

**MAIN CHARACTERS' CONFLICTS AND THEIR CONFLICT
MANAGEMENT STRATEGIES IN THE NOVEL *GREYFRIARS
BOBBY* (1912) BY ELEANOR ATKINSON**

THESIS

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

2024

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THESIS

Presented to
Universitas Islam Negeri Maulana Malik Ibrahim Malang in Partial Fulfilment of
the Requirements for the Degree of *Sarjana Sastra* (S.S.)

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2024

STATEMENT OF AUTHORSHIP

I state that the thesis entitled “**Main Characters’ Conflicts and Their Conflict Management Strategies in the Novel ‘Greyfriars Bobby’ (1912) by Eleanor Atkinson**” is my original work. I do not include any materials previously written or published by another person, except those cited as references and written in the bibliography. Hereby, if there is any objection or claim, I am the only person who is responsible for that.

Malang, August 17th, 2024

The researcher



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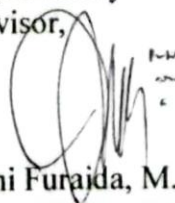
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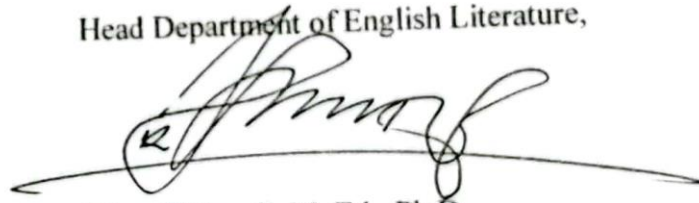
This is to certify that Dinul Fath's thesis entitled **Main Characters' Conflicts and Their Conflict Management Strategies in the Novel 'Greyfriars Bobby' (1912) by Eleanor Atkinson** has been approved for thesis examination at Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang, as one of the requirements for the degree of *Sarjana Sastra* (S.S).

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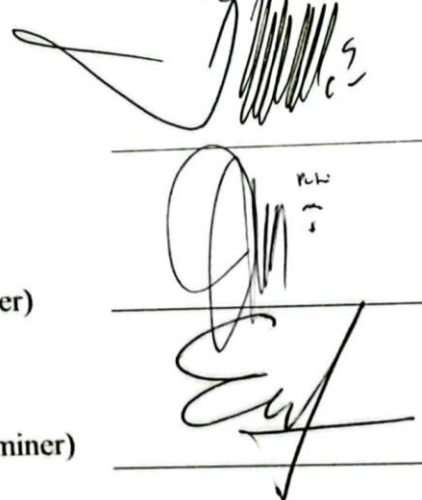
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MOTTO

Don't judge me by my successes, but judge me by how much I've fallen and managed to get back up.

– Nelson Mandela

DEDICATION

I proudly dedicate this thesis to:

My mother and my father who gave their lives to support every step of my
journey until now.

Mr. Hariyanto and Mrs. Irene Yuniarti, I love you.

My thesis advisor, Mrs. Asni Furaida, M.A.

Thank you for all your advice, knowledge and guidance.

May Allah reward you for all your kindness.

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Malang, August 17th, 2024

The researcher,

Dinul Fath Ulil Albab H.

ABSTRACT

Hariyanto, Dinul Fath Ulil Albab (2024) Main Characters' Conflicts and Their Conflict Management Strategies in The Novel *Greyfriars Bobby* (1912) by Eleanor Atkinson. Undergraduate Thesis. Department of English Literature, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Advisor: Asni Furaida, M.A.

Keywords: Conflict, external conflict, internal conflict, conflict management strategies

The presence of conflict indicates a confrontation experienced by someone who is not in accordance with the individual's principles. This study aims to describe the types of conflict experienced by the main characters, Mr. John Traill and Mr. James Brown, and how they deal with their conflicts in the novel *Greyfriars Bobby* by Eleanor Atkinson. This research utilizes the theory of conflict by William Kenney and the theory of conflict management strategies by Johnson; and utilizes an objective approach to literature. The researcher defined two research questions: 1) What are the types of conflict faced by the main characters in the novel *Greyfriars Bobby* by Eleanor Atkinson? 2) How do the main characters' management strategies deal with their conflicts in the novel *Greyfriars Bobby* by Eleanor Atkinson? The researcher focuses on Mr. Traill and Mr. Brown because they are the most dominant in showing the actions caused by the conflicts in the novel. This study utilizes the literary criticism method because it analyses and interprets literary works. Data were collected by identifying and classifying the relevant quotations from *Greyfriars Bobby* using note-taking and highlighting. The data were analyzed by describing and explaining quotations according to William Kenney's theory and Johnson's theory. The results of the analysis show that 1) The main characters experience internal conflict and external conflict, where internal conflict is experienced by Mr. Traill and himself; and Mr. Brown and himself. Then, Mr. Traill experienced external conflict with Mr. Brown, Auld Jock, the proprietor of Book Hunter's Stall, the officer, Mrs. Jeanie, Ailie; and Mr. Brown experienced external conflict with Mrs. Jeanie. 2) Mr. Traill tends to use the shark style, mouse deer style and owl style to deal with his conflicts; and Mr. Brown tends to use the turtle style and shark style to deal with his conflicts as explained by Johnson.

البحث مستخلص

هارياتنتو، دينول فتح أوليل الباب (٢٠٢٤) صراعات الشخصيات الرئيسية واستراتيجيات إدارة الصراع في رواية Greyfriars Bobby (١٩١٢) بقلم إليانور أتكينسون. البحث الجامعي. قسم الأدب الإنجليزي، كلية العلوم الإنسانية، جامعة مولانا مالك إبراهيم الإسلامية الحكومية مالانج. المشرفة: أسني فوريده الماجستير

الكلمات الأساسية: الصراع ، الصراع الخارجي ، الصراع الداخلي ، استراتيجيات إدارة الصراع

يشير وجود الصراع إلى مواجهة يواجهها شخص لا يتوافق مع مبادئ الفرد. تهدف هذه الدراسة إلى وصف أنواع الصراع التي عاشتها الشخصيات الرئيسية، السيد جون تريل والسيد جيمس براون، وكيفية تعاملهم مع صراعاتهم في رواية Greyfriars Bobby لإليانور أتكينسون. يستخدم هذا البحث نظرية الصراع من قبل ويليام كيني ونظرية استراتيجيات إدارة الصراع من قبل جونسون. ويستخدم نهجا موضوعيا للأدب. حدد الباحث سؤالين بحثيين: (١) ما هي أنواع الصراع التي تواجهها الشخصيات الرئيسية في رواية Greyfriars Bobby لإليانور أتكينسون؟ (٢) كيف تتعامل استراتيجيات إدارة الشخصيات الرئيسية مع صراعاتهم في رواية Greyfriars Bobby بقلم إليانور أتكينسون؟ يركز الباحث على السيد تريل والسيد براون لأنهما الأكثر هيمنة في إظهار الأفعال التي تسببها الصراعات في الرواية. تستخدم هذه الدراسة منهج النقد الأدبي لأنها تحلل وتفسر الأعمال الأدبية. تم جمع البيانات من خلال تحديد وتصنيف الاقتباسات ذات الصلة من Greyfriars Bobby باستخدام تدوين الملاحظات وتسليط الضوء. تم تحليل البيانات من خلال وصف وشرح الاقتباسات وفقا لنظرية ويليام كيني ونظرية جونسون. تظهر نتائج التحليل أن (١) الشخصيات الرئيسية تعاني من الصراع الداخلي والصراع الخارجي، حيث يعاني السيد تريل ونفسه من الصراع الداخلي. والسيد براون ونفسه. بعد ذلك، واجه السيد تريل صراعا خارجيا مع السيد براون، أولد جوك، مالك كشك بوك هنتر، الضابط، السيدة جيني، إيلي. وعانى السيد براون من صراع خارجي مع السيدة جيني. (٢) يميل السيد تريل إلى استخدام أسلوب القرش وأسلوب غزال الفار وأسلوب البومة للتعامل مع صراعاته؛ ويميل السيد براون إلى استخدام أسلوب السلحفاة وأسلوب سمك القرش للتعامل مع صراعاته كما أوضح جونسون.

ABSTRAK

Hariyanto, Dinul Fath Ulil Albab (2024) Konflik Para Karakter Utama dan Strategi Manajemen Konflik Mereka dalam Novel *Greyfriars Bobby* (1912) oleh Eleanor Atkinson. Skripsi Sarjana. Jurusan Sastra Inggris, Fakultas Humaniora, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Pembimbing: Asni Furaida, M.A.

Kata Kunci: Konflik, eksternal konflik, internal konflik, strategi manajemen konflik

Adanya konflik menandakan adanya pertentangan yang dialami oleh seseorang yang tidak sesuai dengan prinsip-prinsip individu tersebut. Penelitian ini bertujuan untuk mendeskripsikan tipe-tipe konflik yang dialami oleh para tokoh utama, Tuan John Traill dan Tuan James Brown; dan bagaimana mereka menghadapi konflik mereka dalam novel *Greyfriars Bobby* oleh Eleanor Atkinson. Penelitian ini menggunakan teori konflik oleh William Kenney dan teori strategi manajemen konflik oleh Johnson; serta menggunakan pendekatan objektif terhadap literatur. Peneliti merumuskan dua pertanyaan penelitian: 1) Apa tipe-tipe konflik yang dialami oleh para tokoh utama dalam novel *Greyfriars Bobby* karya Eleanor Atkinson? 2) Bagaimana strategi manajemen konflik mereka dalam menghadapi konflik-konflik mereka dalam novel *Greyfriars Bobby* karya Eleanor Atkinson? Peneliti berfokus pada Tn. Traill dan Tn. Brown karena mereka yang paling dominan menunjukkan aksi yang disebabkan oleh konflik dalam novel. Penelitian ini menggunakan metode kritik sastra karena menganalisis dan menginterpretasikan karya sastra. Data dikumpulkan dengan mengidentifikasi dan mengklasifikasikan kutipan yang relevan dari *Greyfriars Bobby* menggunakan metode pencatatan dan penandaan. Data dianalisis dengan mendeskripsikan dan menjelaskan data sesuai dengan teori William Kenney dan Johnson. Hasil dari analisis menunjukkan bahwa 1) Tokoh utama mengalami konflik internal dan konflik eksternal, dimana konflik internal dialami oleh Tuan Traill dengan dirinya sendiri; dan Tuan Brown dengan dirinya sendiri. Kemudian, Tuan Traill mengalami konflik eksternal dengan Tuan Brown, Auld Jock, pemilik Kios Pemburu Buku, petugas, Ny. Jeanie, Ailie; dan Tuan Brown mengalami konflik eksternal dengan Ny. Jeanie. 2) Tuan Traill cenderung menggunakan gaya hiu, gaya kancil, dan gaya burung hantu dalam menghadapi konfliknya; dan Tuan Brown cenderung menggunakan gaya kura-kura dan gaya hiu dalam menghadapi konfliknya seperti yang dijelaskan oleh Johnson.

