

**ANXIETY SUFFERED BY ESTELLE AND THE BANK ROBBER
IN NOVEL *ANXIOUS PEOPLE* TROUGH FREUD'S THEORY**

THESIS

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**DEPARTMENT OF ENGLISH LITERATURE
FACULTY OF HUMANITIES
UNIVERSITAS ISLAM NEGERI MAULANA MALIK IBRAHIM
MALANG
2025**

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THESIS

Presented to:

Universitas Islam Negeri Maulana Malik Ibrahim Malang

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

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MALANG
2025**

STATEMENT OF AUTHORSHIP

I state that the thesis entitled "*Anxiety Suffered by Estelle and The Bank Robber in Novel Anxious People Through Freud's Theory*" 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.

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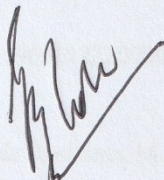
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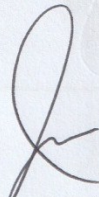
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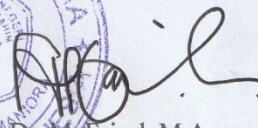


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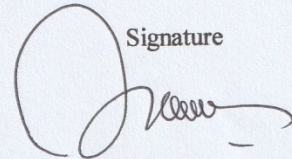
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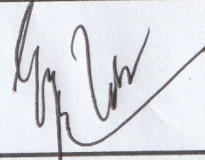
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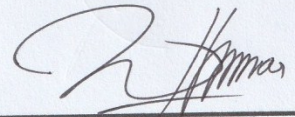
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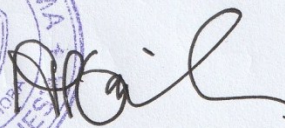


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MOTTO

Daun yang jatuh tak pernah membenci angin. Dia membiarkan dirinya jatuh begitu saja. Tak melawan. Mengikhlaskan semuanya.

- Tere Liye

DEDICATION

This thesis proudly present to :

1. My parents, Toha and Siti Maemunah.
2. My sisters, Syubah Tho'ata Robbah, Marisa Nafis, Gina Iktapa, Zulfa Maulida.
4. My brother, Hisyam Atthourrohman.

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3. The Head of English Literature Department, Dr. Agwin Degaf, M.A.
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Thank you for being a strong second daughter, although the last few years have had some obstacles. Thanks for holding on.

ABSTRACT

Hasanah, Ihan (2023). Anxiety Suffered by Estelle and The Bank Robber in Novel *Anxious People* Through Freud's Theory. Thesis. Department of English Literature, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang, Advisor : Dr. Syamsudin, M.Hum.

Keywords : Anxiety, Defense Mechanism, Conflict

In 2024, Jaime mentioned in USN (US News), that NAMI (National Alliance of Mental Illness) stated that the most common mental illness in America is anxiety disorder. In the U.S., about 7% of children ages 3-17 each year have an anxiety disorder. In fact, more than 40 million adults (19.1%) have this disorder. Anxiety is a psychological disorder that can cause sufferers to feel discomfort and stress. This anxiety will cause effects with a long period of time if not treated properly. This study discusses the anxiety experienced by the characters Estelle and The Bank Robber in the novel *Anxious People* using Sigmund Freud's psychoanalytic theory approach. Anxiety is an important psychological phenomenon to understand because it affects the behavior and mental state of the individual. This study aims to analyze the forms, causes and treatment of anxiety carried out by Estelle and the Bank Robber based on the concept of id, ego, superego, and self-defense mechanisms according to Freud. The method used is literature research by means of data collected through literature studies and content analysis of the text of the novel *Anxious People*, then analyzed using Freud's psychoanalysis theory to identify anxiety and psychological mechanisms that arise. The results showed that Estelle's anxiety experienced realistic and neurotic anxiety while the Bank Robber experienced realistic and moral anxiety. This anxiety causes Estelle and the Bank Robber to use various self-defense mechanisms such as denial and rationalization as a way of coping with her anxiety. Researcher hope for further research can analyze anxiety using other theories such as Carl Jung or Jacques Lacan.

ABSTRAK

Hasanah, Ihan (2025). *Anxiety Suffered by Estelle and The Bank Robber in Novel Anxious People Through Freud's Theory*. Skripsi. Jurusan Sastra Inggris, Fakultas Humaniora, Universitas Islam Negeri Maulana Malik Ibrahim Malang, Pembimbing : Dr. Syamsudin, M.Hum.

Kata Kunci : Gangguan Kecemasan, Mekanisme Pertahanan Diri, Konflik

Pada tahun 2024, Jaime menyebutkan di USN (US News), bahwa NAMI (National Alliance of Mental Illness) menyatakan bahwa penyakit mental yang paling umum di Amerika adalah gangguan kecemasan. Di Amerika Serikat, sekitar 7% anak-anak usia 3-17 tahun setiap tahun mengalami gangguan kecemasan. Faktanya, lebih dari 40 juta orang dewasa (19,1%) mengalami gangguan ini. Kecemasan adalah suatu gangguan psikologis yang dapat menyebabkan penderita merasakan ketidaknyamanan dan stress. Kecemasan ini jika tidak ditangani dengan baik akan menimbulkan efek dengan jangka waktu yang lama. Penelitian ini membahas kecemasan yang dialami oleh tokoh Estelle dan Perampok Bank dalam novel *Anxious People* menggunakan pendekatan teori psikoanalisis Sigmund Freud. Kecemasan merupakan fenomena psikologis yang penting untuk dipahami karena memengaruhi perilaku dan kondisi mental individu. Penelitian ini bertujuan untuk menganalisis bentuk, penyebab dan penanganan kecemasan yang dilakukan oleh Estelle dan Perampok Bank berdasarkan konsep id, ego, superego, serta mekanisme pertahanan diri menurut Freud. Metode yang digunakan adalah penelitian literature dengan cara data dikumpulkan melalui studi pustaka dan analisis isi terhadap teks novel *Anxious People*, kemudian dianalisis menggunakan teori psikoanalisis Freud untuk mengidentifikasi kecemasan dan mekanisme psikologis yang muncul. Hasil penelitian menunjukkan bahwa Estelle mengalami kecemasan realistis dan neurotik sedangkan Perampok Bank mengalami kecemasan realistis dan moral. Kecemasan ini menyebabkan Estelle dan Perampok Bank menggunakan berbagai mekanisme pertahanan diri seperti penyangkalan dan rasionalisasi sebagai cara mengatasi kecemasannya. Peneliti berharap untuk penelitian lebih lanjut dapat menganalisis anxiety menggunakan teori lain seperti Carl Jung atau Jacques Lacan.

