotation 4.1.1.1
>
> A council was held; lost were cast who should walk up to the mater after supper that evening, and ask for more; and it felt to Oliver Twist. The gruel disappeared; the boy whispered each other, and winked to Oliver Twist, he rose from the table, and advancing to the master, basin and spoon in hand, said: somewhat alarmed at this own temerity: 'Please sir, I want some more.'

> The master was a fat, healthy man; but he turned very
> pale. The assistants were paralyses with wonder; the
> boys with fear.
> 'Please, sir, replied Oliver, I want some more' (56).

This data explain that Oliver felt excommunicated from every people around him especially Mr. Sowerberry's family. When he needed some one to take care of him and love him, none understood him and all of them let him stay alone in the dark room. It was a psychological strain of him because when he moved from the poorhouse, he hoped that he would get a place and service better than before. However, in fact, he did not get it on the contrary, he got bed service and he was considered as a servant who was never appreciated by every one.

It was clear that Oliver got psychological strain with Mr. Sowerberry's family. It happened when he moved to other places (Mr. Sowerbwrry's home). We cannot imagine if we are staying alone in the dark room with coffin plates around us. We feel afraid and it makes us look like a grave because we are alone and none cares of us. It can be seen at the quotation bellow.

> Quotation 4.1.1.1.2
>
> Oliver, being left to himself in the undertaker's shop,
> set the lamp down on a workman's bench, and gazed
> timidly about him with a feeling of awe and dread,
> which many people a good deal older than he, will be
> at loss to understand (75).

This data confirms that the main character has psychological conflict with him selves. In this world, everyone wants to live better and wants to change their bad habit to the good one. We can see from the sentence "I am running way and I am going to seek my fortune some long way". In this sentence the main character of this story was boring with his way of life, which was always insulted by people

around him. He wanted his life was better in the future and he was sure that he could do that.

On the other hand, the main character of the story wanted to seek his fortune in every place. He was also the young man, who had never given up struggle to seek his fortune in his future.

In fact, many people want to live in this world well; we have to struggle to get it because if we are doing something without struggle is nothing. In addition, we must remember that a man can just plan and God decides all things in the world. It can be seen at following quotation.

Quotation 4.1.1.1.3

You must not say you saw me, Dick, said Oliver. I
am running away. They beat and ill-use me, Dick;
and I am going to seek my fortune, some long way
off. I do not know where (96).

In this data, there is psychological conflict that faced by the main character with the only his kind friend at the poorhouse. It can be viewed in the sentence "God bless you". In this world, nobody took care of him. All people had a low opinion of him but he was happy when he met his friend at gate of the poorhouse because his friend care to him moreover he prayed for Oliver. This is the first time he met a kind friend and some one who prayed of him, he was very happy even the prayed came from a child. He would not forget about this event because it was a simple thing that the zest for his life.

People can do something if they have a spirit and some one who inspire them. If we have a spirit, we can do everything that we are going along smoothly.

Quotation 4.1.1.1.4

God bless you!'
The blessing was from a young child's lips, but it was
the first that Oliver had ever heard invoked his head;
and through the struggles and sufferings, and troubles
and changes, of his after life, he never once forgot it
(97).

This data showed the psychological conflict with the group of robber. The

psychological conflict appeared when the main character was surprised while his

two friends (group of robber) would steel the gentleman's handcraft. He was very

shocked because he never imagined his two friends were robber and it made his

mental was shocked because he felt that he could not choose and seek kind friends

and good friends in his life. He regretted to join them.

Besides, he was very angry and afraid when his two friends left and let

him alone when he was fought by many people without having pity to him. This

data can be cleared at the quotation bellow.

Quotation 4.1.1.1.5

Oliver looked from one to the other, with the greatest
surprise; but he was not permitted to make any
inquiries; for the two boys walked stealthily across the
road, and slunk close behind the old gentleman
towards whom his attention had been directed. Oliver
walked a few paces after them; and, not knowing
whether to advance or retire, stood looking on in silent
amazement (113).

This data show the psychological conflict of the main character with the

member of robber. He did not want to be a thief any more. He wanted to be free

where none could settle him and his life. He had a wish to run away from the

people who incarcerated and asked him became thief. He knew that people had a

low opinion about him but he would show them that he was a good people and he could do a good thing.

Many people want to be freedom in this world. They do not like if some one does an over protected things to them, moreover has asked them to do some thing bad like to be a thief or do criminal. Of course, they do not like it because they want to do a good thing in this world. This data also can be viewed at the quotation bellow.

Quotation 4.1.1.1.6

'Oh! For God's sake, let me go!' cried Oliver; 'let me run away and die in the fields. I will never come near London; never, never! Oh! Pray have mercy on me, and do not make me steal. For the love of all the bright Angels that rest in Heaven, have mercy upon me!' (212).