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CHAPTER I

INTRODUCTION

This chapter provides the introduction of the research. It consists of the Background of the Study, Problems of the Study, Scope and Limitation, Significance of the Study, and Definition of Key Terms.

A. Background of the Study

In the complex flow of life, we are often faced with very difficult conflicts. By definition, conflict has different meanings. In the Indonesian dictionary, conflict is defined as an argument, dispute, or disagreement. Sometimes, the cause of these conflicts is a misunderstanding or it could be a difference of opinion between two sides. The presence of conflict indicates a confrontation experienced by someone who is not in accordance with the individual's principles.

According to Pruitt and Rubin in Saputri (2021), conflict occurs due to differences in opinion and differences in interests as well as the rejection turmoil experienced by individuals within themselves that is not in accordance with the principles adopted by the individual. Conflict can help people understand different points of view and consider others' perspectives. Not only that, if it is handled well, conflict can strengthen relationships between individuals or groups by communicating with each other honestly.

According to Kenney (1966), conflict consists of two types: internal conflict and external conflict. Internal conflicts occur in the mind, heart and within the characters themselves. While external conflict occurs when a person experiences

conflict between himself and outside factors. Internal conflict will arise and become a struggle within a person that will cause anxiety, doubt, stress, and uncertainty in taking an action. While external conflict is a conflict between characters and outside forces. External conflict can be in the form of a fight, argument or disagreement or opposition in which two sides are present and are seen through action. Wellek & Warren (1994) state that conflict is something dramatic that focuses on the fight between two equal forces and implies action and relations (Elida, 2022). Sometimes, people have too high expectations of something or someone in a particular situation. Keep in mind that conflict is a natural part of life. The most important thing that each individual needs to do is how they handle and resolve the conflict.

Literature represents life and since social reality includes life in its whole, literature is considered as a social phenomenon (Wellek & Warren, 1995). Literary works have a relationship to its writers and human life as social-cultural phenomena. Literature is used to represent an individual's feelings and thoughts about things in life. Usually, this is due to a desire to express curiosity about reality or imagination, a desire for new experiences or an interest to someone. As a result, criticism implicitly studies the interaction between humans, the environment, and the Creator as a representation of human life. In addition, Wellek and Warren argue that literature is a set of human life experiences that express their emotions and ideas. Therefore, novels are considered a reflection of life. Novels are a type of literary work that tells fictional stories and may be based on the author's experience or imagination.

English literature has a wide range of works from classic novels and plays to modern prose and poetry. Classical novels were written before the 20th century and had a significant impact on the literature and culture of the time. Classical novels usually use a more formal and complex language than other modern works. They focus on setting, character, plot and story development. Plot, character, theme, setting, style and an explicit or implicit life philosophy are all elements of a novel (Hudson, 1958).

On the other hand, one important aspect of literature is a plot, the series of events that make up a story. Plot is connected to other intrinsic elements such as character and characterization, setting, and theme. Readers can use these elements to choose the narrative style. After reading the novel, readers may improve their critical thinking abilities by understanding the moral lessons of it and by understanding the portrayals of its characters.

There is a reason why conflict is so interesting in literature. A story may deal with a conflict within a single man, for example, desire vs duty; a conflict between men; a conflict between man and society; a conflict between man and nature; and so on (Kenney, 1966). In the quote from William Kenney, it can be concluded that a person will experience conflict when he deals with life. Conflict is a central element because it creates tension and challenges for the characters in the story. In addition, there is a close relationship between conflict and plot. Plot can't have a soul if there is no conflict. So, conflict in a novel story is an important fundamental in setting up the events in the story to move forward (Gebeyehu, 2020).

When a character is faced with a conflict, they tend to act and respond according to their own traits and values. Thus, conflict allows the reader to see different points of view of the characters in the story. This conflict is also the part that readers are waiting for in understanding a story or in other words, the conflict is the attraction of a story. Therefore, conflicts in both real life and literary works are very influential in affecting the behaviour of characters.

The researcher chooses the novel *Greyfriars Bobby* by Eleanor Atkinson because it is a novel based on a true story. Another interesting part is Bobby, he is a small Skye Terrier dog who is very loyal to his master, Auld Jock or John Gray, until the end of his life. This story takes place in the city of Edinburgh in Scotland, Bobby's loyalty who sacrificed his physical and mental strength to stay near his master touched the hearts of the people of Edinburgh. Even though he had to face cemetery guards who were intolerant of dogs or cats sneaking into the cemetery grounds, courts that banned illegal dogs from living, and extreme weather that could make him die. True stories like this are deeply imprinted on the hearts and memories of the listeners or readers. In memory of Bobby and his loyalty, the people of Edinburgh built a memorial monument shaped exactly like Bobby.

The researcher has found a lot of conflicts in the novel *Greyfriars Bobby*. Therefore, the researcher focuses on the types of conflicts faced by the main characters and how their conflict management strategies is in dealing with the conflicts they face. Conflicts from within the character itself or conflicts from interactions between characters. In addition, the conflict in the story also helps in

understanding how the values of friendship, loyalty, and justice are represented and fought for.

Conflict in literary works has been researched with the theory of William Kenney (1966) in the novel, by examining the internal and external conflicts that occur or are experienced by the main character. As conducted by Dewi, Aryani & Putra in *Conflict of Characters in The Sun is also a Star Novel* (2021) adding the theory from Deetz & Stevenson to analyze what factors cause the conflict of the characters. In order to deepen the analysis of the factors that cause conflict, it also uses the three dimensions of characters, theory from Egri.

Janggur, Jayantini & Pratiwi in *An Analysis Conflict of the Main Character in Brave the Wild Wind Novel* (2022) used Kenney's theory and Deetz & Stevenson's theory, the researchers focused on finding the various types of conflict faced by the main character and the source of the conflict to analyze how the main character's strategy in resolving the conflict. The result of the study is the main character faces three conflicts, namely personal, cultural and social conflicts. The sources of conflict of the main character are wrong perceptions with other parties, inappropriate goals and undirected relationships. Then, the solutions used by the main character to resolve the conflict are creativity, integration, approach and cooperation.

Winarta and Tustiawati in *Konflik Internal dalam Karakter Utama pada Novel the Fault in Our Stars* (2021) only examines the internal conflict of the main character. This research is qualitative research which aims to describe the internal

conflicts faced by the main characters; Padmi and Jayantini in *An Analysis of Conflict Found in the Novel Entitled It Ends with Us by Coolen Hoover* (2022). The study analyzed what conflicts were experienced by the main characters in each novel. The data was collected by classifying narrative descriptions of characters, dialogue between characters and narrated character behavior. Some of the studies mentioned above, attach the amount of data found, both internal and external conflict. Not only focus on the conflict of each character, but it also focuses on how each character resolves the conflict using a structuralism approach.

Isya in *Conflict Analysis of Elise in the Novel This Song Will Save Your Life by Leila Sales Thesis* (2023) applying structuralism principles from structuralism theory, Isya's research investigates the underlying structural patterns, binary oppositions and symbolic representation that make up the conflict in the story. The structuralism approach used in this study, the analysis reveals the existence of binary oppositions and transformative structural elements in the conflicts faced by Elise. The application of structuralism theory provides knowledge about the interaction between conflict and structure, which adds to the understanding of power dynamics and visible social construction.

Furthermore, there are five (5) previous studies that use William Kenney's theory to analyze character's conflict, both internal and external in films. Research by Damayanti in *The Analysis of The Main Character's Conflicts in Elizabeth Rudnick's Maleficent* (2021) uses the second theory of Deetz and Stevenson, Conflict Management Strategies, to analyze more deeply about how character

overcome the conflicts she experiences. Deetz and Stevenson in their book explain a brief overview of conflict management strategies and distinguish them into 5 categories: avoidance, pacification, competitiveness, compromise and creative integration. By managing conflict, a person or people can develop and combine their different perspectives to solve problems in order to maintain good relationships.

Next, research by Maku, Jayantini & Juniarta in *An Analysis of The Main Character's Conflict in The Movie Act of Vengeance* (2022) only uses William Kenney's conflict theory focuses on the types of conflict faced by the main character in the film and analyzes how the main character manages to settle conflict. The sources of conflict faced by the main character are incompatible roles, differences of opinion and limited resources. Not only that, the research analyzed the conflict management strategies applied, namely pacification, compromise and creative integration. Conflict adds excitement and tension to a story (Maku, Jayantini, & Juniarta, 2022). The conclusion of this research is the conflict of the main character has an important role in the making of a movie story.

Dewi, Utami & Juniarta in *Finch's Conflicts and Personality Analysis as The Main Character Portrayed in All the Bright Places* (2022) besides using Kenney's theory, it also uses Sigmund Freud's theory. It was found in the study that the main character deals with both internal and external conflicts. When the main character tries to control the negative thoughts caused by his abusive father and his neighborhood mocking him, his internal conflict is depicted. The main character

fighting her father, fighting other characters is the external conflict. These conflicts then make the researchers find three main personalities shown by the main character in the movie which are id, ego, superego.

Similar research was also conducted by Ekapratama & Sinaga in *Conflicts of The Main Character in Critical Eleven Movie* (2021). Researchers used William Kenney's conflict theory and identified how the main character deals with the conflicts using Thomas and Kilmann's conflict management strategy theory. Then describe the reasons why the main character uses such strategies for dealing with conflicts using Perrine's theory of character development. So, the purpose of this study is to find out the types of conflicts faced by the main character, then analyze the strategies used by the main character in dealing with conflicts and finally explain what factors cause the main character to use these strategies in dealing with conflicts. This research uses a qualitative design by identifying, classifying, tabulating and then analyzing the data.

Utama, Suastini & Permana in *Conflict Analysis Faced by Main Character in The Movie Fast & Furious: Hobbs & Shaw* (2023) also not only used Kenney's theory. By adding Freytag's plot theory. This study aims to analyze the types of conflicts faced by the main character and also analyze how all these conflicts form the plot of the film. From the results of the analysis, all conflicts faced by the main character in the movie are proven to form the plot of the story in the movie itself. This is proven by the fact that each conflict in each part of the plot has its own task.

The relationship between each conflict in each plot leads the story to move forward toward the climax.

From the previous studies mentioned above, research on conflict is an interesting topic to research, whether it is internal or external conflict. The novel *Greyfriars Bobby* by Eleanor Atkinson, which is the object of this research, has never been used as an object of previous studies in either journals or theses on literary criticism. The conflict in *Greyfriars Bobby* also helps us understand how the values of friendship, loyalty and justice are presented and fought for. The researcher only focuses on the two main characters in this novel, Mr. Traill and James Brown, who show the most actions caused by the internal and external conflicts they face.

B. Problems of the Study

Based on the above background, the researcher formulates the research questions as follows:

1. What are the types of conflict faced by the main characters in the novel *Greyfriars Bobby* by Eleanor Atkinson?
2. How do the main characters' management strategies deal with their conflicts in the novel *Greyfriars Bobby* by Eleanor Atkinson?