****الملخص****

فرويد نظرية خلال من "قلقون أشخاص" رواية في "المصرفي اللص" و إستيلا منه تعاني الذي القلق . (٢٠٢٥) (إحن ،حسنة شمس د. :المشرف ،مالانغ إبراهيم مالك مولانا نيجري إسلام جامعة ،الإنسانية العلوم كلية ،الإنجليزي الأدب قسم .رسالة
الأداب في ماجستير ،الدين .الصراع

،الدفاع آلية ،القلق اضطراب :المفتاحية الكلمات

أن ذكر (العقلية للأمراض الوطني التحالف) نامي أن ، (المتحدة الولايات أخبار) إن إس يو في خايمي ذكر ، 2024 عام في الذين الأطفال من 7 % حوالي يعاني ، المتحدة الولايات في القلق اضطراب هو أمريكا في شيوعا العقلية الأمراض أكثر هذا من (19.1٪) بالغ مليون 40 من أكثر يعاني ، الواقع في .القلق اضطراب من عاما 17 و 3 بين أعمارهم تتراوح هذا مع التعامل يتم لم إذا .والتوتر الراحة بعدم المصاب شعور في يتسبب أن يمكن نفسي اضطراب هو القلق .الاضطراب إستيلا الشخصيتان منه يعاني الذي القلق الدراسة هذه تتناول .الأمد طويلة آثار إلى يؤدي أن يمكن فإنه ،جيد بشكل القلق ظاهرة هو القلق .فرويد لسيغموند النفسي التحليل نظرية نهج باستخدام "قلقون أشخاص" رواية في "المصرفي اللص" و وطرق وأسباب أشكال تحليل إلى الدراسة هذه تهدف .العقلية وحالتهم الأفراد سلوك على تؤثر لأنها فهمها يجب مهمة نفسية الدفاع آليات إلى بالإضافة ،العليا والأنا والأنا الهو مفاهيم على بناء "المصرفي اللص" و إستيلا يمارسه الذي القلق مع التعامل وتحليل المكتبية الدراسات عبر البيانات جمع خلال من الأدبي البحث هي المستخدمة الطريقة .لفرويد وفقا النفس عن التي النفسية والآليات القلق لتحديد لفرويد النفسي التحليل نظرية باستخدام تحليلها ثم ،"قلقون أشخاص" لرواية النصوص من "المصرفي اللص" يعاني بينما ،العصابي والقلق الواقعي القلق من يعاني إستيلا قلق أن الدراسة نتائج أظهرت .تظهر الإنكار مثل النفس عن دفاع آليات لعدة "المصرفي اللص" و إستيلا استخدام إلى القلق هذا أدى .الأخلاقي والقلق الواقعي القلق أخرى نظريات باستخدام القلق تحليل من المستقبلية الدراسات تتمكن أن الباحثون يأمل ففهمهم مع للتعامل كوسيلة والتبرير

.لاكان جاك أو يونغ كارل مثل

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CHAPTER I

INTRODUCTION

In this chapter, researcher would explain the study's background, problems, significance, previous study and gap of study, research's purpose, and the importance of writing the topic.

A. Background of The Study

The novel remains a significant literary form in the modern era. Novels evolve over time, as evidenced by sales that continue to increase so that the publishing industry continues to grow. In fact, there have been many film adaptations of novels. This is because the novel can match the imagination of the fans so that readers are increasingly interested in still consuming it (Supriyadi, 2020). In today's era, novels are not only books, but can also be obtained online at certain sites. Novels not only present the imagination, but deep down there are many messages that are very important to learn. These messages can be in the form of implied or explicit messages, which will be useful for life such as about life, family, sincerity, and even can be inserted psychological side of mental illness.

According to Freud, understanding the psychiatric symptoms present in literary works can be researched using psychoanalysis. Freud held that in humans, anxiety springs from their ego's inability to arbitrate superego-id conflicts (Boag, 2020). This theory is also used to analyze the characters present in literary works and determine the

psychological motives hidden in the text. The selection of this theory is because the theory is relevant to the problems to be studied. The problem of mental illness is widespread, even in our own country. It becomes an important urgency to research so that through this study, mental disorders are no longer considered taboo and can be increasingly valued.

According to APA (American Psychological Association), anxiety is a condition in which a person feels constantly anxious due to several factors, even when there is no real threat. Factors that can affect one of them is the environmental factor. These environmental factors include family and living environment. Family is considered as the main foundation that should be '*home*' for someone, but many found that the family becomes one of the factors for someone suffering from anxiety disorders. Residential environment is the scope of a person's being, whether the home area, work area or school area. Other people who have relationships with people with anxiety disorders from this neighborhood may not feel that they are the ones who make the person experience this disorder. This is caused by a toxic environment that makes it difficult for sufferers to develop and will interfere with the patient's daily activities.

It has been mentioned by Yale Medicine that Americans experience social anxiety or some symptoms of social anxiety as much as 13%. Jaime mentioned in USN (US News), that according to NAMI (National Alliance on Mental Illness), the mental illness that is often encountered in the United States is anxiety disorder. In the U.S.,

about 7% of children ages 3-17 each year have an anxiety disorder. In fact, more than 40 million adults (19.1%) have this disorder. This is enough to attract the attention of the world because the symptoms of anxiety are invisible but the impact is very influential for the sufferers and the people around them. Examples of impacts that occur with their situation over time may be experiencing a decrease in quality of life, feeling lonely, depressed, or hopeless. People with this disorder have difficulty believing in themselves and developing because their minds limit their creativity. There is also news of one of the members of One Direction, namely Liam who just died on October 16, 2024. He died after jumping from the 3rd floor of an apartment in Argentina. Quoted from international news, Today all day, researcher found out the fact that Liam was struggling from an anxiety disorder that he had. In 2019, Liam was interviewed by Ant Middleton on Sky News and Liam revealed that he had suicidal thoughts during his career. This fact gave a very strong emotional for his fans, how Liam faced the anxiety until he finally chose to commit suicide.