4.1.1.2 Emotional Conflict

Emotional conflict is a conflict that presence in the subconscious of different and opposing emotions relating to a situation that has recently taken place or in the process of being unfolded of the character. The data about physical conflicts as follows:

This data contains emotional conflict. The main character faced the emotional conflict with Noah. It happened when Noah said to Oliver that he was shabby and he could not live together with Noah in one house, because Noah was better than he was. Noah knew who his parents were and where they lived. Different with Oliver that he did not know whom his parents were. So Noah said to Oliver that he was shabby and person who did not clear identity.

Actually, Oliver Twist was the son of one of a rich family in London. But he did not know at all because he was in poorhouse when he was child and his mother was died when she got birth him. Therefore, he was growing up in the poorhouse without knowing his real family. It can be seen at the following quotation.

Quotation 4.1.1.2.1

'D'ye hear?'
'D'ye hear, work' us? Said Noah Claypole.
'Lor, Noah!' said Charlotte, 'what a rum creature you are!(77).

This data explain the emotional conflict of the main character with Noah, it can be observed especially in the sentence" what did you say? Inquired Oliver, looking up very quickly, and Oliver started up, over threw the chair and table; seized Noah by the throat". This sentence describes that Oliver did not like someone who scorned his mother, he was very angry when Noah said bad thing to his mother. He was sure that his mother is a good mother even he never meet her. Because of that he was very angry when Noah scorned his mother moreover he would kill him. In this case, angry is a form of emotional conflict of Oliver Twist.

It is worthy act that no people in this world do not like if their mother is insulted. They think that some one who insults others is the one people who does not have rule in his life and he cannot respect others. We live in this world to help each other not to beat each other. Because no body who is perfect in this world.

In cultivating the harmony with other, we must be careful in speaking and doing something because if we speak impolitely to others it will make conflict and especially emotional conflict. This data can be cleared at the quotation bellow.

Quotation 4.1.1.2.2

Yer must know, Work'us, yer mother was a regular
right-down bad 'un'.
What did you say?' inquired Oliver, looking up very
quickly.
A regular right- down bad' un' Work'us, replied
Noah, coolly.
Crimson with fury, Oliver started up, overthrew the
chair and table; seized Noah by the throat; shock
him, in the violence of his rage, till his teeth
chattered in his head (88).

This data contains emotional conflict of the main character Oliver Twist

with his feeling. It can be seen in the sentence "he thought of his good kind

friends". In looking friend is very difficult moreover kind friend. It happened to

Oliver when he was far away from his kind friends. He could not forget them

because they always helped him when he got problems. Oliver thought of his

good friend because it was the first time he got good friends in his life. So was

very sad when someone isolated him and asked him to be a thief.

In fact, many people in this world want to get kind friends, but to get them,

they have to choose and seek carefully because a kind friend is scarce and difficult

to get. We have to know that a kind friend is someone who can understand us and

always stay beside us when we need her or him. Besides a kind friend is someone

who accepts us as we are, even though we are happy or sad. This data can be

viewed at the following quotation.

Quotation 4.1.1.2.3

Oliver's heart sank within him, when he thought of
his good kind friends; it was well for him that he
could not know what they had heard, or it might have
broken outright (177).

4.1.1.3 Social Conflict

Social conflict is conflict, which is related to social condition in society. The data about this conflict as follows:

The social conflict can be found in this data. The main character faced the social conflict with the servant of the poorhouse. There were the differences between the master of poorhouse and the member. Oliver is the member of the poorhouse who had social conflict in this story. It appeared when Oliver asked some more of soup, the servant said angrily to him "Compose yourself and you could not get some more of soup. It means that if Oliver wanted to get some more soup he had to change him self to be a good man or rich man. However, in the fact, Oliver was just a member of poorhouse who could not do anything to support himself. Besides, he did not have the authority at that place.

From the explanation above, the differences between the servant and the member are very clear. It means that the low position in the society is the poor person who are not excommunicated and never appreciated by many people around him. It can be seen at the quotation bellow.

> Quotation 4.1.1.3.1
>
> 'For more!' said Mr Limbkins. 'Compose yourself, Bumble, and answer me distinctly. Do I understand that he asked for more, after he had eaten the supper allotted by the dietary?'(59).

This data also confirmed that Oliver faced social conflict with Mr. Sowerberry's family. It happened when he was in Mr. Sowerberry house. His wife asked Oliver to sleep in "a strange place". From this sentence, we can see that Oliver has social conflict. He was differenced from Mr. Sowerberry's child; he

had to sleep in a strange place that full of coffin-plate that made him very afraid. Nevertheless, Mr Sowerberry's child slept in a nice place. Actually, Oliver was also a person who needed protects from his parents even they were not real parents of him. However, in the fact, they did not care of him at all. They also gave him the food of dog to eat. This data can be viewed at the quotation bellow.