C. Scope and Limitation

This research conducts an in-depth analysis of the novel *Greyfriars Bobby* by Eleanor Atkinson using the theory of conflict by William Kenney and theory of conflict management strategies by Johnson. This research focuses on the conflicts experienced by Mr. Traill and Mr. Brown, both internal and external conflict. It then explores how their conflict management strategies in dealing with the conflicts they face. This research focuses on Mr. Traill and Mr. Brown because they are considered, by the researcher, more dominant in experiencing conflicts with other characters. On the other hand, the limitation of this study is the other chapters that are not related to the topic such as, the conflicts experienced by Mr. Traill and Mr. Brown in the novel *Greyfriars Bobby* and how they deal with their conflicts, are not discussed in this study.

D. Significances of the Study

The research on *Greyfriars Bobby* by Eleanor Atkinson using the theory of conflict, theory of conflict management strategies and objective approach has theoretical and practical significance in the field of literary analysis. Theoretically, this research is expected to contribute to the field of literature as additional reference and input, especially in studying conflict in novels. In addition, this study is also expected to enrich the existing framework for analyzing and interpreting literary works more comprehensively. Practically, this research has relevance for academics and literature enthusiasts. It provides educators and literary critics with the opportunity to offer more diverse interpretations of the novel, encouraging a more comprehensive engagement with the text.

E. Definition of Key Terms

Conflict: A story may deal with a conflict within a single man, for example, desire vs duty; a conflict between men; a conflict between man and society; a conflict between man and nature; and so on (Kenney, 1966).

Internal Conflict: Internal conflict is kind of a problem that arises within a person, which is triggered by a tendency to feel a desire in order to achieve a variety of different choices. The person feels difficult to make a decision (Kenney, 1966).

External Conflict: External conflict is a conflict between characters and outside forces. The external conflict could be in the form of a fight, argument or disagreement, or simply opposition in which two sides are present. An external conflict is shown through action (Kenney, 1966).

Conflict Management Strategies: Methods used to handle disputes and disagreements between individuals or groups. Johnson (1995) identified five distinct styles for managing conflict, namely: Turtle style, Shark style, Mouse Deer style, Fox style, Owl style.

CHAPTER II

REVIEW OF THE RELATED LITERATURE

This chapter contains an explanation of the approaches and theories used in this research. This research utilizes an Objective Approach and utilizes two theories, namely, William Kenney's conflict theory and Johnson's Conflict Management Strategies Theory.

A. Objective Approach

Abrams & Harpham (2015) describe the objective approach as a method of analyzing literary works by focusing solely on the text itself, without considering external factors like the author's biography, social context, or reader interpretation. According to this approach, a literary work exists independently of its creator, the reader and other external influences. This approach, which treats a literary work as a self-contained entity, allows a detailed examination of its intrinsic elements, helping the researcher in finding hidden meanings and appreciating the complexity of the work as a stand-alone work of art.

In literary criticism, the objective approach applies a strong emphasis on analyzing the literary work itself without taking the reader's reaction into account. To determine the text's underlying meaning, it evaluates the work according to its internal elements, including form, literary devices, and content. This method focuses on how specific emotional impact on the reader. By understanding how the author uses language, style and structure to create particular effects, objective literary criticism provides a more in-depth and comprehensive analysis of a literary

work. This approach enables readers to better understand and appreciate the complexity and beauty of the literary work.

The researcher utilized an objective approach, focusing only on the text. This approach views literature as a complete and independent entity of interconnected elements, in contrast to other techniques that consider audience, artist, or external factors. By using an objective approach, literature is evaluated based on its internal standards, free from external influences. This approach can enhance the understanding of literature in its purest form. The objective approach doesn't ignore the author's intentions or the impact of the work on the reader. Instead, it aims to better understand the work, including its intrinsic structure and unique aesthetic qualities.

B. Theory of Conflict

To explore the conflict contained in *Greyfriars Bobby* by Eleanor Atkinson, a theory used in this study is conflict theory by William Kenney. The use of this theory is necessary to reveal the type of conflict that occurs due to human interaction and the factors that cause the conflict to occur as illustrated in this novel. Using William Kenney's conflict theory provides the researcher with a perspective to analyze the underlying tensions and power dynamics that occur in the story. This perspective has significant relevance as it highlights the issues and struggles faced by the characters within the social and economic environment of 19th-century Edinburgh. A story may deal with a conflict within a single man, for example, desire

vs duty; a conflict between men; a conflict between man and society; a conflict between man and nature; and so on. (Kenney, 1966).

1. Internal Conflict

Internal conflict is a conflict that individuals have with themselves. Internal conflict is kind of a problem that arise within a person, which is triggered by a tendency to feel a desire in order to achieve a variety of different choices. The person feels difficult to make a decision (Kenney, 1966). Internal conflicts occur in the mind, heart and within the characters themselves. One definition of internal conflict is a struggle the character has with himself. This conflict emerges in the mind of a character who is split between opposing thoughts or goals.

2. External Conflict

When two parties are involved in a fight, disagreement, dispute, or just simply opposition, it is called an external conflict. Man vs. man, man vs. nature, and man vs. society are all examples of conflict. External conflicts can arise through debate, description, physical conflict (fighting, disputing, and struggle), character traits (good and bad), or simply by creating an external conflict. The character may be confronted with a number of external factors. Natural factors could be an external power; for example, a story may center around the main character struggling against the frigid cold. Furthermore, External conflict consists of 3 types, they are:

- a. Man vs. man: This happens when a character in the story has problems with another character. This conflict involves two

characters fighting against each other. These problems may be born from moral, religious or social differences and may be emotional verbal or physical conflicts. For example, a hero fights a villain.

- b. Man vs. nature: This conflict arises when a character faces challenges caused by nature. Natural phenomena, such as disasters and calamities, can threaten human survival. These conflicts can come from human activities or external factors beyond human control.
- c. Man vs. society: This external conflict arises when characters go against the morals, culture, or government of their society. Works that feature characters struggling against an oppressive or evil culture are examples of human versus society conflict. Every society has unique traits and sometimes a character disagrees with the prevailing views of their society. These differences can cause significant conflict.

C. Conflict Management Strategies

The importance of one's goals and relationships play an important role in conflict management. By evaluating these factors on a continuum from unimportant to very important, individuals can better determine their level of importance and choose the most appropriate conflict management strategies. Johnson (1995) identified five styles for managing conflict, which people use to deal with disputes in their lives, including:

1. Turtle style

Turtles prefer avoidance by hiding behind their shells. They often avoid conflict and people who might start an argument or debate. They think that trying to mediate conflict is useless. Avoiding conflict is considered easier than dealing with it physically or psychologically. This individual characteristic is likened to a turtle that never engages with problems. The turtle style is also known as withdrawing. When the goal is not important and you don't need to keep a relationship with the other person, you may wish to give up both and avoid the issue and the person. For example, avoiding a hostile stranger may be the best action to take (Johnson, 1995).

2. Shark style

Sharks enjoy using force to make their opponents use their provided solutions to conflicts as a means of attack. Their joy and fulfilment are the most important things to them. The shark character permanently attacks, overcomes and threatens other fish for his own victory. Shark style is also known as forcing. When

the goal is highly important but the relationship is not, you seek to achieve your goal by forcing or persuading the other to yield. Tactics to force the other to yield include making threats, imposing penalties that will be withdrawn if the other concedes, and taking preemptive actions designed to resolve the conflict without the other's consent. For example, a person who always imposes his personal will when resolving disputes with others (Johnson, 1995).

3. Mouse Deer Style

The mouse deer places more attention on his relationships with other animals than on seeking his own desires. Mouse Deer style is also known as smoothing. When the goal is not important but the relationship is highly important, you give up your goal to maintain the relationship at the highest quality possible. Smoothing is a good idea when a colleague feels strongly about something and you don't. This character will do everything possible to solve the problem and prevent future conflicts. For example, when someone has a conflict with another person, they always try to find a peaceful way (Johnson, 1995).

4. Fox Style

Foxes like to compromise with their environment. For them, maintaining positive relationships with others and achieving personal goals are equally important. It is ready to drop some interpersonal goals and relationships in favour of advancing the common good and interests. When both the goal and the relationship are moderately important and you and the other person cannot seem to get what both want, you may need to give up part of your goal and sacrifice part of

the relationship to reach an agreement. Fox style is also known as compromising. Compromising may involve meeting in the middle so each gets half or flipping a coin to let chance decide who will get his or her way. For example, one constantly tries to reach a compromise with someone whom one has a conflict (Johnson, 1995).

5. Owl Style

Owl places more attention on interpersonal relationships and personal goals. It is also known as problem- solving negotiations. When both the goal and the relationship are highly important, you initiate problem-solving negotiations. Owls seeks solutions that ensure that you and the other person fully achieve both goals and resolve any tensions and negative feelings. Owls maintain their interest and try to find a way of reconciling them with the other's interest. When it comes to handling problems, owls always look for a solution that works for everyone involved and may ease any tensions or other bad emotions that may have arisen as a result of the conflict (Johnson, 1995).

CHAPTER III

RESEARCH METHOD

This chapter contains an explanation of the type of research used by the researcher. It is filled with Research Design, Data Source, Data Collection, Data Analysis.

A. Research Design

This research belongs to the field of literary criticism, which involves the analysis, interpretation, and evaluation of literary works through reading, debating and reviewing literature. Literary criticism is described as the practical application of literary theory to the study and analysis of literary texts (Fard in Isya, 2023). The study focuses on the novel *Greyfriars Bobby* by Eleanor Atkinson, examining the types of conflict using William Kenney's conflict theory and conflict management strategies based on Johnson's theory, as experienced by the main characters. Additionally, the researcher employs an objective approach to analyze the conflicts faced by Mr. Traill and Mr. Brown in *Greyfriars Bobby*, focusing on a purely textual analysis without the influence of personal interpretation or prejudice.

B. Data Source

The data are taken from the English Classic novel *Greyfriars Bobby* (1912) by Eleanor Atkinson. This novel consisted of 12 chapters and has 245 pages. First published in Indonesia by Gramedia Pustaka Utama on 2023. Data units are taken from the dialogue between characters and the behaviour or action of the characters narrated in the story.

C. Data Collection

The researcher conducted several steps to collect data in this study. First, the researcher carefully read and understood the story of *Greyfriars Bobby* by Eleanor Atkinson and then gained an understanding of the intrinsic elements and moral values in the novel. After that, the researcher reread and began to identify the types of conflicts and conflict management strategies of the main characters by using the note-taking method and highlighting the necessary parts to be used as data.

D. Data Analysis

In this study, the data that has been collected is analyzed in accordance with the research problem. During the analysis process, the researcher identified the data obtained according to the types of conflict faced by the main characters, internal conflict and external conflict. Then describe and explain the data based on William Kenney's theory, types of conflict; and conflict management strategies by Johnson D.W. & Johnson R.T. As the end of the research, the author describes the results and draws the conclusion of the research. In addition, in understanding the data collected, the researcher made a glossary of the translation or meaning of each difficult Scottish word to make it easier to understand the plot of *Greyfriars Bobby*.