Fredrick Backman highlights the different forms of anxiety experienced by his characters in his work entitled '*Anxious People*'. This study will specifically discuss the anxieties experienced by the character named Estelle and The Bank Robber and how they deals with them. Estelle is a gentle, quiet and very creative person. The researcher chose this subject because it is very relevant to the theory to be used, which is psychoanalysis focused on anxiety. Estelle, who lives around mentally ill people, is able to slowly recover and rise to a better life. The bank robber also has anxiety so she

does the wrong thing, she and Estelle are friends during the hostage even helped to think of a way out. The characteristics they have make researcher interested in focusing research on them. Researcher think that Fredrick's way of discussing anxiety is very easy to understand, through his work, he was able to care about the phenomenon.

Researcher found a variety of literary analysis using the theory of psychoanalysis, but have not found any research related to anxiety with the object that researcher choose and make this is a new research. The first previous study is the research by Maulida (2021), highlighted the mother-child relationship in the novel 'Everything, Everything', how anxiety can affect their relationship. The child's desire to do anything is accompanied by fear from the mother, so the child cannot develop better. In addition, they feel right about all the actions they do despite the negative impact. Their anxiety stems from the mother's past trauma, so her child is affected as well. Obviously, this is very unfortunate because the mother should provide comfort for the child, not just be the cause of the child's mental health was disturbed. The mother denies the condition of the child's reality, so whatever the mother wants must be obeyed. This is also often the case in the present, the child who must do all the will of the parents without seeing the wishes of his own children.. This study needs a more comprehensive analysis to incorporate psychoanalytic approaches so as to understand the emotional dimension and provide valuable insights for future research on similar themes.

Silalahi & Saragih (2021) have conducted a study entitled '*Anxiety Disorder on the Main Character of A. J. Finn novels The Woman in the Window*'. The study reveals that the main character has anxiety due to having an accident in the past that made the sufferer stressed, and post-traumatic stress disorder. They also found that there are two treatments that the main character does to reduce her anxiety, the main character does medication and therapy. The reason for doing this is because healing through therapy and treatment will be able to reduce the trauma experienced by her.

Zulianto et.al (2022) analyzing the concepts of id, ego, and super ego that exist in the novel '*Kau, Aku dan Sepucuk Angpau Merah*' by Tere Liye. All three concepts were analyzed using psychoanalytic theory, and are still related to anxiety. Where these concepts can be the cause of people affected by anxiety. In the study, they found that the concern that the characters experienced was caused by a state of fear of losing the closest person, fear of the situation/ reality, and fear of hurting the feelings of others. They also experience anxiety, frustration and indecision, which will affect their further lives.

The same concept as before, Krisnanto et.al (2024) also analyzed the phenomenon but with a different object, the researchers used Anggarani's novel *Secret Obsession* for research. They discover that Lolita exhibits a strong id, but as the story progresses, her ego matures. In addition, the side of the superego that she possesses

evolves into a positive moral one. This illustrates that the character is able to deal with the circumstances she experienced.

Agustina & Adriyanto (2024) with the title of their research '*Kecemasan Tokoh Utama Dalam Novel Canthing Karya Narko Sodrun Budiman Kajian Teori Psikologi Sastra Sigmund Freud*' revealed unique discoveries from the novel. The main character in this novel is named Kodar, and he has a dark past trauma. Some of the factors that influence it are economic pressure, temptation towards women, and lack of family support. These factors are very important in influencing the further life of Kodar. However, this research is lacking because there are no significant consequences at the end of the story.

Another previous study, Palarania & Hadiyanto (2022) wrote an article entitled '*Psychoanalytical Conflict, Anxiety, and Ego Defense Mechanism of Aza Holmes in John Green's Turtles All The Way Down*'. Where the authors analyzed the main character named Aza Holmes and revealed some research results, namely Aza Holmes ego is weak because it is not able to balance the relationship of id and superego Aza Holmes. The psychological problems that occur in the story are the internal conflict between id and ego Aza Holmes, the internal conflict between ego and superego Aza Holmes, the external conflict between superego Aza Holmes and ego Daisy Ramirez, and the external conflict between ego Aza Holmes and id Davis Pickett. The conflicts

that he experienced were mentioned in his way to overcome it, but there was no deeper explanation and evidence of the content of the story.

Febriana & Darma (2022) analyzed the novel "Defending Jacob," and found that the main character, Jacob Barber, experiences anxiety due to the unexpected conflict he faces. There are three types of anxiety: neurotic, moral, and realistic, with realistic anxiety being the most common. Jacob senses a real threat from the situation he is facing and uses five self-defense mechanisms to overcome his anxiety: denial, projection, displacement, rationalization, and reaction formation. The most commonly used mechanisms are projection and displacement. Projection helps Jacob defend himself from accusations by transferring his anxiety to another person, while displacement transfers uncomfortable feelings to another object. In addition, Jacob also uses denial to deny reality and rationalization to explain the situation for others to understand. The reaction of the formation showed that it was trying to perform well despite feeling uneasy after discovering Ben Rifkin's corpse.

Kurniawati & Nugroho (2024) analyzed *Lelewane Putri Sala* focusing on the anxiety experienced by Sрни. Sрни's character has a psychiatric disorder in the form of anxiety conflict the story is driven by realistic anxiety caused by accidents and wars that cause anxiety in the character. Sрни psychiatric disorders in the form of anxiety that makes the story line becomes full of the conflict of anxiety she experiences is exaggerated and becomes the driving force of the storyline, creating climactic and

culminating movements. Srinini's portrayal of anxiety plays an important role in the development of the plot, influencing the sequence of events in the story.

Lathifah (2022) has analyzed Elizabeth Gilbert's Self-Healing Efforts From The Past Trauma in The Novel *Eat Pray Love*. She focuses on Elizabeth Gilbert and finds that after the divorce, Gilbert experienced trauma characterized by fear, anxiety, depression, and a desire to hurt herself. Despite facing a heavy psychological condition, he tries to accept his reality and not get caught up in grief. Gilbert undertook healing efforts by visiting three countries, exercising, yoga, avoiding trauma triggers, and writing novels as a way to testify to his experiences. Through these steps, he tries to move on despite having to live side by side with his trauma. With a language that is easy to understand, Lathifah makes this research with significant benefits to be felt on the reader.