Quotation 4.1.1.3.2

Nor were these only dismal feelings which depressed Oliver. He was alone in a strange place; and we all know how chilled and desolate the best of us will sometimes feel in such a situation (75).

In this data, there is social conflict that is faced by Oliver Twist with Mr. Sowerberry's son. It can be viewed in the sentence "he hesitated for one instant to punish Oliver most severely". It was not worthy act in solving problem, Oliver would be punished and put in the dark room. On the other hand, Mr. Sowerberry would punish Oliver by hitting him without knowing the great reason. He tried to beat Noah any more, because he knew that Noah slandered him. Noah said that Oliver did fighting first and he said that Oliver would kill him sadistly.

The wise word said that slander is crueler than killing. We have known that the effect of slender is very bad because we cannot know good and bad thing clearly. It also damages our relationship with other. It can be seen at the following quotation.

Quotation 4.1.1.3.3

'She didn't,' said Oliver.
'She did,' said Mrs Sowerberry.
'It's a lie,' said Oliver.
Mrs Sowerberry burst into a flood of tears.

This flood of tears left Mr Sowerberry no alternative.
If he had hesitated for one instant to punish Oliver
most severely (94).

This data shows that the main character has the social conflict with the society. He accused as a thief, actually, he was not a thief. Every people around him said that he was a thief because of his performances that never clear as like a rich man. It is social conflict of him because in the fact we can not see every one from outside or from his performance. As we know that performance sometime is not true. We can see the quotation of the data bellow.

Quotation 4.1.1.3.4

'Stop thief! Stop thief!' the cry is taken up by a
hundred voices and the crowds accumulate at very
turning (116).

This data also shows the social conflict of the main character with the society. The social conflict appeared when Oliver Twist was accused as a thief. He was beaten by the society around him until he was black and blue, he could not do anything and he just submitted. Actually he tried to explain them that he was not a thief but they did not believe at all. They saw Oliver's appearance, so they believe that he was a real thief who toke Mr. Browlow's handkerchief.

In strain condition, a man helped him and the man said that the thief was not him; he told to every one that he knew and saw what was really happened at that place. He said to the police that Oliver Twist was not guilty. He also said that Oliver did not need to be beaten seriously. The conflict can be found in the data bellow. It can be cleared at the quotation bellow.

Quotation 4.1.1.3.5

'Don't hurt him,' said the old gentleman,
compassionately.
'Oh no, I won't hurt him,' replied the officer, tearing
his jacket half off his back, in proof thereof. 'Come, I
know you; it won't do.
Will you stand upon your legs, you young devil?'
(117)

This data contains the social conflict. It confirmed that Oliver twist faced

social conflict with Fagin as the leader of group of robber. It happened when he

gave back to Fagin by Nancy. Fagin hit him with the club very hard that made

him very hurt in the whole of his body. Fagin was angry and afraid if Oliver

would report to the police that made Fagin's position and condition was not

peaceful to him. Because of that, Fagin hurt Oliver by hitting him very hard.

Oliver did not know why Fagin hit him very hurt and angrily. He could not

do anything because he did not know what mistake was he made. It can be seen at

the quotation bellow.

Quotation 4.1.1.3.6

The Jew inflicted a smart blow on Oliver's shoulders
with the club; and was raising it for a second, when
the girl, rushing forward, wrested it from his hand.
'I won't stand by and see it done, Fagin,' cried the
girl. 'You've got the boy, and what more would you
have?-Let him be- Let him be himself (165).

The main character's social conflict can be found in this data. He faced

social conflict with Sikes. More and more Oliver twist got the hard stroke at that

time. It happened when he was sleeping at Sikes place. Sikes woke him up by

hard stroke. It made Oliver shocked and could not think clearly. Sikes did that bad

habit to Oliver because he used to life in this world with force. Therefore, he did every thing by beating and overthrew every thing around him.

There are many ways in solving problem, some people use force to solve it. However, they do not know that it can damage and hurt other else. Because force just makes the conflict is more complicated. This data can be viewed at the following quotation.

Quotation 4.1.1.3.7

Sunbury was passed through, and they came again into the lonely road. Two or three miles more, and the cart stooped. Sikes alighted, took Oliver by the hand, and once again walked on (207).

This data shows that Oliver faced social conflict with the security of a rich man. He got a serious social conflict because he was shot when he did stealing at the house of rich family in London. He was shot by the security of that house. Besides, the security hit him with their pistol.