CHAPTER IV

FINDING AND DISCUSSION

This chapter analyses the data collected to answer the research questions. It also discusses the types of conflicts and conflict management strategies faced by the two main characters, Mr. Traill (John Traill) and Mr. Brown (James Brown) in *Greyfriars Bobby* by Eleanor Atkinson.

A. The Types of Conflicts Faced by The Main Characters

Conflict is a central element because it creates tension and challenges for the characters in the story. When a character is faced with a conflict, he tends to act and respond according to his own traits and values. This conflict is also the part that readers are waiting for in understanding a story or in the other words, the conflict is the attraction of a story.

In *Greyfriars Bobby* by Eleanor Atkinson, researcher found two types of conflict, namely internal conflict and external conflict. Internal conflict occurs within Mr. Traill and Mr. Brown. While external conflict is experienced by Mr. Traill facing other characters, as well as Mr. Brown, who experiences external conflict facing other characters.

1. Internal Conflict

Internal conflict is a conflict that occur within the character himself. In the novel *Greyfriars Bobby*, the researcher found internal conflicts arise within Mr. Traill and Mr. Brown which became a struggle for them.

a. Mr. Traill's Internal Conflict

The internal conflict experienced by Mr. Traill begins with Mr. Traill's ignorance of the condition of Auld Jock, whose body showed some signs of illness. He was shocked and blamed himself for Auld Jock's condition at the time. This phenomenon shows an internal conflict occurring within himself.

*Auld Jock, huddled in the corner of the settle, so near the fire that his jacket smoked, took so long a time to find an answer that Mr. Traill looked at him keenly as he set the wooden plate and pewter mug on the table.
"Man, you're vera ill," he cried, sharply. In truth he was shocked and self-accusing because he had not observed Auld Jock's condition before (Atkinson, 2023: 27).*

In the above data, the internal conflict experienced by Mr. Traill is shown by his sudden awareness and regret at himself for not noticing Auld Jock's illness. This unconsciousness causes a strong reaction from Mr. Traill, characterized by his exclamation, "Man, you're vera ill," which illustrates shock and concern. Mr. Traill's internal conflict creates anxiety and stress, as it is written in the data that "...he was shocked and self-accusing..." and this happens in the character's mind and heart, causing emotional turmoil and testing his decision-making process. He was caught between his sense of responsibility and his sense of guilt.

Mr. Traill kept trying to persuade Auld Jock to go to the hospital. He tried to persuade by giving Auld Jock an understanding. However, Auld Jock gave a call that made Mr. Traill surprised and felt that his pride had been tarnished by the call. However, in his small heart he was still moved to help the suffering Auld Jock. Putting aside his anger, he still helped Auld Jock who was sick.

*"Would I no'? I would go if I so much as cut my sma' finger; and I would let a student laddie bind it up for me."
"Weel, ye're a saft ane," said Auld Jock.*

It was a terrible word— “saft!” John Traill flushed darkly, and relapsed into discouraged silence. Deep down in his heart he knew that a regiment of soldiers from the Castle could not take him alive, a free patient, into the infirmary. But what was the one to do but, “lee,” right heartily, for the good of this very sick, very poor, homeless old man on a night of pitiless storm? That he had “lee’d” to no purpose and got a ‘saft’ name for it was a blow to his pride (Atkinson, 2023: 28).

According to Merriam-Webster Dictionary and Collins English Dictionary, the word "saft" is Scottish for "soft." When it comes to Mr. Traill, he is called "saft" and this indicates that he is a soft person to Auld Jock. In the data above, the internal conflict experienced by Mr. Traill is shown through his interaction with Auld Jock. Initially, when he heard the word "saft" which described himself as a soft person, he felt offended and embarrassed.

Mr. Traill experienced an internal conflict characterized by fear and uncertainty about what he wanted to do. Despite his desire to help Auld Jock, he feels at odds with society's perception of him as “saft” and fears that he will lose his dignity. Furthermore, in his heart, he feels that he should provide shelter (lee) to the old man during the storm, but his thoughts are disturbed by the potential impact on his self- image. The internal conflict that arises is between the instinct to help one's fellow man or arguably a sense of concern for social status. In addition, Auld Jock is a very sick old man, very poor and homeless, and self- esteem. In connection with the theory of William Kenney, the internal conflict experienced by Mr. Traill leads to doubt and stress in making- decisions.

On the same night, Auld Jock was confused about the decision he would make about Bobby. He wanted to take Bobby with him but, Bobby was favoured by the little girl at Cauldbrae farm. He also felt that the dog was not his to take anywhere. Auld Jock planned to take Bobby to the lodge without the owner

knowing. Mr. Traill who listened to the story from Auld Jock then gave him advice by telling the story of Sir Walter who pocketed the lamb into his plaid shirt pocket. However, it seems that Mr. Traill's efforts were in vain.

Auld Jock betrayed not a glimmer of intelligence as to the personal bearing of the story, but he showed polite interest. "I ken naethin' about Sir Walter or ony o' the grand folk." Mr. Traill sighed, cleared the table in silence, and mended the fire. It was ill having no one to talk to but a simple old body who couldn't put two and two together and make four (Atkinson, 2023: 31).

In the above data, Mr. Traill's internal conflict is described through disappointment and feelings of isolation. His sigh and the silence that followed illustrated the internal conflict with feelings of loneliness and frustration as Auld Jock was unable to understand what Mr. Traill was saying, which was very meaningful. In other words, Mr. Traill's desire for intellectual friendship is failed by Auld Jock's lack of understanding or interest in the stories of "grand folk" like Sir Walter. Mr Traill's internal conflict is further complicated by his own expectations at the end of the sentence in the data. His own expectations, and realization that they are not being fulfilled, create stress and uncertainty about how to find satisfaction in his social interactions.

After seeking help for the sick Auld Jock. Mr. Traill returned to his shop against the treacherous wind and ice of the night, and had a struggle in his mind as he thought of Auld Jock's future fate.

Geordie was off with speed across the bridge to High Street. Mr. Traill struggled back to his shop, against wind and treacherous ice, thinking what kind of a bed might be contrived for the sick man for the night. In the morning the daft auld body could be hurried, willy- nilly, to a bed in the infirmary. As for wee Bobby he wouldn't mind if-- (Atkinson, 2023: 35- 36)

Mr. Traill's internal conflict in the above is evident in his concern for Auld Jock's health and how he can help him in the future. As Mr. Traill struggles with

the bad weather, his mind is concerned with finding a temporary solution for Auld Jock's shelter, which shows a sense of compassion and responsibility for a sick person. The line "thinking what kind of bed might be contrived for the sick man for the night" illustrates Mr. Traill's internal conflict of fear and stress as he considers his options in a difficult situation. In addition, the thought of Bobby adds another layer, as it shows concern for other characters in the space of his mind to raise assumptions about Mr. Traill's attachment and responsibility to Bobby.

On the night of Auld Jock's death, Bobby visited Mr. Traill's restaurant limping helplessly from hunger. With a weak and pathetic cry that no one but Mr. Traill heard, Bobby fell to the floor. Mr. Traill was surprised to see Bobby's condition and took him to the inglenook and laid him on a special bed for Bobby. He was also surprised that he had not seen Auld Jock at all and it was already the fifth day since Auld Jock had run away from the storm. Anxiety and worry occurred within Mr. Traill after knowing Bobby's unusual condition and thinking about Auld Jock's news at that time.

... As the crowd thinned he returned to the inglenook to find Bobby asleep, not curled up in a tousled ball, as such a little dog should be, but stretched on his side and breathing irregularly.

If Bobby was in such straits, how must it be with Auld Jock? This was the fifth day since the sick old man had fled into the storm. With new disquiet Mr. Traill remembered a matter that had annoyed him in the morning, and that he had been inclined to charge to mischievous Heriot boys. Low down on the outside of his freshly varnished entrance door were many scratches that Bobby could have made. He may have come for food on the Sabbath day when the place was closed (Atkinson, 2023: 57).

From the data above, Mr. Traill's internal conflict begins when he finds Bobby in an unusual position. He is concerned for Bobby's welfare and feels compassion for the dog. Mr. Traill then faces the fate of Auld Jock, missing for five

days, causing worry. New worries arise when Mr. Traill remembers something that bothered him in the morning: A scratch on the newly varnished front door, which he is inclined to blame on the naughty Heriot children. Did Bobby, do it? The internal conflict intensified as he considered the possibility that Bobby had gone out for food on the Sabbath when the place was closed.

Mr. Traill had discovered Auld Jock's death through Bobby's lead when he broke into the kirkyard. He had asked the caretaker, Mr. Brown, to show him where he had last seen a dog enter the kirkyard. Mr. Traill stared at the rough mound of frozen clods stacked in a small space on the trampled snow. Feelings of guilt and remorse attacked him.

"Jeemes Brown," Mr. Trail said, at last, "the man wha lies here was a decent, pious auld country body, and I drove him to his meeserable death in the Cowgate."

"Man, ye dinna ken what ye're sayin'!" was the shocked response.

"Do I no'? I'm canny, by the ordinar', but my fule tongue will get me into trouble with the magistrates one of these days. It aye wags at both ends, and is no' tied in the middle."

Then, stanch Calvinist that he was, and never dreaming that he was indulging in the sinful pleasure of confession, Mr. Traill poured out the story of Auld Jock's plight and of his own shortcomings. It was a bitter, upbraiding thing that he, an uncommonly capable man, had meant so well by a humble old body, and done so ill. And he had failed again when he tried to undo the mischief. The very next morning he had gone down into the perilous Cowgate, and inquired in every place where it might be possible for such a timid old shepherd to be known. But there! As well look for a burr thistle in a bin of oats, as look for a human atom in the Cowgate and the wynds "juist aff" (Atkinson, 2023: 61).

In the above data, Mr. Traill's internal conflict is guilt and remorse. He blames himself for Auld Jock's death, admitting that he led the man to his miserable fate in Cowgate. In the sentence "...but my fule tongue will get me into trouble with the magistrates one of these days. It aye wags at both ends, and is no' tied in the middle" means that he has talked about things that should not be talked about. This

creates an internal conflict as he struggles with the conflict between his good intentions to help and regret for the tragic result. Mr. Traill poured out the story of Auld Jock and his shortcomings, which made him feel so bad and sad, even though he was trying to help, he had done a bad thing. His attempts to right his mistake by searching for Auld Jock in the dangerous Cowgate also failed. He likened it to looking for “a burr thistle in a bin of oats” or like looking for “a human atom.”

When Mr. Traill took Bobby back to his restaurant, Bobby showed behaviour that made Mr. Traill’s task even harder. Bobby ran to the door and back, begging and whimpering to be let out. He waited patiently until he began running back and forth, then whimpering and crying. Finally, Bobby howled.