Rahayu (2024) analyzes the anxiety and defense mechanisms depicted in Craig the main character in the novel *It's Kind of a Funny Story* (2006) by Ned Vizzini. The results of her analysis showed that Craig experienced anxiety due to academic pressure and used a variety of defense mechanisms to overcome it. His anxieties included neurotic, unspecific anxieties, and moral anxieties about his parents expectations. To cope with his anxiety, Craig applies three defense mechanisms: rationalization, by providing reasons to reduce guilt, displacement, by redirecting negative energy to

positive activity, and reaction formation, by masking feelings of inability to be accepted.

These existing studies are indeed very important to be reviewed, but this study will discuss more complex related to anxiety according to Sigmund Freud, where research focuses on the causes, relationships and consequences of these disorders. Considering these things, researcher decided to research this novel with Sigmund Freud's theory because it would discuss more broadly related to anxiety experienced by Estelle and The Bank Robber. This research would discuss more complex related to anxiety according to Sigmund Freud, where research focuses on the causes, relationships and consequences of these disorders.

B. Problem of Study

Based on the background of this study, the researcher focused the study on the following questions:

1. What kind of anxiety does Estelle and The Bank Robber have?
2. What causes Estelle and The Bank Robber to has anxiety?
3. How Estelle and The Bank Robber handle their anxiety?

C. Significance of Study

The researcher sincerely hopes that this study can provide deep significance regarding dynamics in individuals, especially in Estelle and The Bank Robber's personal context. Through this study, researcher aim to provide insight into how past trauma, such as bullying, can contribute to the development of complex anxiety. Viewed from a practical point of view, this study aims to raise awareness of the stigma and discrimination often faced by individuals related to mental problems.

D. Scope and Limitation

Some of these things are aspects that discuss the social phenomenon of anxiety in the novel *Anxious People* by Fredrik Backman. However, the focus discussed was only anxiety in two of the characters, namely Estelle and The Bank Robber, what was experienced by them and how they handle it. This study does not address biological or genetic factors that may be an influence in anxiety disorders.

E. Definition and Key Terms

1. Anxiety

Anxiety is the affect which is detachable from people's ideas in that a liberated anxiety can exploit the shared key phobias or anything linked with things that are defecation or sexual-micturition (Freud, 1894)

2. Neurotic

Neurotic anxiety arises from libido, and is thus related to it in the same way as vinegar is to wine. (Freud, 1920)

CHAPTER II

REVIEW ON RELATED LITERATURE

In this chapter, researcher explain the related psychological approach as literary criticism and the basic concept of anxiety theory.

A. Literature and Psychology

Literature is a combination of two Sanskrit words, namely *cas* and *tra*. According Soedjarwo (2007: 65), from the root word *cas* and additional *-tra*. The word *cas* has the meaning of 'teach' and the suffix *-tra* has the meaning of 'tool'. Thus, *castra* has the meaning of 'tool for teaching'. Sapardi Djoko Damono, an Indonesian literary legend mentioned that writers create literary works aimed at being enjoyed, understood, and utilized by the community. The benefits of literature are not only for entertainment, but for psychological understanding. Today, the development of interdisciplinary literature has combined several other areas of science, such as psychology, anthropology, gender and history.

Psychology comes from the Greek word 'psychology,' which is a combination of the words 'psyche' meaning soul and 'logos' meaning study, as explained by James (1890), who defined psychology as the science of mental life. Psyche means soul and logos means science. Therefore, it can literally be understood that psychology is the science of the soul. The word logos is also often interpreted as reason and logic. The word logos is becoming knowledge evenly distributed and can be understood more

simply. This science is used in the world of health to research and treat people who have mental health problems that could endanger themselves and those around them.

The relationship between literature and psychology is very close and interrelated. Through the theory of psychoanalysis, Freud combined elements of literature with psychology. This shows that literature is rich in things that are very important for life. Where we can see literature as something inherent in ourselves. Between psychology and literature will be complementary and interconnected because it can be used to find the process of creating a literary work. Psychology is used to animate the characters who are not consciously created by the author.

B. Freud's Basic Concept of Psychoanalysis

a. Id

Id is a nervous system that is only slightly better than other animals for humans at birth. The nervous system is responsible for translating the needs of an organism into motivational forces called in German as Triebe, which means instinct or lust (Freud, 1895). The Id works in conjunction with the principles of pleasure which can be understood as the urge to always meet needs immediately. An example of this situation is when a baby who is starving and he cries so much, he does not know how to explain what he wants in adult language and all he knows is that he wants it and that it must be fulfilled immediately.

b. Ego

The ego serves to connect the organism to the external reality through consciousness. It seeks objects to satisfy the desires and urges generated by the id in order to meet the organism's needs. While attempting to keep the id satisfied, the ego encounters obstacles imposed by reality. These experiences are recorded and remembered by the ego, which learns what facilitates or impedes goal attainment. For instance, an infant's ego learns from the responses—such as praise or punishment—from its closest figures, typically the mother and father. This learning process contributes to the formation of the superego and typically continues up to the age of seven, though in some individuals it may persist indefinitely (Freud, 1923).

c. Superego

According to Freud (1920), the super ego is a sociological aspect of personality, which is representative of traditional values and ideals of society as interpreted by parents to their children interspersed with various orders and prohibitions. The super ego prioritizes perfection over pleasure. The superego is the moral and ethical force of the personality, which operates using the idealistic principle as opposed to the id-satisfying principle and the ego-realistic principle (alwisol, 2004: 21). The superego has a nonrational nature in demanding perfection, punishing harshly for the mistakes of the ego, both committed and new in the mind. The superego in terms of controlling the id, not only delays gratification but hinders its fulfillment. It learns about situations in which moral demands complicate the conflict between instinctive impulses and external reality. For example, there are times when a person avoids looking for a

desired object or feels guilty for thinking about doing so simply because they feel it would be wrong. According to Freud, this moral force is not possessed by psychopathic children or adults, but is obtained from the soul. It also seems to be based on a kind of unawareness about identifying with authority figures in the child's developing society, as well as the amount of free energy he has to generate feelings of guilt. Therefore, in his new conception of the soul, Freud postulated the superego as a distinct entity. This idea comes from Freud's identification as a child with parents of the same sex in an oedipal relationship (Freud, 1910).