The researcher thought that in this data the main character faced serious social conflict because when the main character was shot, he risked his life and soul. He did not know what he live or not.

Fortunately, when he became sober he was inside of the house and he have to run very quickly before he met the security of that house anymore. Nevertheless, he was confused where he would go and to whom he would ask for help. Finally, he decided to come back to the house and he would explain to the owner of the house that he was not guilty, he was just asked by the gang of thief to steal some poverties of that house. It will be classified at the following quotation.

Quotation 4.1.1.3.8

'Come back!' suddenly cried Sikes aloud. 'Back!
Back!'
Oliver let his lantern fall, and knew not whether to
advance or fly.
The cry was repeated- a light appeared- a vision of
two terrified half-dressed men at the top of the stairs
swam before his eyes- a flash-a loud noise-a smoke- a
crash somewhere, but where he knew not,- and he
staggered back (215).

4.1.2 The Main Character's Way to Overcome His Conflict

As we know that, every conflicts and problems have ways to solve them. It also happens in this story. In this story the main character faces three conflicts and each of them have way to solve.

In solving the psychological conflict, the main character try to be patient in facing his conflict and he struggle hard to be a good person because he has Principe in his life that the truth must be exist and our god will help us to show to every people that we are right.

The main character try to help himself when he beaten by Noah. Besides, he wanted to show to Noah that he has bravery and he was not a coward child. Actually, Oliver Twist is a good child so when he has difficulties in helping himself, he always had ways to solve his problem and Oliver believed that God is always with a good people. It can be seen at the quotation 4.1.1.2.2 in page 35.

Yer must know, Work'us, yer mother was a regular
right-down bad 'un'.
What did you say?' inquired Oliver, looking up very
quickly.
A regular right- down bad' un' Work'us, replied
Noah, coolly.

> Crimson with fury, Oliver started up, overthrew the
> chair and table; seized Noah by the throat; shook him,
> in the violence of his rage, till his teeth chattered in his
> head; and, collecting his whole force into one heavy
> blow, felled him to the ground (88).

The quotation above explains directly that Oliver Twist had emotional conflict with Noah. Oliver hit Noah and fought each other because he could not control his emotion. He did not like if some one scorned his mother because he was sure that his mother was a kind and good woman. Because of that when Noah said that his mother was bad he was very angry and directly he hit Noah angrily without being pardon.

The data also explain that fighting was Oliver's way to looked after him self from some things that endanger him. In fact, it is possible to do fighting when some one disturbs us and insults some one we loved. We know that fighting is dangerous but we have to do it when there is not way to help our self from crime.

In social conflict, main character solves his conflict by looking for his family because if he knew and found his family, every people would not have a low opinion about him. He though that identity is one key to show to them that he was not a shabby child but he was same with other.

On the other hand, the main character tried to show to all people that he was a good child. He said that the style of people could not be the criterion of kindness.

4.2 Discussion

The discussions of the findings are needed to elaborate the phenomena that found in the analysis, because if this study just contain of the findings it will be misunderstanding. Here the researcher will explain the details of the discussion. In discussion, the researcher wants to explain the detail information based on the findings of this study. Moreover it has benefit to the next researcher.

This study finds the conflicts that are faced by the main character in the story. Approximately, there are three conflicts are faced by the main character; they are psychological, emotional and social conflict. As the researcher's explanations in this study that the psychological conflict is one of internal conflict, which is related to the mental of the main character. This conflict also carried on within the individual himself. It is often happens to every one who has no mental stability. The emotional conflict is also one of internal conflict that presence in the subconscious of different and opposing emotions relating to a situation that has recently taken place or in the process of being unfolded of the character. The social conflict is one of the external conflicts, which is related to social condition in society.

Firstly, we have to know that psychology has close relationship with our behavior and our mental. Consequently, behavior and mental must be understood to many things. They encompass not just people's actions, but also their thoughts, feeling, perceptions, reasoning processes, memories, and even the biological activities that maintain bodily functioning. Sometimes psychology influences our behavior and our mental. Many people have psychological conflict in this world,

it caused by people around us who do not appreciate and do not care our feeling, our life and also our sacrifice. It also happened to Oliver Twist as the main character in this story.

Oliver Twist as the main character in the story always faces conflicts especially the three conflicts that make bad impact to him moreover in his life. When psychological conflict appeared, it very influenced his mental. He did not have self confident at all in doing many things because every people around him had a low opinion about him even when he lived in a poorhouse. He was always cursed and obscenities by the servants at the poorhouse. They also said that he was useless child in this world. But Oliver Twist never get up in showing to every people that he was not as bad as they said because he was sure that he was a good child and can do a good thing. This is a psychological conflict of the main character that makes bad impact to his life moreover his mental stability.