It was a dreadful, dismal, heartbroken howl that echoed back from the walls. He howled continuously; until the landlord, quite distracted, and concerned about the peace of his neighbours, thrust Bobby into the dark scullery at the rear, and bade him stop his noise. For fully ten minutes the dog was quiet. He was probably engaged in exploring his new quarters to find an outlet. Then he began to howl again. It was truly astonishing that so small a dog could make so large a noise (Atkinson, 2023: 71).

The above data is the source of Mr. Traill’s internal conflict as he faces two conflicting problems. On the one hand, he is bothered by Bobby’s howl and worried that the surrounding neighbours are bothered by the howling. On the other hand, he is also concerned about Bobby’s condition who is eager to return to the kirkyard. In this case, Mr. Traill must consider the needs of Bobby and the neighbours. As for Mr. Traill, he is astonished that such a small dog can make such a big sound, which makes his internal conflict very complex. Mr. Traill feels confused, worried, and has difficulty making decisions.

Bobby's howling at the top of his lungs disturbed the neighbours. To drown out Bobby's voice, Mr. Traill put him in a room to make Bobby feel calmer for a while, but the speed and energy he used made it clear that the cease-fire was only temporary. Finally, Mr. Traill put on his bonnet and coat, picked Bobby up and opened the door, it occurred to him that he could try to get Bobby into the kirkyard from the gate at the top end. With the help of Geordie Ross, who had been offered a shilling by Mr. Traill, Bobby had been smuggled into the kirkyard by Geordie's way.

"Twa meenits' wark, stout hearts, sleekit footstaps, an' the fearsome deed is done," declared twelve-year-old Geordie, whose sense of the dramatic matched his daring.

But when the deed was done, and the two stood innocently on the brightly lighted approach to the bridge, Mr. Traill had his misgivings. A well-respected business man and church-member, he felt uneasy to be at the mercy of a laddie who might be boastful (Atkinson, 2023: 74).

Although they have completed the task together, the discomfort and uncertainty felt by Mr. Traill may affect the way he interacts with Geordie. He feels hesitant or even suspicious of Geordie. As a respected businessman and church member, he feels uncomfortable being at the mercy of a boy who may be arrogant. Mr. Traill felt misgivings after completing the task with Geordie, feeling stressed between his responsibilities as an adult and his feelings towards Geordie who was still a child.

Bobby's presence was noticed by the officer who was assigned to patrol the kirkyard. He noticed that Bobby was a frequent passerby in the kirkyard area and didn't have a collar. The officer negotiated with Mr. Traill about Bobby, which was to be bought and become a pet in the Castle. The negotiation was won by Mr. Traill,

who didn't trade Bobby. The next morning, Mr. Traill received an official document from an officer.

"Havers, Davie! What ails you, man? You know my name as weel as you know your ain."

"It's juist a formality o' the law to mak' ye admit yer identity. Here's a bit paper for ye." He thrust an official-looking document into Mr. Traill's hand and took himself away across the bridge, fair satisfied with his conduct of an affair of subtlety.

It required five minutes for Mr. Traill to take in the import of the legal form. Then a wrathful explosion vented itself on the unruly key that persisted in dodging the keyhole. But once within he read the paper again, put it away thoughtfully in an inner pocket, and outwardly subsided to his ordinary aspect. He despatched the business of the day with unusual attention to details and courtesy to guests, and when, in mid-afternoon, the place was empty, he followed Bobby to the kirkyard and inquired at the lodge if he could see Mr. Brown (Atkinson, 2023: 140- 141).

When confronted with legal documents, Mr. Traill faced an internal conflict.

At first, Mr. Traill is annoyed that the officer, working professionally in the informal situation, asks for Mr. Traill's identity. Then, as he opens the document, he takes time to understand the importance of the legal form. His angry outburst as he dodges the keyhole shows inner confusion. The document is likely to have a great impact. It causes him to reconsider its contents. Mr. Traill's action of keeping the paper thoughtfully indicates an internal struggle, and he realizes the gravity of the situation he faces. His calm demeanor contrasts sharply with his state of internal conflict, demonstrating his ability to shut down his emotions.

In the court session about Bobby's rights and legality, Mr. Traill tried to defend Bobby's right to live in the kirkyard. He said as much and as little as possible in response to the judge's questions. However, Mr. Traill inadvertently brought back that dark, guilt-ridden memory. The day he last saw Auld Jock made Mr. Traill conflicted within himself.

“Nae, your Honor; and he might have seen the same thing ony week-day of the past eight and a half years. But the bit terrier is no' my ain dog.” Suddenly, the memory of the stormy night, the sick old man and the pathos of his renunciation of the only beating heart in the world that loved him—“Bobby isna ma ain dog!” swept over the remorseful landlord. He was filled with a fierce championship of the wee Highlander, whose loyalty to that dead master had brought him to this strait (Atkinson, 2023: 146).

In the above data, Mr. Traill is in a situation that forces him to consider the right of Bobby, a dog that doesn't belong to him, to get a license. Mr. Traill is faced with two choices: defend Bobby's rights or obey the law, which prohibits dogs without a master. Although Bobby is not officially his, he feels bound by Bobby's loyalty to Auld Jock. In addition, as Mr. Traill accidentally remembered the windy night and Auld Jock's illness, he was shaken by feelings of loss and sadness. He was deeply saddened by the thought of the unfortunate event. He thought about Bobby was only being who truly loved Auld Jock. It was Bobby's loyalty to Auld Jock that led Mr. Traill to protect Bobby's rights.

b. Mr. Brown's Internal Conflict

After knowing Auld Jock's death and seeing his grave for himself, Mr. Traill felt sad and shared his sadness with Mr. Brown who had accompanied him to Auld Jock's grave. Mr. Brown listened to Mr. Traill's story which then made him realize that he was wrong about Auld Jock and Bobby.

"Man, he did that vera thing." James Brown brought his fist down on his knee; for suddenly he identified Bobby as the snappy little ruffian that had chased the cat and bitten his shins, and Auld Jock as the scandalized shepherd who had rebuked the dog so bitterly. He related the incident with gusto. (Atkinson, 2023: 67)

In the above, Mr. Brown's sudden recognition of Bobby as a bad dog and Auld Jock as a scandalized shepherd causes an emotional reaction. Mr. Brown also realized that his oath of being bitten by Bobby may have been inappropriate and excessive. This creates a conflict between the emotions of anger and guilt in Mr. Brown. He may feel conflicted about his actions. Whether he should have been more tolerant towards Bobby or he should apologize to Auld Jock.

After that, Mr. Traill returned to his restaurant. But, when they arrived at the kirkyard gate, Mr. Traill's steps stopped and he spoke to Mr. Brown that he would leave Bobby for one or two days in the kirkyard. Mr. Brown strictly refused as it was against the rules and threatened to have him jailed. Mr. Traill tried to persuade Mr. Brown and insinuated a little.

Mr. Traill laughed easily, and ventured the opinion that Mr. Brown's bark was worse than his bite. As he went through the gateway, he could not resist calling back a challenge: "I daur you to do it."

Mr. Brown locked the gate, went sulkily into the lodge, lighted his cutty pipe, and smoked it furiously. He read a Psalm with deliberation, poked up an already bright fire, and glowered at his placid gude wife. It was not to be borne—to be defied by a ten-inch- high terrier, and dared, by a man a third under his own weight, to do

his duty. After an hour or so he worked himself up to the point of going out and slamming the door (Atkinson, 2023: 69).

In the above data, Mr. Brown is challenged by Mr. Traill that Brown's bark is worse than Bobby's bite, so Mr. Brown feels concerned and wants to prove himself. In addition, he feels uncomfortable being challenged by a ten-inch-tall small dog and a man whose is one- third of his body weight. This conflict shows the discomfort and lack of confidence he feels. Mr. Brown was eager to overcome these challenges and finally decided to read the Psalm thoughtfully, seeking strength and courage. Finding it difficult, he finally walked out and slammed the door, showing a reaction of anger and assertiveness.

... In him a youthful enthusiasm for dogs had suddenly revived. Besides, although he would have denied it, he was relieved at having the main issue, as to what was to be done with this four-footed trespasser, side-tracked for a time. ... (Atkinson, 2023: 99- 100)

... At the kirkyard gate he stopped and read the notice through twice: "No dogs permitted." That was as plain as "Thou shalt not." To the pious caretaker and trained servant it was the eleventh commandment. He shook his head, sighed, and went in to dinner. Bobby was not in the house, and the master of it avoided inquiring for him. He also avoided the wifie's wistful eye, and he busied himself inside the two kirks all the afternoon (Atkinson, 2023: 102- 103).

The above data shows that Mr. Brown was in a situation that made him uncertain in taking action. On the one hand, he wanted to obey the "No dogs allowed" order at the kirkyard gate, but his enthusiasm for dogs also appeared at that time. On the other hand, although he would deny it, he was relieved that Bobby's problem at the kirkyard had been temporarily solved. Therefore, Mr. Brown feels hesitant between the obligation to obey orders or regulations that have been set and his desire to keep or let Bobby be in the kirkyard. This doubt indicates an internal conflict within Mr. Brown which causes him to be uncertain in taking action.

The night Bobby disappeared; Mr. Brown was asleep because he was sick. Everyone he knew (or who was involved in the story) was out looking for Bobby that day. Then, the next day, he woke up and heard a noise between Mr. Traill and the soldiers from Castle Rock. The disturbance made Mr. Brown's curiosity peaked and he checked the situation himself. When he got to the room, he saw Mr. Traill's personal doctor checking Bobby and they talked about what had happened that night.

Mr. Brown listened to the story of Bobby's adventures with a mingled look of disgust at the foolishness of men, pride in Bobby's prowess, and resentment at having been left out of the drama of the night before. "It's maist mighty, noo, Maister Traill, that ye wad tak' the leeberty o' leein' to me," he complained. (Atkinson, 2023: 213)

In the data above, Mr. Brown shows his dissatisfaction with mixed feelings of disgust at the men's stupidity, pride in Bobby's greatness, and anger at feeling excluded from the play the night before. He was accusing Mr. Traill of being a liar and wonders what happened. Mr. Brown's internal conflict is clear, he feels confused and doubtful about what really happened to Bobby and why he was left out of the situation.

2. External Conflict

External conflict is a conflict between characters and outside forces, it can be in the form of a fight, argument or disagreement (opposition) in which two sides are present and are seen through action. In the *Greyfriars Bobby* novel, external conflicts occur between Mr. Traill and Mr. Brown with other characters in the story.

a. Mr. Traill's External Conflict

1) External Conflict between Mr. Traill and Mr. Brown

Mr. Traill is a highly educated man and an advanced reader, so Mr. Traill is an intelligent and critical thinker. The restaurant owner in *Greyfriars Bobby's* story is also described as a firm but fair man. He knows Bobby and Auld Jock well. At first, he obeyed the rule that no dogs were allowed in Greyfriars. But in the end, he fought for Bobby's right to stay at Greyfriars near his master's grave because Mr. Traill loved and understood Bobby's unwavering loyalty.