C. The Types of Anxiety

a. Reality Anxiety

According to Freud (1920), reality anxiety is an anxiety that caused by real threats in the outside world. For example, fearing physical harm or danger from an aggressive animal is an example of reality anxiety. It is characterized by being aware of the threat and is often thought to be a natural response to environmental hazards.

This representation of anxiety in life that is when a person walks on the edge of an abyss and feel the fear of falling. In these situations, the reality of anxiety arises as a natural response to an obvious physical threat. The individual is aware of the existing danger and feels the tension that triggers the survival instinct. This fear serves to maintain safety, encouraging him to move away from the edge of the abyss and take

preventive measures to avoid accidents. This anxiety is an adaptive mechanism that helps the individual recognize and avoid dangerous situations (Cannon, 1967).

Another example is the driver feels anxious when driving on a slippery road due to rain. This anxiety arises from the awareness of the increased risk when driving a vehicle in adverse weather conditions. The driver may feel tense and alert, focused on vehicle control and distance to other vehicles. This fear serves as a signal to reduce speed, increase safety distance and avoid dangerous maneuvers. Thus, the reality of anxiety helps drivers take the necessary precautions to prevent accidents. In the latter, a person who sees a fire burning near his house feels anxiety and immediately looks for ways to put out the fire. In these situations, the reality of anxiety serves as a direct response to the threat of fire that can cause great damage or even harm to life. When a person sees a fire, his anxiety prompts him to act quickly, either by trying to channel the fire or calling the fire department. This anxiety is not just an emotional reaction but also an urge to act practically in the face of real danger.

b. Neurotic Anxiety

In the book Introduction to Sigmund Freud's psychoanalysis, it is said that neurotic anxiety occurs when the ego is overwhelmed by the demands of the id, which seeks immediate gratification of primal instincts. Neurotic anxiety often manifests as irrational fears or phobias that are disproportionate to actual danger. Freud believed that this type of anxiety could lead to various mental illnesses if left untreated.

An example of this anxiety is a child who is afraid to interact with his friends for fear of being rejected, even though there is no indication that it will happen. This neurotic anxiety in children often comes from previous experiences or environmental influences such as criticism from parents or peers. This disproportionate fear can make the child feel isolated and lonely, as he avoids social interactions that would otherwise be pleasant. In the long run, if left untreated, this anxiety can develop into a social disorder or other mental health problem, limiting the child's ability to build healthy social relationships.

Another example is someone who feels excessive anxiety when he has to speak in public, even though he has prepared the material well. This neurotic anxiety is often caused by a fear of negative evaluation from others. Although the individual has made careful preparations, his inability to control anxiety can interfere with him to speak with confidence. This fear may be removed from past experiences in which he felt failed or ridiculed while speaking in public. If not treated through therapy or stress management techniques, this anxiety can hinder his career advancement and social life. In addition, individuals who avoid social situations for fear of having a panic attack, even if the situation is safe. In this example, neurotic anxiety causes the individual to feel trapped in an increasingly severe cycle of fear. Although social situations such as parties or meetings with friends do not have a real threat, the individual may have experienced panic attacks before in public places, so he begins to experience social situations with possible future panic attacks. As a result, he chooses to avoid social

interactions altogether, which in his partner can reduce the feeling of loneliness and isolation.

c. Moral Anxiety

According to Freud (1920), moral anxiety is a form of anxiety that arises as a result of the conflict between the id (instinctual impulses) and the superego (internalized moral and ethical norms). Individuals who experience moral anxiety feel afraid of their own inner voice, especially when they have desires or impulses that are contrary to their moral values. This anxiety is often accompanied by feelings of guilt or shame.

An example of this anxiety is when a person feels guilty after lying to a friend about a minor problem. In these cases, moral anxiety arises because the individual realizes that his actions are contrary to the values of honesty and integrity that he professes. Although the incident may seem trivial, the guilt felt indicates a conflict between the impulse to protect the friend's feelings and his internal moral norms. This moral anxiety can trigger self-reflection and encourage the individual to apologize or correct the mistake in order to get back on track with the moral values he believes in. In addition, an employee feels anxious after taking credit for a colleague's work. In this situation, the employee experiences moral anxiety because he realizes that his actions are unethical and harm his colleagues. Although such actions may provide short-term gains in his career, guilt and anxiety arise when he considers the impact of his actions on his professional relationships and reputation. This moral anxiety can encourage

employees to correct mistakes by giving recognition to colleagues or even reporting the action to superiors.

The last example is individuals who feel very anxious after hurting the feelings of others without intentionally feeling the need to apologize. In this example, moral anxiety reflects the individual's awareness of the emotional impact of his actions on others. Although the act is involuntary, a sense of anxiety arises because the individual values interpersonal relationships and wants to maintain harmony in their social interactions. Feelings of reluctance encourage him to take remedial actions such as apologizing or explaining his true intentions so that the relationship remains good and in accordance with his moral values of empathy and social responsibility.

D. The Causes of Anxiety

1. Past Trauma

According to Sigmund Freud (1923), anxiety stems from traumatic experiences stored in the unconscious mind and internal conflicts between instinctual drives and social norms. Freud explained that past traumas that are not fully realized trigger neurotic anxiety as a warning signal from the ego against threats that disrupt psychological balance. This anxiety arises as a result of a repression mechanism that suppresses these instinctual drives or traumatic memories into the unconscious, thereby limiting openness to traumatic experiences, but still indirectly influencing behavior and feelings. Unresolved trauma causes recurring anxiety, in which the ego tries to defend itself and avoid situations related to the trauma. This concept is explained by Freud in

several of his classic works and forms the main basis for the psychodynamic understanding of the causes of anxiety rooted in past trauma (Freud, 1923).

2. Anxiety because of libido and the process of repression

Freud overuses the sexual notion, it is incorrect to combine all of the anxiety possessions he attributes to people's eros or libido under a single banner in the current theorization of his psychoanalysis (Shimave, Cerkez, & Baysen, 2020). It is necessary to distinguish between the various causes of fear and anxiety, including attachment, while keeping in mind that interactions between multiple qualities always predominate. The prevalent view of anxiety is that a hormonal play appears to be distinct from people's motivations and sexual attachment. Anxiety is significantly influenced by a person's superego (de Jong, 2020).