From the explanation above actually the main character in this story was boring with his the way of life and he wanted to change his the way of life, because he was insulted by people around him and they had never care him at all. He wanted to change his life and he wanted to live better in the future moreover forever. Because he wanted to prove for many people that he could do the best and he could be a good people. In fact, many people want to live well in this world, but to get it all we have to struggle because if we are doing something without struggle it is impossible and difficult to get.

Oliver Twist also faced emotional conflict in this story. As we know that emotion is one of spiritual feeling of human. It has close relationship with our

feeling; it can be happiness and sadness. Oliver Twist as the main character in this story also faced emotional conflict. When emotional conflict appeared, it influenced his emotion. He felt that there was not right justness in this world, he also said that no God in this world. He could not control his emotion when people around him said bad thing about him, for example when Noah said that Oliver Twist was a shabby child and he did not have clear identity. Besides, he was very angry and he could not control his emotion until he wanted to kill another else. He wanted to kill Noah at that time. It was happened when Noah said a bad thing about his parents because the main character was sure that he had a good parents and a good family although he did not know his family at that time. Consequently, he looked for his family and he had never felt tired to do it. Because he felt that it was the key to prove for many people that he had a good family. In cultivating the harmony with other, we must be careful in speaking and doing something because if we speak impolitely to others it will make conflict and especially emotional conflict. Islamic culture said that the safety of someone is from his speaking. If we want to save in this world we have to keep our speaking carefully.

Based on the finding, the main character also faced social conflict. In social conflict, Oliver fought with Noah (Mr. Sowerberry's son). The main character did fighting because he was very angry when Noah said that his mother was a bad girl and a prostitute. But in the fact, Oliver's mother was a good woman and she was one of rich girl in London. She ran way from her home because she had problem with her family. She gave birth Oliver in the poorhouse before she dies. In social conflict, the main character felt that there were the differences

between the master of poorhouse and the member. Oliver was the member of the poorhouse who had social conflict in this story. It appeared when Oliver asked some more of soup, the servant said angrily to him "Compose yourself and you could not get some more of soup. It means that if Oliver wanted to get some more soup he had to change him self to be a good man or rich man. However, in the fact, Oliver was just a member of poorhouse who could not do anything to support himself. Besides, he did not have authority at that place.

From the explanation above, the differences between the servant and the member are very clear. It means that the low position in the society is the poor person who are excommunicated and never appreciated by many people around him but Oliver Twist as the main character in the story felt that people in this world were all the same, and they need each other to complete their life and their needed.

From the explanation above we could know that in this world there are many rich men who apparently have all the comforts of life because of the great wealth they process. They spend many sleepless nights and agonizing days. Moreover, some of them have collected these riches by stealing, hoarding, or by pilfering the wealth of the weak, widows and orphans. Even some of them also collected their riches as much as possible without caring their neighbor and people around him. They do not aware that conflict will appeared when they not care their neighbor; moreover, they differentiate between neighbors to other.

In this study, also explain about the main character's ways to solve his conflict. In solving the psychological conflict, the main character tried to be

patient in facing his conflict, he also struggled hard to be a good person and he wanted to show to every people that he was the same with other. In solving emotional conflict the main character tried to show to every people about his real family and he tried to help himself when he beaten by Noah. Besides, he wanted to him that he was bravery and he was not a coward child. In social conflict, the main character solved his conflict by looking for his family because if he know and found his family, every people would not have a low opinion about him.

Actually there are two steps in solving the conflict itself. The first step is, asses the potential conflict. It means that obtain as much information as possible many conflicts are the result of misinformation, than, asses individuals involved in the conflict, what are their motives, also take the emotional temperature of the conflict humor or distraction may lower anger levels. Besides delay action until there has been time to manage the conflict. The second step is, solve conflict problem. It means that solve the conflict consider all the gathered fact, feelings and opinion about the conflict. Than depersonalize the opinions to ovoid focus on the personalities of those involved. Besides, develop a consensus for the opinion that most resolves the conflict, even if it involves.

In fact, Oliver Twist as the main character in this story has tried the two steps in solving his conflict. He had a desire to solve his conflict because he wanted to live quietly in this world. He used these two steps step by step until he could success and could find his family. The main character in this story was the character who had never given up finding out the truth. He tried to show up to many people that he could do the best.

On the other hand, when individuals or groups are in conflict, they have four main choices about the direction they will take. They may avoid conflict, maintain, escalate, or reduce it. Sometimes people do not want conflict resolution and may decide to go in different direction. Conflict resolution will involve the youth leader in negotiation and mediation. It is not always wise for leaders to get involved in someone else's conflict even when they are asked to do so, as they will feel pressurized to take sides; be required to make quick analytical decision.