Meanwhile, James Brown is a caretaker at the kirkyard. He works at Greyfriars Kirkyard, a famous cemetery in the city. Mr. Brown is a loving and understanding figure and loyal to his job. At the beginning of the story, Mr. Brown strongly rejects Bobby's presence in the kirkyard area because the government regulations prohibit the existence of dogs in the kirkyard. His refusal is what triggers conflict between him and Mr. Traill who has compassion for Bobby. However, over time, Mr. Brown saw Bobby's extraordinary loyalty and felt touched. Later, Mr. Brown lets Bobby stay in the kirkyard and even gives Bobby food and attention.

The interaction between these two characters begins when Mr. Traill follows Bobby into the kirkyard and accidentally meets Mr. Brown, the Greyfriars kirkyard caretaker, coming out of the lodge.

“Eh, Maister Traill, ye gied me a turn. It's no' canny to be proolin' about the kirkyaird i' the gloamin'.”

“Whaur did the bit dog go, man?” demanded the peremptory landlord.

“Dog? There's no' ony dog i' the kirkyaird. It isna permeetted. Gin it's a pussy ye're needin', noo—”

But Mr. Traill brushed this irrelevant pleasantry aside.

“Ay, there's a dog. I let him in my ainsel'.”

The caretaker exploded with wrath: “Syne I'll hae the law on ye. Can ye no' read, man?”

“Tut, tut, Jeemes Brown. Don't stand there arguing. It's a gude and necessary regulation, but it's no' the law o' the land. I turned the dog in to settle a matter with my ain conscience, and John Knox would have done the same thing in the bonny face o' Queen Mary. What it is, is nae beesiness of yours. The dog was a sma' young terrier of the Highland breed, but with a drop to his ears and a crinkle in his frosty coat—no' just an ordinar' dog. I know him weel. He came to my place to be fed, near dead of hunger, then led me here. If his master lies in this kirkyard, I'll tak' the bit dog awa' with me” (Atkinson, 2023: 59).

The above data shows the external conflict between Mr. Traill and Mr. Brown. Their conflict centers on the presence of a dog in the kirkyard. Mr. Traill purposely let the dog into the kirkyard, he chose to do so out of justice and conscience; it was not against the law. Their differing viewpoints on the dog's presence led to tension and conflict. Mr. Brown, on the other hand, strictly obeyed the rules, insisting that dogs were not allowed. His angry reaction shows his obedience to the rules and his loyalty to his job.

As Bobby slipped into the kirkyard, Mr. Traill who followed him could not catch up with Bobby's movements. Bobby disappeared as soon as Mr. Brown was out of his lodge. Bobby's disappearance led these two men to search for him in the tenements that were near the kirkyard. The story of Bobby's loyalty to his master

was spread to all tenement dwellers. Those who are interested in Bobby's story want to help find Bobby. However, it seems that Mr. Brown is less agreed about it.

The children generously shared plans for capturing Bobby. But presently the windows were closed, and supper was resumed. The caretaker was irritable.

"Noo, ye'll hae them a' oot swarmin' ower the kirkyaird. There's nae coontin' the bairns o' the neeborhood, an' nane o' them are so weel brought up as they micht be."

Mr. Traill commented upon this philosophically: "A bairn is like a dog in many ways. Tak' a stick to one or the other and he'll misbehave. The children here are poor and neglected, but they're no' vicious like the awfu' imps of the Cowgate, wha'd steal from their blind grandmither. Get on the gude side of the bairns, man, and you'll live easier and die happier" (Atkinson, 2023: 65).

In the above data, there's a difference of opinion that occurs. Mr. Traill has a philosophical view of children that they are like dogs in many ways. If given a stick, they will act up. Although the children are poor and neglected, Mr. Traill doesn't consider them as bad. Mr. Traill didn't think they were as bad as the brats in Cowgate. He also advised Mr. Brown to have a good relationship with the children in order to live easier and die happier. Mr. Brown, on the other hand, is more pragmatic and practical. He was worried that more children would gather in the backyard of the church. He just wanted to keep the area of the old Greyfriars church in good order according to the rules and regulations that had been set up.

... "There's a dog after my ain heart, and he'll have naething to do with me. He has a mind of his ain. I'll just have to be leaving him here the two days, Mr. Brown."

"Ye wullna leave 'im! Ye'll tak' 'im wi' ye, or I'll hae to put 'im oot. Man, I couldna haud the place gin I brak the rules."

"You—will—no'—put—the—wee—dog—out!" Mr. Traill shook a playful, emphatic finger under the big man's nose.

"Why wull I no'?"

"Because, man, you have a vera soft heart, and you canna deny it." It was with a genial, confident smile that Mr. Traill made this terrible accusation.

"Ma heart's no' so saft as to permit a bit dog to scandalize the deid."

“He's been here two days, you no' knowing it, and he has scandalized neither the dead nor the living. He's as leal as ony Covenanter here, and better conducted than mony a laird. He's no the quarrelsome kind, but, man, for a principle he'd fight like auld Cloutie.” Here the landlord's heat gave way to pure enjoyment of the situation. “Eh, I'd like to see you put him out. It would be another Flodden Field” (Atkinson, 2023: 68- 69).

In the data above, Mr. Traill wants to leave Bobby in the kirkyard for two days, but Mr. Brown insists that Mr. Traill should take the dog with him. If he still left the dog in the kirkyard, Mr. Brown would forcibly remove the dog. Mr. Traill firmly opposed the idea and voiced the opinion that Mr. Brown has a soft heart and cannot deny the dog being in the kirkyard. In this case, the conflict arises because of their different views on Bobby's existence which results in opposition and arguments from both of them who stand up for their wishes.

2) External Conflict between Mr. Traill and Auld Jock

At the beginning of the story, Mr. Traill has an external conflict with Auld Jock. At that time, Auld Jock who was seriously ill did not want to go to the hospital because it was for people who were dying and already dead. On the other hand, Mr. Traill did not just stay silent seeing Auld Jock sick and insisted on taking Jock to the hospital to see a doctor at any cost.

A doctor is the last resort of the unlettered poor. The very threat of one to the Scotch peasant of a half-century ago was a sentence of death. Auld Jock blanched, and he shook so that he dropped his spoon. Mr. Traill hastened to undo the mischief.

“It's no' a doctor ye'll be needing, ava, but a bit dose o' physic an' a bed in the infirmary a day or twa.” (Atkinson, 2023: 27-28).

In the above data, external conflict is seen in Mr. Traill's interaction with Auld Jock. The conflict arises from Auld Jock's fear and Mr. Traill's attempt to calm him down. Mr. Traill's action shows an attempt to dismiss Auld Jock's fear of medical treatment. He tries to reassure Auld Jock by downplaying the need for a

doctor and suggests less scary alternatives such as “a bit dose o’ physic” and a short hospital stay. This conflict is expressed through dialogue and action, Auld Jock’s reaction of dropping the spoon and turning pale and Mr. Traill’s quick response to comfort him.

3) External Conflict between Mr. Traill and The Proprietor of Book Hunter’s Stall

The conflict between Mr. Traill and the proprietor of Book Hunter’s Stall occurs when Bobby is eager to get out of Mr. Traill’s restaurant and go to his master’s grave in the kirkyard. Bobby’s efforts to show his desire were quite huge, he ran here and there hoping to make Mr. Traill open the door but Bobby felt it was in vain. Finally, he was whimpering, crying and in the end he howled with a big voice.

“Have you tak’n to a dog at your time o’ life, Mr. Traill?”

“Ay, man, and it would be all right if the bit dog would just tak’ to me.”

This pleasantry annoyed a good man who had small sense of humor, and he remarked testily “The barkin’ disturbs my customers so they canna read.” The place was a resort for student laddies who had to be saving of candles.

“That’s no’ right,” the landlord admitted, sympathetically. “‘Reading mak’th a full man.’ Eh, what a deeference to the warld if Robbie Burns had aye preferred a book to a bottle.” The bookseller refused to be beguiled from his just cause of complaint into the flowery meads of literary reminiscences and speculations.

“You’ll stop that dog’s cleaving noise, Mr. Traill, or I’ll appeal to the Burgh police.”

The landlord returned a bland and child-like smile. “You’d be weel within your legal rights to do it, neebor” (Atkinson, 2023: 71- 72).

The external conflict between Mr. Traill and the owner of the Book Hunter stall in the data above shows the tension between two characters with different views. The stall owner, of course is worried about the howling of the small dog

disturbing customers who are reading at his stall. Therefore, the stall owner demands that Mr. Traill stop Bobby's voice or he will report to the Burgh police for the inconvenience caused by Bobby. Mr. Traill's annoying chitchat also adds to the stall owner's annoyance towards him. Mr. Traill tries to show that he appreciates the value of literature. Although not directly opposed, Mr. Traill expresses his beliefs firmly.

4) External Conflict between Mr Traill and The Officer

Mr. Traill had an external conflict with a spick-and-span non-commissioned officer in his own restaurant when the officer asked Mr. Traill for a price for the little dog that caught his eye. Of course, rejected the trade by replying curtly that Bobby wasn't for sale. The officer was amused and argued that all shopkeepers in Edinburgh were willing to sell all their goods for money.

Mr. Traill returned, with brief sarcasm, that "his lairdship" had been misinformed.

"Why wull ye no' sell the bit dog?" the man insisted.

The badgered landlord turned upon him and answered at length, after the elaborate manner of a minister who lays his sermon off in sections,

"First: he's no' my dog to sell. Second: he's a dog of rare discreemination, and is no' like to tak' you for a master. Third: you soldiers aye have with you a special brand of shulling-a-day impudence. And, fourth and last, my brither: I'm no' needing your siller, and I can manage to do fair weel without your conversation" (Atkinson, 2023:134).

The officer insists that Mr. Traill should sell his dog. This conflict arises from opposing desires, i.e. the officer wants Bobby to be sold while Mr. Traill is against it. The existence of his disagreement is evident through their interactions which create opposition or resistance and tension with each other. The man tries to demand Bobby's price and argues that all Edinburgh merchants are only concerned

with money. Mr. Traill also angrily asserts his independence by rejecting the man's offer, saying "I'm no' needing your siller" which means that he is strongly opposed to Bobby's sale and the man's opinion of Edinburgh merchants.

5) External Conflict between Mr. Traill and Mrs. Brown (Jeanie)

The external conflict between Mr. Traill and Mrs. Jeanie occurs when Mr. Brown, Mrs. Jeanie, Mr. Traill and the tenement children search for the missing Bobby. Everyone was frantically searching for Bobby. They spread out around the kirkyard and throughout the city of Edinburgh to find Bobby. Their search went on until late at night but Bobby was still nowhere to be found. All kinds of speculations arose among them, including Mrs. Jeanie.

Alarm spread like a contagion. In eight years and more Bobby had not been outside the kirkyard gate after the sunset bugle. Mrs. Brown turned pale. "Dinna say the bittie dog's lost, Maister Traill. It wad gang to the heart o' ma gudemon."