E. How to Handle Anxiety

According to Freud (1900), anxiety can be overcome by various methods that can be done independently or with professional help, especially through psychoanalysis therapy.

a. Professional Help

1. Free Association

Freud argued that sufferers can reveal associations and hidden meanings behind their words. This can be done by the way, the sufferers are asked to speak spontaneously, without censoring and editing their thoughts.

2. Dream analysis

Dreams are "the main path to the unconscious" where desires and fantasies hidden in identity appear in symbolic form. A person can understand the psychological conflict underlying anxiety by studying and interpreting the symbols in their dreams. This method helps the patient bring unconscious matter to consciousness, which allows them to overcome the anxiety usually associated with conflicts or desires in the repressed subconscious mind (Freud, 1900).

3. Transference

Strong emotional reactions to the psychotherapist are developed by the patient, such as love, hatred and admiration. This was seen by Freud as a projection of their feelings and attitudes towards important figures in their lives, such as parents, siblings, or spouses. Freud used this analysis to help sufferers understand and resolve existing relationships and conflicts.

b. Independently

1. Analysis of defense mechanisms

Patients were observed by Sigmund Freud that they often used defense mechanisms to overcome anxiety and avoid facing their unconscious conflicts. Sigmund Freud in Baumeister, Dale, and Sommer (1998) describes that defense mechanism is divided into several parts, there are :

- a). Repression, the mechanism by which the ego to relieve anxiety by suppressing the impulses that become the cause of such anxiety into unconsciousness.
- b). Displacement, is the disclosure of the impulse that causes an object or person that is less dangerous than the individual again.
- c). Projection, is the transfer of impulses, attitudes, or behaviors that cause anxiety to others.
- d). Rationalization, pointing to individual efforts to distort reality, in this case the fact that that threatens the ego, through pretext something that seems to make sense. Rationalizations are often distinguished there are two types of techniques: the sour grape technique and the sweet orange technique.
- e). Sublimation, is an ego defense mechanism aimed at prevent or alleviate anxiety by changing and adjusting the primitive thrust of the ice watershed that causes anxiety into the form of acceptable behavior, and even appreciated by the community.
- f). Reaction formation, is an attempt to overcome anxiety because individual have impulses that are contrary to the norm, with how to do the opposite.
- g). Denial serves to protect individuals from painful or difficult-to-accept realities by refusing to acknowledge or accept them. In the case, the individual experiencing denial tries to avoid the feelings of anxiety or stress that arise as a result of a challenging situation. Freud considered denial as a mechanism for overcoming the

conflict between the id(desires and basic instincts), the ego (reality and rational considerations), as well as the superego (morality and social norms). By applying denial, the individual can avoid the emotional pain that may arise as a result of the recognition of an unpleasant reality. The example of denial can be seen in someone who is addicted, in which the individual may refuse to admit that they have a problem with addiction, despite clear evidence to the contrary.

CHAPTER III

RESEARCH METHOD

This chapter describes research methods, such as research design, data sources, data analysis, and data collection.

A. Research Design

This research uses the literary criticism method to analyze the types and causes of anxiety experienced by Estelle and The Bank Robber in the novel *Anxious People*. Literary criticism is one of the objects of academic study (*literary branch*) that analyzes, interprets, and evaluates literary texts (Wellek & Warren, 1956). It uses a theoretical approach to analyze literary works. The research also focused on Freud's psychological approach and anxiety theory because it was considered the most suitable for analyzing Estelle and The Bank Robber's psychological condition. The problem in this research is one of the main characters in the novel who experience anxiety.

B. Data Source

The data sources are words, phrases, and sentences in Fredrick Backman's *Anxious People*. The data includes narratives, monologues, dialogues, and others. The source of the data comes from the novel *Anxious People*, written by Fredrick Backman, 343 pages, and published in 2019 by Salomonsson Agency in Sweden. The novel has 74 chapters, each based on the main character's point of view and thoughts.

C. Data Collection

The researcher applies two steps to collect the data needed by the thesis. First, the researcher reads and tries to understand the story. Second, the researcher identifies, clarifies, and tags the data that then references the topic by highlighting sentences, phrases, conversations, statements, and other evidence of the related research problem. This requires rereading the novel several times to try out the data and stories in the novel.

D. Data Analysis

The data collected will be analyzed based on the theoretical foundation that has been chosen to find out the types and causes of anxiety experienced by two of the main characters in the novel, there are Estelle and The Bank Robber. After the data is collected, the researcher conducts several processes to verify it, namely identifying the collected data that is relevant to the type and cause of anxiety experienced by Estelle and The Bank Robber, then classify the data that is relevant with the type and cause of anxiety experienced by Estelle and The Bank Robber, and the last, summarize and explain the core of the data about the type, cause of anxiety experienced by Estelle and The Bank Robber and the way they handle anxiety.

CHAPTER IV

FINDING AND DISCUSSIONS

This chapter would explain the description and analysis to answer the problem of study in research. The object that analyzed is a novel entitled *Anxious People* by Fredrick Backman. This research would conclude about what are the types, the causes and how to handle anxiety that used by Estelle and The Bank Robber.

A. The Type of Estelle and The Bank Robber Anxiety in Novel Anxious People

In this section, researcher would conduct a discussion that would answer research questions, there are the causes of anxiety, self-defense mechanisms, and types of anxiety disorders experienced by Estelle and The Bank Robber. This would reveal facts that are in accordance with the novel content and create new research.

a. The Types of Estelle's Anxiety in Novel Anxious People

Researcher found that Estelle experienced two types of anxiety, namely neurotic anxiety and reality anxiety. Neurotic anxiety arises as a result of an internal conflict between id drives and ego control, causing Estelle to feel anxious without a real physical threat, while reality anxiety arises in response to a real threat or danger from the external environment, such as a hostage situation she faces. Both types of anxiety show the complexity of Estelle's psychological reactions in the face of internal and external pressures in accordance with Freud's theory.

1). Neurotic Anxiety

The first anxiety that Estelle experienced was neurotic anxiety. Estelle has anxiety because of something that has happened in the past and this anxiety is called neurotic anxiety. Estelle's very happy life ended because the person who became her soulmate was gone, leaving her alone in this harsh life. In her old age, she experienced extreme loneliness and lived a hopeless life.