In our life we can not solve something that happens in our life it will become conflict, because we can not avoid some problems that we faced in our life because it has some causes, the first, conflict occurs simply because there are limited to the number of goals that can be achieved at the same time. The second, conflict occurs when the satisfaction of one motive precludes the satisfaction of another when goal achievements are mutually exclusive. The last cause of conflict is that when satisfaction of one motive with precludes the satisfaction of and also intensifies.

From that cause people can not avoid conflict because the essence of conflict is that the individual is unable to obtain the incentive for one to his motives without frustrating one or other motive. Thus conflict is a kind of a built in frustration, originating within the individual because of his own irreconcilable response tendencies.

Actually, if we want to resolve the conflicts we have control over how we choose to deal with conflict. In some cases, the best course of action is to walk way, or do nothing at all. We may find it best to ignore the conflict if the issue or

situation is unimportant or trivial to us. The other person is just trying to provoke a fight. The timing is wrong and a cooling off period is needed. In other cases, however, it is best to confront the conflict. Avoiding the issue will not resolve it, and unresolved, lingering conflict can lead to resentment, hostility, and may even escalate to violence. In these situations, using a process to manage the conflict and establishing certain ground rules, will help us to resolve the issues peacefully. the basic steps in managing conflict are (1) prepare your self to deal with the conflict, (2) find a mutually agreeable time and place (3) define the conflict (4) communicate an understanding (5) brainstorm to find alternate solutions (6) agree on the most workable solution.

We have known that there are many conflicts in this world, especially in our life. We are as human being; we have to struggle in solving these conflicts to get live better. If we can not solve these conflicts, it will treat us as slaves. But if we can solve the conflict, we will not be treated as slaves by it so we can live quietly in this world without conflict any more.

CHAPTER V

CONCLUSION AND SUGGESTION

In this chapter, the researcher presents two things; that are conclusion and suggestion. The presentations about them are as follows.

5.1 Conclusion

In this sub-chapter, the conclusions of the study are presented. The conclusion of the emotional conflict is presented in the first part followed by those of the physical conflict in the second part. The conclusion of social conflict is presented in the last or the third part.

Firstly, the psychological conflicts that found in this story are (1) it appeared when he asked more soup at the poorhouse; (2) it appeared when he being left alone in the undertaker's shop; (3) it appeared when Noah Claypole insulted Oliver's mother; (4) it appeared when he met his friend and he said that he would run way that place; (5) it appeared when his friend was very care and prayed for him; (6) it appeared when he saw his friend would steal some thing; (6) it appeared when he was forced to be thief.

Based on the findings, it can be concluded that the psychological conflicts of the main character are found in Charles Dickens' Oliver Twist. The conflicts really influence the way of the main character's life and demand him to struggle hard to get life better.

Secondly, the emotional conflict that found in this story are; (1) it appeared when Noah said that he was shabby; (2) it appeared when his mother is insulted; (3) it appeared when he was far away from his friend. Based on the findings, it can be conclude that the emotional conflicts of the main character are found in Charles Dickens' Oliver Twist. The conflicts really influence his emotion and his mental stability.

Thirdly, the social conflicts that found in this story are (1) it happened when Oliver ask for more soup; (2) it happened when he asked to sleep in the dark room that full of coffin-plate ; (3) it happened when Noah said that Oliver was shabby; (4) it also happened when was hit by many people because he was accused as thief. (5) it appeared when Mr Sowerberry beat him and put him in the dark room; (6) it appeared when Oliver was accused as a thief ; (7) it appeared when Oliver was bit by the group of robber; (8) it appeared when he was shouted in Mrs. Rose's home.

Based on the findings, it can be conclude that the social conflicts of the main character are found in Charles Dickens' Oliver Twist. The conflicts demand him to struggle more in looking for his family. Because, if he find his family's identity, people around him will not have low opinion more to him.

5.2 Suggestion

After analyzing this literary work, we can learn many things about human being and human environment. As mentioned in the preceding part this study focuses on the conflicts that happen to the main character and gives us some

benefits especially in facing the conflict and solving problems. This study uses the structural approach based on the intrinsic element of literary works. Meanwhile, there are many other aspects of intrinsic elements of literary work that can be analyzed such as theme, setting, character, plot, point of view and other intrinsic element of literary works.

Hopefully, there are more students who are interest in studying this analysis. However, this analysis is still far away from the perfectness but the researcher suggests to the next researchers that it will be very useful for them to analyze novel more deeply.

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APPENDIX

List of Appendices

1. Biography

2. Synopsis of the story

3. Bukti konsultasi

SYNOPSIS OF THE STORY (*OLIVER TWIST*)

This novel told about Oliver Twist that lost his true life. He lost all of his happiness and faced a very miserable life in his childhood before he was found by his true family. He was born as a son from Agnes, which so pity in her life, having pregnant without a husband. Oliver put through in a wretched place and uncomfortable community in a poor house. He got a very bad care there, he always starved, neglected, suffered, cursed and beaten.