"Havers, woman, he's no' lost." Mr. Traill spoke stoutly enough. "Just go up to the lodge and tell Mr. Brown I'm—weel, I'll just attend to that sma' matter my ainsel'." With that he took a gay face and a set-up air into the lodge to meet Mr. Brown's glowering eye (Atkinson, 2023: 192).

In the data above, the source of conflict begins when Mrs. Brown is concerned and believes that Bobby is missing. She expresses her concern to Mr. Traill. Mr. Traill's response was very firm, dismissing the possibility. The conflict between them arises from this difference in opinion. The interaction between the two characters shows Mr. Traill's traits, such as his assertiveness and the way he deals with this problem on his own, refusing to let others involve themselves.

6) External Conflict between Mr. Traill and Ailie

On the night that Bobby didn't show himself before sunset, many people were looking for Bobby. Speculations about Bobby's fate was made, adding to the tension of the night. Ailie was among those who gave the worst speculation which made Mr. Traill very angry with her.

It was dark when he returned to the gate, and the Castle wore its luminous crown. The lights from the street lamps flickered on the up-turned, anxious faces. Some of the children had begun to weep. Women offered loud suggestions. There were surmises that Bobby had been run over by a cart in the street, and angry conjectures that he had been stolen. Then Ailie wailed:

"Oh, Maister Traill, the bittie dog's deid!"

"Havers, lassie! I'm ashamed o' ye for a fulish bairn. Bobby's no' deid. Nae doot he's amang the stanes i' the kirkyaird. He's aye scramblin' aboot for vermin an' pussies, an' may hae hurt himsel', an' ye a' ken the bonny wee wadna cry oot i' the kirkyaird. Noo, get to wark, an' dinna stand there greetin' an' waggin' yer tongues. The mithers an' bairns maun juist gang hame an' stap their havers, an' licht a' the candles an' cruisey lamps i' their hames, an' set them i' the windows aboon the kirkyaird. Greyfriars is murky by the ordinar', an' ye couldna find a coo there wi'oot the lichts" (Atkinson, 2023: 193).

In the data above, Mr. Traill and Ailie show the conflict caused by Bobby's disappearance. Ailie, a girl, stated that Bobby was dead. On the other hand, the people who joined the search for Bobby at that time also had various speculations about what happened to Bobby, hit by a wagon or stolen. Mr. Traill rejected the statement in a harsh tone and considered Ailie a stupid child. He believes that Bobby is still alive and is still in the churchyard, hiding under the stone table. This conflict creates tension between the two because they have different views on Bobby's fate.

b. Mr. Brown's External Conflict

1) External Conflict between Mr. Brown and Mrs. Jeanie

The conflict between Mr. Brown and Mrs. Jeanie occurs when Bobby manages to escape from their lodge. At first, Bobby is taken by Tammy and Ailie

to be given to Mr. Traill and rewarded with one shilling. Arriving at Mr. Traill's restaurant, they are greeted with a delicious special meal from Mr. Traill and he calls it a picnic. It was getting dark, Bobby begged to be let out and after the door was opened, he darted out, Tammy used her crutches to chase Bobby and Ailie followed them. Seeing Bobby return, Mr. Brown shooed the frightened children away with a gruff voice and then he started carrying him into the lodge.

His envy was premature. Mr. Brown set Bobby inside the lodge kitchen and announced briefly to his wife: "The bit dog wull sleep i' the hoose the nicht." And he went about some business at the upper end of the kirkyard. When he came in an hour later Bobby was gone.

"I couldna keep 'im in, Jamie. He didna blatter, but he greeted so sair to be let oot, an syne he scratched a' the paint aff the door."

Mr. Brown glowered at her in exasperation. "Woman, they'll hae me up afore kirk sessions for brakin' the rules, an' syne they'll turn us a' oot i' the cauld world together."

He slammed the door and stormed angrily around the kirk.... At that all the bluster went out of the man, and he began to argue the matter with the dog.

"Come awa', Bobby. Ye canna be leevin' i' the kirkyaird" (Atkinson, 2023: 110).

Mr. Brown faced conflict with his wife, Mrs. Jeanie, related to the decision to let Bobby sleep in the house that night. This conflict arises from the difference of opinion between Mr. Brown and Mrs. Jeanie towards Bobby. Mr. Brown wanted to put Bobby in the lodge and sleep in the kitchen. However, because of Bobby's reckless actions in breaking out of the lodge, Mrs. Jeanie couldn't keep Bobby in. Mr. Brown was irritated and angry about this situation. He is worried about breaking the rules and is afraid that they will be brought into a "world that cannot be together" because it will break the rules and conflict with the existing norms. So, in general, Mr. Brown seems to be more worried about legal consequences, while Mrs. Jeanie is more concerned about Bobby's well-being.

From the analysis above, the researcher found that Mr. Traill and Mr. Brown experience internal conflicts and external conflict. Their internal conflicts arise when faced with difficult choices to decide which cause anxiety, stress and doubt. While their external conflicts occur in the form of arguments and disagreements with other characters in the story. The researcher found 10 data from the internal conflict experienced by Mr. Traill and found 4 data from the internal conflict experienced by Mr. Brown. Then, the researcher found 8 data of external conflict experienced by Mr. Traill and found 1 data of external conflict experienced by Mr. Brown; In addition, Mr. Traill and Mr. Brown experienced the type of external conflict which is man vs. man.

B. The Main Characters' Conflict Management Strategies

In the *Greyfriars Bobby* novel, there are several ways Mr. Traill and Mr. Brown deal with conflict. The researcher analyzes how Mr. John Traill and Mr. James Brown managing their conflicts using Johnson's theory.

1. Turtle Style

When faced with difficulties, Mr. Brown exhibits avoidant behaviour. Mr. Brown is shown as someone who prefers to avoid problems and rely on others, like a turtle. Turtles, unlike other animals that can run away quickly, are known to be slow and hide from danger in their shells. In terms of character, someone who prefers to avoid problems rather than face them is analogous to a turtle. They often believe that trying to solve problems is useless and would rather wait for time to pass until they find a solution.

His envy was premature. Mr. Brown set Bobby inside the lodge kitchen and announced briefly to his wife: "The bit dog wull sleep i' the hoose the nicht." And he went about some business at the upper end of the kirkyard. When he came in an hour later Bobby was gone.

"I couldna keep 'im in, Jamie. He didna blatter, but he greeted so sair to be let oot, an syne he scratched a' the paint aff the door."

Mr. Brown glowered at her in exasperation. "Woman, they'll hae me up afore kirk sessions for brakin' the rules, an' syne they'll turn us a' oot i' the cauld warld togither."

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"Come awa', Bobby. Ye canna be leevin' i' the kirkyaird" (Atkinson, 2023: 110).

From the data above, Mr. Brown reaction to Bobby's disappearance can be seen from how he avoids discussing the problem directly with his wife. Instead of trying to discuss Bobby's disappearance or find a solution to the problem, he expresses frustration and indirectly blames his wife for the situation. Mr. Brown withdrew from the conflict. His statement about going to court and the impossibility of their situation to work together indicate a sense of futility. He seems to believe that dealing with the conflict is useless, in line with the turtle style that avoiding conflict is easier than dealing with it. This can lead to unresolved conflict and ongoing frustration.

"What'll ye do, Jamie, when the meenister kens aboot Bobby, an' ca's ye up afore kirk sessions for brakin' the rule?" "We wullna cross the brig till we come to the burn, woman," he invariably answered, with assumed unconcern. Well, he knew that the bridge might be down and the stream in flood when he came to it. But Mr. Traill was a member of Greyfriars auld kirk, too, and a companion in guilt, and Mr. Brown relied not a little on the landlord's fertile mind and daring tongue. And he relied on useful, well-behaving Bobby to plead his own cause (Atkinson, 2023: 116).

From the data above, it is clear that Mr. Brown avoided the conflict that was asked to him. Mrs. Jeanie who asked about what if the minister knew Bobby's presence and Mr. Brown had to be responsible for it. Mr. Brown's response shows ignorance of the problem. He tends to rely heavily on Mr. Traill's genius and

Bobby's good attitude. His ignorant answer and his reliance on others show that he, at all costs, avoided the conflict and did not want to face it directly.

2. Shark Style

Mr. Traill's way of dealing with the conflicts he experiences is to attack his enemies, like sharks. Sharks are the kind of animals that, when faced with a dispute, prefer to attack. Likewise, with Mr. Traill, he doesn't think twice about criticizing his opponent if he feels threatened or disagrees with something. He doesn't want to look weak in front of others.

"Tut, tut, Jeemes Brown. Don't stand there arguing. It's a gude and necessary regulation, but it's no' the law o' the land. I turned the dog in to settle a matter with my ain conscience, and John Knox would have done the same thing in the bonny face o' Queen Mary. What it is, is nae beesiness of yours. The dog was a sma' young terrier of the Highland breed, but with a drop to his ears and a crinkle in his frosty coat—no' just an ordinar' dog. I know him weel. He came to my place to be fed, near dead of hunger, then led me here. If his master lies in this kirkyard, I'll tak' the bit dog awa' with me" (Atkinson, 2023: 59- 60).

In the above data, Mr. Traill responds to Mr. Brown's argument very strongly. Instead of engaging in a two-way discussion, he rejects the case and asserts his own point of view. His assertive tone shows a desire to win or we can call it as dominance. Mr. Traill prioritized his own satisfaction and conscience over the rules. His statement "nae beesiness of yours" shows that he doesn't care what James Brown thinks. He also adds historical context to his statement, emphasizing his unwavering stance.

*Mr. Traill returned, with brief sarcasm, that "his lairdship" had been misinformed.
"Why wull ye no' sell the bit dog?" the man insisted.
The badgered landlord turned upon him and answered at length, after the elaborate manner of a minister who lays his sermon off in sections,
"First: he's no' my dog to sell. Second: he's a dog of rare discreeminaton, and is no' like to tak' you for a master. Third: you soldiers aye have with you a special*

brand of shulling-a-day impudence. And, fourth and last, my brither: I'm no' needing your siller, and I can manage to do fair weel without your conversation" (Atkinson, 2023:134).

Mr. Traill responds with sarcasm and rebuttal by breaking down his argument into points. Mr. Traill's tone and manner of speaking indicate that he is not interested in maintaining a positive relationship with the man; instead, he focuses on asserting his position and ensuring that his decision is respected. Then, Mr. Traill's statement rejecting the need to speak further, works as a preemptive measure to end the conflict as he wants without seeking the officer's consent or trying to mediate the situation.

Alarm spread like a contagion. In eight years and more Bobby had not been outside the kirkyard gate after the sunset bugle. Mrs. Brown turned pale.

"Dinna say the bittie dog's lost, Maister Traill. It wad gang to the heart o' ma gudemon."

"Havers, woman, he's no' lost." Mr. Traill spoke stoutly enough. "Just go up to the lodge and tell Mr. Brown I'm—weel, I'll just attend to that sma' matter my ainsel'." With that he took a gay face and a set-up air into the lodge to meet Mr. Brown's glowering eye (Atkinson, 2023: 192).