"He was my echo. Everything I do is quieter now," she said to the other women in the closet.

(Chapter 56, Page 248)

In the quote, Estelle articulates "*He was my Echo. Everything I do now is quieter,*" which summarizes the neurotic anxiety phenomena that she encountered after the loss of Knut. Neurotic anxiety is characterized as a specific type of anxiety that appears as a consequence of loss or ambiguity, often accompanied by a sensation of emptiness and reduced capacity to operate normally. Estelle characterizes Knut as an "*echo,*" implying that she felt the loss of a fundamental aspect of her identity following Knut's absence. The loss of a particularly significant individual often creates a sensation of incompleteness in a person, potentially provoking deep anxiety. The statement "*Everything I do now is quieter*" implies that Estelle's existence is calm and has no significance without Knut's presence. This statement reflects the pervasive sense of emptiness that individuals usually encounter in grief, where routine activities cease to produce satisfaction or pleasure.

Neurotic anxiety can also arise from worries about uncertainty in the future. Estelle may be grappling with anxiety regarding her ability to navigate life without Knut, who previously served as a vital source of support and joy. This ambiguity can

intensify feelings of isolation and mourning. Neurotic anxiety is often accompanied by a spectrum of physical and emotional manifestations, including tension, deep sadness, and challenges in interpersonal interactions. In this framework, Estelle may struggle to connect with other women in the closet, thus describing the emotional consequences of the loss she experienced.

In this analysis, it is very clear how Estelle experienced neurotic anxiety as a reaction to the loss of Knut, which significantly affected her perception of him and her interpretation of the outside world. This anxiety generates a deep sense of emptiness and uncertainty, which creates heavy obstacles in the grieving process.

Estelle had time to think that if Knut had opened the closet door just then he would have laughed out loud, there would have been breakfast everywhere, and she would have loved that. (Chapter 58, Page 264)

The above data shows how Estelle is still very emotionally attached to her memories with Knut, especially in situations that trigger a sense of loss accompanied by sadness. Knutt's cheerful, laughter-filled reaction was imagined and it shows Estelle's use of fantasy as a way to maintain Knutt's presence in her mind. This reflects Estelle's purposeful efforts to her mind. This reflects Estelle's efforts to cope with the pain of loss by replaying positive memories that made her feel closer to Knut.

Estelle's Neurotic anxiety can be understood as anxiety that arises from internal conflicts and emotional instability related to the neurotic personality. Neuroticism is a personality trait associated with emotional instability and a tendency to experience anxiety, worry, and high emotional reactivity (Ormel et al., 2021). Individuals with

high neuroticism tend to be more prone to anxiety symptoms because they are more sensitive to stress and have difficulty regulating negative emotions. In Estelle's case, neurotic anxiety appears as a constant feeling of anxiety and sadness associated with loss, which makes her get stuck in repetitive thought patterns about her partner and have difficulty accepting reality. This is in line with the finding that neuroticism is a major vulnerability factor in the development and intensity of anxiety symptoms (Ormel et al., 2021; Kotov et al., 2024).

2). Realistic Anxiety

The second anxiety Estelle experienced was realistic anxiety. This anxiety is based on the relationship between the ego and the real situation. Freud (1920), realistic anxiety is a type of anxiety that stems from the fear of a real danger or threat. It is the situation that makes a person feel stress, anxiety and anxiety. Researcher found two realistic anxiety experienced by Estelle :

1. Anxiety when smoking on the balcony

Estelle at first very often smoked on the balcony, but she no longer do it although something that is often done, usually very difficult to stop, but Estelle quit for reasons or traumatic events that are difficult to forget. This is mentioned in the following data :

"I used to smoke on our balcony, because Knut didn't like the smell when I smoked indoors, and I liked the view. We could see all the way to the bridge. Just like from this apartment, really. I used to be very fond of that. But then... well... you might remember that a man jumped o that

bridge ten years ago? It was in all the papers. And I... well, I checked to see what time of day he jumped, and realized it was right after I'd been out on the balcony smoking. Knut called to say something was happening on television and I hurried back inside, leaving the cigarette to burn itself out in the ashtray, and in that time the man had climbed up onto the railing and jumped. I stopped smoking on the balcony after that." (Chapter 56, Page 251)

Estelle really likes to smoke on the balcony while looking at the beautiful bridge that stretches there because Knut doesn't like the smoke if in the room, but she stopped it because something happened. It happened when someone jumped off the bridge and died. Many media covered him until the suicide was heard all over the city, and made him no longer smoke on the balcony. This is a picture of a form of realistic anxiety because anxiety comes from real events. In addition, the anxiety has an influence on the next life that he stops doing activities that he likes. According to Freud, this anxiety serves as a warning signal from the ego against real threats from the outside world, so that the ego becomes more alert and ready to face these dangers in order to protect itself. Through this, a person will be more careful of all actions that will trigger his anxiety to recur.

2. Anxiety that occurs when taken hostage

The next realistic anxiety Estelle experienced was when she was taken hostage. However, researcher found that Estelle experienced less anxiety than the other hostages. The novel tells of a bank robbery and ends up hostage in this apartment, with all the hostages having varying anxieties.

b. The Bank Robber in The Novel Anxious People

In this section, researcher analyzed the types of anxiety in Bank Robber and found the anxiety experienced by her, there are realistic and moral anxiety. Where the three anxieties play an active role and influence each other's lives bank Robber.

1. Realistic Anxiety

This story begins with a dramatic and seemingly rushed start. The Bank Robber, who urgently needed money, decided to rob a bank in her city. Unfortunately, the bank he targeted was a cashless bank, so he couldn't rob it. He pointed a gun at a bank employee named London and demanded money. Instead of being afraid, London dismissed her. This is reflected in the following data:

The bank robber shot her a disappointed-dad look, waved the pistol, and pushed over a note which said: "This is a robbery! Give me 6,500 kronor!"

London's entire face frowned and she snorted: "Six thousand five hundred? You haven't left o a couple of zeroes? Anyway, this is a cashless bank, and are you really going to try to rob a cashless bank, or what? Are you, like, totally stupid?" (Chapter 15, Page 44)

The question of the bank officer named London is enough to make her feel panic because it looks very lousy in the robbery. London made the confidence she had

lost in an instant, so her courage gradually disappeared. In addition, she felt anxious when London threatened to call the police for her actions.