Oliver Twist's mother dies after the birth of her child in a workhouse. The infant's father is unknown, and the orphan is placed in a private juvenile home. After nine years of mistreatment, the boy is returned to the workhouse for even more abuse. After presenting his fellow suffers in an attempt to get more food, Oliver is punished and is apprenticed to Sowerberry, an undertaker. Noah Claypole, a charity boy working for Oliver's master, feel jealous with Oliver Twist,. He flogged Oliver many times. Finally, Oliver runs away and heads for London.

Near London, Oliver joins company with John Dawkins, The Artful Dodger, a questionable character who brings the boy to Fagin, the ringleader of a gang of criminal. Instructed in the "art" of picking pockets, Oliver gooes out with Charles Bates and the Dodger. His companions pick an old gentleman's pocket and flee, and Oliver is arrested for their offense. At the police station, the terrified boy is cleared by the testimony of the bookseller who witnessed the theft. Oliver collapses and is taken home by Mr. Brownlow, the victim of crime.

While Oliver recovers at his benefactor's home, Brownlow is puzzled by the resemblance between Oliver's features and the portrait of a young woman. Fagin is apprehensive and furious at Oliver's rescue. Nancy, one of his trusty retainers, is set on the boy's trail as the gang shifts headquarters.

Mr. Grimwing, Brownlow's friend, has no faith in Oliver, so Oliver is sent on an errand to test his honesty. The boy is recaptured by Nancy and her friend Bill Sikes, a vicious lawbreaker. Oliver is restored to Fagin, who holds him in strict captivity for a while. In the meantime, Bumble, a minor parish official from Oliver's birthplace, answers Brownlow's advertisement inquiring about Oliver. Bumble turns Oliver's benefactor against him by grossly misrepresenting the boy's history and character.

Eager to get Oliver completely in his power by thoroughly involving the child in some crime, Fagin convinces Bill Sikes to use Oliver in a major burglary that is being planned. Sikes takes Oliver westward through the city to a rendezvous near Chertsey with Toby Crackit.

At the house that is to be burglarized, Oliver is hoisted through a small window. The occupants are aroused and in the resulting melee, Oliver is shot. The robbers run off with the wounded Oliver but abandon him a ditch.

In the workhouse, Sally, the old pauper who attended Oliver's mother, is dying. At her urgent request, Mrs Corney, the matron, sees the old woman alone before she expires. Immediately thereafter, Bumble and the matron agree to marry.

Fagin is greatly upset when Toby Crackit returns alone. Fagin makes anxious inquiries about Sikes. He then has as ominous meeting with a person called Monks, who is angry with Fagin, who he claims his obligation to ruin Oliver by tricking him into a lawless life.

When Oliver regains consciousness in a ditch, he stumbles to the nearest house, which proves to be the site of the attempted burglary. The owner, Mrs. Maylie, takes the boy in and protects him with connivance of the doctor, Mr. Losberne. The boy is taken to a cottage in the country, where Mrs. Maylie's noce Rose suffers a near-fatal illness. In the town inn yard, Oliver encounters a repulsive stranger who later spies on him with Fagin. Rose rejects the proposal of Mrs. Maylie's son, Harry, but he does not accept her refusal as final.

Monks meets the Bumbles and purchases a locket that Mrs. Bumble redeemed with a pawn ticket that she took away from the dead Sally, who had received the pledge from Oliver's dying mother. The trinket contains a ring inscribed with the name "Agnes", Monks drops it into the river.

Nancy, who sympathizes with Oliver, nurses Sikes until the regains his "natural" meanness. She drugs the man and slips away to Hyde Park for a secret meeting with Rose Maylie. Nancy tells Miss Maylie everything that she has learned by eavesdropping on Fagin and Monks on two occasions. The two rogues are plotting the destruction of the object of Monks' inveterate hatred- his brother Oliver. Mr. Brownlow, who has been absent from London, reappears and Rose tells him Nancy's story. Harry Maylie, Grimwing, and Mr. Losberne are also briefed on what Nancy has learned.

Noah Claypole and Charlotte, Sowerberry's maidservant, hide out in London after she has plundered the undertaker. They are discovered by Fagin, and Noah is employed to visit the police station to bring back information about the Dodger's indictment as a pickpocket. Because of her suspicious behavior, Fagin the assigns the sneak to spy on her. Nancy has a midnight meeting with Rose and Brownlow on London Bridge. Nancy informs Brownlow how he can corner Monks. Noah hears everything and immediately reports his finding to Fagin.