Mr. Traill behaviour matches the shark style, as seen from his assertive and commanding behaviour. When Mrs. Jeanie expresses her concern about Bobby being lost, Mr. Traill dismisses the concern with a firm and confident statement "Havers, woman, he's no' lost." This direct rejection of her concerns is a powerful tactic to take control of the situation and assert his authority.

It was dark when he returned to the gate, and the Castle wore its luminous crown. The lights from the street lamps flickered on the up-turned, anxious faces. Some of the children had begun to weep. Women offered loud suggestions. There were surmises that Bobby had been run over by a cart in the street, and angry conjectures that he had been stolen. Then Ailie wailed:

"Oh, Maister Traill, the bittie dog's deid!"

"Havers, lassie! I'm ashamed o' ye for a fulish bairn. Bobby's no' deid. Nae doot he's amang the stanes i' the kirkyaird. He's aye scramblin' aboot for vermin an' pussies, an' may hae hurt himsel', an' ye a' ken the bonny wee wadna cry oot i' the kirkyaird. Noo, get to wark, an' dinna stand there greetin' an' waggin' yer tongues.

The mithers an' bairns maun juist gang hame an' stap their havers, an' licht a' the candles an' cruisey lamps i' their hames, an' set them i' the windows aboon the kirkyaird. Greyfriars is murky by the ordinar', an' ye couldna find a coo there wi'oot the lichts" (Atkinson, 2023: 193).

Mr. Traill's firm and commanding demeanor shows that he matches with the shark style. When faced with a panicked crowd and distressed Ailie, Mr. Traill immediately dismiss their fears with a firm statement. This is an assertive strategy to control the situation and assert his authority. After that, Mr. Traill took the precaution of deciding to handle the situation himself. The decision to take control and solve the problem without seeking approval or advice from others, demonstrates his confidence and his determination to dominate the situation and ensure his decision is applied.

Not only Mr. Traill, the application of the shark style in managing conflict is also applied by Mr. Brown. When his obedience to the applicable rules will be destroyed by other character, Mr. Brown shows his attack.

... "There's a dog after my ain heart, and he'll have naething to do with me. He has a mind of his ain. I'll just have to be leaving him here the two days, Mr. Brown."
"Ye wullna leave 'im! Ye'll tak' 'im wi' ye, or I'll hae to put 'im oot. Man, I couldna haud the place gin I brak the rules."
"You—will—no'—put—the—wee—dog—out!" Mr. Traill shook a playful, emphatic finger under the big man's nose.
"Why wull I no'?"
"Because, man, you have a vera soft heart, and you canna deny it." It was with a genial, confident smile that Mr. Traill made this terrible accusation.
"Ma heart's no' so saft as to permit a bit dog to scandalize the deid."
"He's been here two days, you no' knowing it, and he has scandalized neither the dead nor the living. He's as leal as ony Covenanter here, and better conducted than mony a laird. He's no the quarrelsome kind, but, man, for a principle he'd fight like auld Cloutie." Here the landlord's heat gave way to pure enjoyment of the situation. "Eh, I'd like to see you put him out. It would be another Flodden Field" (Atkinson, 2023: 68- 69).

Mr. Brown insists that Mr. Traill must take Bobby with him, threatening to imprison the dog if Mr. Traill leaves it behind. This direct use of force is

characteristic of the shark style. Mr. Brown imposes penalties by stating that he will imprison the dog, a tactic that forces Mr. Traill to comply with his demand. Not only Mr. Brown, Mr. Traill's behaviour also matches the shark style as seen from his assertive and confrontational approach. He firmly insists that Mr. Brown should not leave Bobby outside. In addition, Mr. Traill uses a form of mental pressure by calling Mr. Brown a soft-hearted person, with the aim that Mr. Brown doesn't act harshly towards Bobby. This is used to weaken Mr. Brown's position and force him to follow Mr. Traill's desire. So, in general, both have their own desires and must be followed no matter what. Mr. Brown focuses on Bobby who should not be left in the kirkyard. Whereas Mr. Traill focuses on ensuring that Bobby should not be left outside.

3. Mouse Deer Style

The mouse deer is portrayed as a very influential character. The intelligence displayed by mouse deer is similar to the type of person with a mouse deer style. That ingenuity is used to solve problems that arise. He is too peace-loving and always want to reduce conflict, which is his goal. He will always be willing to give in and let his opponent win. This mouse deer style is also used by Mr. Traill who tends to choose to reduce arguments with his opponents.

A doctor is the last resort of the unlettered poor. The very threat of one to the Scotch peasant of a half-century ago was a sentence of death. Auld Jock blanched, and he shook so that he dropped his spoon. Mr. Traill hastened to undo the mischief.

"It's no' a doctor ye'll be needing, ava, but a bit dose o' physic an' a bed in the infirmary a day or twa." (Atkinson, 2023: 27-28).

Mr. Traill's behavior aligns with the mouse deer style as seen from his gentle and caring approach. When he realizes Auld Jock's fear and distress, Mr. Traill immediately reassures him with the statement that the need for a doctor is not something to be afraid of, Mr. Traill underestimates it, then suggests a simpler solution with some medicine and a short hospital stay. What Mr. Traill does focuses on solving the problem by preventing future conflicts and maintaining harmony between them.

"Have you tak'n to a dog at your time o' life, Mr. Traill?"

"Ay, man, and it would be all right if the bit dog would just tak' to me."

This pleasantry annoyed a good man who had small sense of humor; and he remarked testily "The barkin' disturbs my customers so they canna read." The place was a resort for student laddies who had to be saving of candles.

"That's no' right," the landlord admitted, sympathetically. "'Reading mak'th a full man.' Eh, what a deeference to the warld if Robbie Burns had aye preferred a book to a bottle." The bookseller refused to be beguiled from his just cause of complaint into the flowery meads of literary reminiscences and speculations.

"You'll stop that dog's cleaving noise, Mr. Traill, or I'll appeal to the Burgh police."

The landlord returned a bland and child-like smile. "You'd be weel within your legal rights to do it, neebor" (Atkinson, 2023: 71- 72).

From the above data, Mr. Traill's behavior in line with the mouse deer style can be seen in his empathy and attempts to make peace with the bookshop owner. He recognizes the validity of the bookshop owner's complaint by remaining calm and friendly. Mr. Traill doesn't escalate the conflict or dismiss the the bookshop owner's concerns. He responded with a light-hearted, almost joking comment, indicating that he understood the bookshop owner's right to take legal action but politely suggested that such action might not be necessary. These actions are focused on reducing tensions and finding an amicable resolution or giving in to the bookshop owner's demands.

4. Owl Style

Other than the shark style, researcher found that Mr. Traill also dealt with conflict in the owl style. Owls view conflict as a problem that needs to be resolved as it is characterized by its focus on interpersonal relationships and goals. They seek solutions that consider the needs of others as well as their own. They balance their personal goals and maintain positive relationships with others.

... The children generously shared plans for capturing Bobby. But presently the windows were closed, and supper was resumed. The caretaker was irritable.

"Noo, ye'll hae them a' oot swarmin' ower the kirkyaird. There's nae coontin' the bairns o' the neeborhood, an' nane o' them are so weel brought up as they micht be."

Mr. Traill commented upon this philosophically: "A bairn is like a dog in many ways. Tak' a stick to one or the other and he'll misbehave. The children here are poor and neglected, but they're no' vicious like the awfu' imps of the Cowgate, wha'd steal from their blind grandmitheres. Get on the gude side of the bairns, man, and you'll live easier and die happier" (Atkinson, 2023: 65).

From the above data, Mr. Traill shows a behavior that aligns with the owl style through his philosophical and empathetic approach. When Mr. Brown expresses his frustration about the children, he doesn't dismiss the concerns but offers a thoughtful perspective. By acknowledging the children's difficult circumstances and emphasizing the importance of treating them well, Mr. Traill attempts to find a solution that benefits both the children and the caretaker. His advice aims to reduce future conflicts and improve the whole environment, maintaining harmony and ensuring that children and caretaker can coexist peacefully.

He went away laughing at the penance that was laid upon his foe. The landlord felt so well satisfied with the world that he took another jaunty crack at the sergeant: "By richts, man, you ought to go to gaol, but I'll just fine you a shulling a month for Bobby's natural lifetime, to give the wee soldier a treat of a steak or

a chop once a week.” ... Hands were struck heartily on the bargain, and the two men parted good friends (Atkinson, 2023: 216).

The above data shows that Mr. Traill feels the beauty of the world which symbolizes joy, because he sees his enemy doing penance. Mr. Traill gives a fine to his opponent to resolve the conflict, rather than demanding the court to punish his opponent more severely. The amount of the fine given also shows that Mr. Traill still considers the welfare of his opponent, without burdening the opponent. In addition, “hands were struck heartily on the bargain...” shows that both parties are satisfied with the negotiation and become a good friend in the future.

The researcher found that both main characters, Mr. Traill and Mr. Brown use different strategies in managing their conflict. Mr. Traill uses three of the five styles, they are shark style, mouse deer style, and owl style. While Mr. Brown uses two of the five styles, they are turtle style and shark style.

CHAPTER V

CONCLUSION AND SUGGESTIONS

This chapter contains conclusions and suggestions related to the research. It consists of two parts. First, the researcher presents the research's conclusion through data analysis from the previous chapter. Second, the researcher provides suggestions for readers and further researchers related to this research.

A. Conclusion

Based on the first problem of the study, the main characters, Mr. Traill and Mr. Brown, experienced two types of conflicts in the novel *Greyfriars Bobby* by Eleanor Atkinson. The conflicts are internal conflict and external conflict. The internal conflicts occur between Mr. Traill and himself; and between Mr. Brown and himself. While external conflicts occur between Mr. John Traill and other characters namely Mr. Brown, Auld Jock, the proprietor of Book Hunter's Stall, the officer, Mrs. Jeanie and Ailie. External conflict is also experienced by Mr. Brown and his wife, Mrs. Jeanie. Generally, the internal conflicts experienced by the main characters consist of uncertainty in taking action, worries about destiny in the future and expectations that are not in line with reality.

The second problem of the study is the conflict management strategies of the main characters. Both main characters, Mr. Traill and Mr. Brown, use the different strategies in managing their conflict. Mr. Traill uses shark style, mouse deer style and owl style which shows that he dominates external conflicts with other characters and always tries to create peace between his relationships with other

characters. While Mr. Brown uses turtle style and shark style which shows he avoided the conflict and he trying his best to dominate the conflict that make him uncomfortable without considering his relationship with others.

B. Suggestions

For future researchers who are interested in studying conflict, it is recommended to widen the scope of research by comparing other fictional characters who experience similar conflicts. In addition, research on the language structure used in *Greyfriars Bobby*'s novel can also be conducted. The author uses wordplay, implied meanings and deep meanings behind the narration and dialog. Further analysis could reveal how language style affects the portrayal of characters and the revelation of their internal conflicts; it is also important to look at how external conflicts affect plot and character development.

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