Fagin waits up for the marauding Sikes and provokingly discloses Nancy's double-dealing. Sikes promptly goes home and bludgeons her to death. After wandering in the country for a day, haunted by his evil deed, the murderer returns to London.

Mr. Brownlow has seized Monks and taken him to his home. The resultant disclosures clear up many mysteries. Brownlow had been engaged to the sister of his friend Edwin Leeford, Monk's father. While yet a mere boy, Leeford was forced into a bad marriage. The couple had only one chile-Monks-and separated. Leeford became attached to a retired naval officer's daughter, Agnes Fleming. But Leeford died suddenly in Rome while looking after an inheritance. His wife had come to him from Paris just before his death. At the time, Agnes was expecting a child-the future Oliver Twist. Before leaving for Italy, Leeford had left the girl's picture with his friend Brownlow.

Because of the striking similarity between Oliver's face and Agnes Fleming's, Brownlow has been searching for Monks since the boy's disappearance. With the help of Nancy's discoveries, Brownlow has learned all

about the destruction of Leeford's will, the disposal of the identifying trinket that Oliver's mother possessed, and Monks's vindictive conspiracy with Fagin to destroy the innocent boy. Faced with these revelations and a reminder of his complicity in the murder of Nancy, Monks comes to terms in return for immunity on the condition that Monks make restitution to his brother (Oliver) in accordance with the original will.

Toby Crackit and Tom Chitling have taken refuge in a crumbling building amid the ruins of Jacob's Island, in an inlet on the south side of the Thames. Fagin has been arrested, along with Claypole, while Chitling and Bates escaped. An unwelcome addition to the group is Bill Sikes, who is being tracked down. Charley Bates turns against the killer and raises an alarm to guided the pursuers. Attempting to escape from the house top, Sikes falls and is hanged in his own noose.

Oliver returns to the town of his birth with Mrs. Maylie, Rose, and Mr. Losberne. Brownlow follows with monks. Monks confirms what he has already declared in writing. The history of the half-brother is recapitulated. Their father's will leave the bulk of his fortune to Agnes Fleming and her expected child. The Bumbles admit their part in the affair after being confronted with Monks's confessions.

A new disclosure concerns Rose, who is of uncertain origin, although recognized by Mrs. Maylie as her nice. Rose is in reality the younger sister of Agnes, Fleming, hence Oliver's aunt. Harry Maylie has repudiated his station in

life to become a village person. Therefore, the way is cleared for the young couple's betrothal.

Fagin is found guilty and sentenced to be hanged. While in prison awaiting execution, he disintegrates into a state of unrepentant maliciousness, but on his last night; Bronlow and Oliver visit him. Regaining some semblance of humanity, he reveals the location of some papers relevant to Oliver's interest.

For testifying against Fagin, Claypole is pardoned, he and Charlotte live by disreputable means. Charles Bates reforms becomes a herdsman. The other leading members of Fagin's gang are transported from England. In accordance with Mr. Brownlow's recommendation, Oliver shares his fortune with Monks, who nevertheless later dies in prison, destitute.

Rose and Harry Maylie are married, and Mrs. Maylie lives with them. Brownlow adopts Oliver and they settle near the parsonage, as does Mr. Losberne. The Bumbles lose their positions and become inmates of the workhouse where Agnes Fleming died.

BIOGRAPHY OF THE AUTHOR

Charles Dickens was born at Postmouth on 7 February 1812, the second of eight children. Dickens's childhood experiences were similar to those depicted in *David Copperfield*. His father, who was a government clerk, was imprisoned for debt and Dickens was sent to work in a blacking factory at the age of twelve. The memories of this period were to haunt him until his death. He received little formal education, but he taught himself shorthand and became a reporter of parliamentary debates for the *Morning Chronicle*.

During 1844-6, Dickens traveled abroad and he began *Dombey and Son* while in Switzerland. In 1850 Dickens started the week periodical, *Household Words*, succeeded in 1859 by All The Year Round; these he published *Bleak House* (1852-3), *Hard Time* (1854), *Little Dorr* (1857), *A Tale of Two Cities* (1859), *Great Expectation* (1860-61) and *Mutual Friend* (1862-5). Dickens' health was failing during the 1860s and the physical trait of the public readings which he began in 1858, particularly the successful but exhausting series in America during 1867-8, speeded his declination and he collapsed during a farewell series in England. His last novel, *The Mystery of Edwin Drood*, was never completed and he died on 9 June 1870. Public grief at his death was considerable and he was buried in the Poor Corner of Westminster Abbey. Dickens' popularity during his lifetime was exceptional but, as Walter Allen has said, his influence continues to felt and his work has become part of the literary climate within which western man lives.