“Look, I’m going to call the cops now!”

That was when the bank robber panicked and ran out of the door. (Chapter 15, Page 45)

Threatening to call the police, The Bank Robber panicked and ran so the police could not chase him. She was worried about the threat of London, so she ran to the apartment that was conducting a survey. After a failed robbery at a bank and accidentally taking a group of people hostage in an apartment, the Bank Robber experiences an overwhelming fear of the possibility of being caught by the police. She was afraid because she might be threatened with layered articles such as robbery and hostage-taking. The hostage-taking she did because there was a threat of pursuit from the police and he sneaked into one of the apartments, which was again being conducted a survey in the apartment which was attended by about 7 people. It is mentioned in the following data :

One of the women in the apartment caught sight of the pistol and started to cry, “Oh, dear Lord, we’re being robbed!” and at the same time the bank robber heard rapid footsteps out in the stairwell and assumed it was a police officer (it wasn’t, it was the postman), so in the absence of other alternatives the bank robber shut the door and aimed the pistol in various different directions at random, initially shouting, “No... ! No, this isn’t a robbery... I just...,” before quickly thinking better of it and panting, “Well, maybe it is a robbery! But you’re not the victims! It’s maybe more like a hostage situation now! And I’m very sorry about that! I’m having quite a complicated day here!” (Chapter 17, Page 50)

The bank robber feels awry and anxiety accompanies her because of the threats, so she thinks of something else to do. The city police were already standing guard in front of the apartment, which made her even more anxious and confused about what she was going to do. The ego that she has mediates between the instinctive impulses of the id and the demands of reality in the outside world. In the face of these realities, the ego seeks to adjust and channel the impulses of the id in a realistic way, so that needs and desires are not met directly without considering the limits and consequences that exist.

“You need to go in and ask the real estate agent if she’s got the keys to the other apartment. Because it won’t be long before my son loses patience and comes storming in here, and then...”

The bank robber blinked several times. “Sorry? Your son?” “He’s a police officer, too. He’ll be the first one through the door.” “The bank robber felt her throat tighten and her voice faltered. (Chapter 65, Page 296)

When Jim meets the Bank Robber at the door of the apartment, he tells the bank Robber to hide immediately because Jack (his son who works as a policeman like him) will check all parts of the apartment. This makes her feel anxious and panicked because there is a real threat in front of her, that is, if Jack finds her and she will be thrown into prison for the robbery and hostage taking caused by her.

The bank robber turned toward her, losing control altogether and shouting the way you do when the kids start arguing in the back of the car again: “I didn’t know, okay? Anyone can make a mistake!” (Chapter 30, Page 131)

The above data shows a picture of intense emotions when faced with stressful situations and fears experienced by Bank Robber. She feels frustrated and loses self-control, which is self-control is controlled by the ego that she has.

This fear is a spontaneous reaction to a real threat from the external environment, that is, a concrete danger in the form of the risk of imprisonment or punishment for her actions. Freud (1920) asserted that realistic anxiety is the ego's response to a dangerous external situation, and in the case of a bank Robber, this fear of arrest shows how the ego works to protect itself from the real consequences of actions that have been made.

The ego is the part of the personality that serves as a mediator between the instinctive impulses of the id and the demands of reality in the outside world. In the face of this reality, the ego seeks to adjust and channel the id's impulses realistically, so that needs and desires are not met directly without considering the limits and consequences. The ego serves to maintain a balance between strong instinctual desires and the actual state of the environment, taking into account social norms, situations, as well as possible risks. Since the ego is in direct contact with the outside world, it is very sensitive to real threats and tries to anticipate and manage situations so that the individual is able to survive and adapt well.

2. Moral Anxiety

The Bank Robber, in a moment of anxiety and guilt after committing a botched robbery and becoming an involuntary hostage, slowly begins to realize how serious the situation he has created is. She felt suffocated by the pressure, not only for fear of being caught and imprisoned, but also for bearing the moral burden of her actions towards the hostages. In an effort to ease the tension, she asked one of the hostages to lie down for a moment, trying to show that her original intention was not to harm anyone. However, her hesitant requests and small coughing voice highlight her awkwardness and the weakness of her heart, showing that she is completely unprepared for the consequences of her impulsive decisions. It is contained in the following data :

The bank robber coughed quietly again, and could feel the beginnings of a headache, then said:

“Can’t you just... lie down? Just for a little while? I wasn’t trying... I mean, I was going to rob a bank, but I had no intention... look, this isn’t what I had in mind!” (Chapter 30, Page 130)

The above data shows that the anxiety and anxiety of the Bank Robber during the hostage-taking. She feels uneasy about her actions that are contrary to morals and ethics.

o she sighed:

“You don’t have to wait for the pizzas. You can all go now. I’ll give up and let the police do... well, whatever they’re thinking of doing. You can all go first, I’ll wait here, so that no one else gets hurt. I never meant to... take anyone hostage. I just needed money for the rent so my ex-

husband's lawyer wouldn't take my daughters away from me. It was... sorry... I'm an idiot, you didn't deserve any of this... sorry." (Chapter 61, Page 275)

The above data illustrates a crucial moment in which the Bank Robber expresses deep regret for her hostage-taking actions that she carried out in order to obtain rent money so as not to lose her children. She admitted her mistake and prioritized the safety of the hostages by letting them go first before surrendering. Repeated expressions of apology and self-recognition clearly indicate the presence of a strong sense of guilt and remorse, reflecting deep internal conflicts in the character.

B. The Causes of Anxiety in Estelle and The Bank Robber in The Novel *Anxious People*

*a. The Causes of Estelle's Anxiety in The Novel *Anxious People**

a). Loss of Husband

Every human being has a variety of different experiences, be it good or even bad experiences, from these experiences have a great effect on life. Estelle in the novel *Anxious People* is described as a wife left to die by her husband, the loss of which is so deep that she feels anxiety.

Estelle patted the bank robber's arm.

"No, don't worry about that. Knut's already dead." (Chapter 62, Page 280)

Based on the above data, it was found that Estelle had a husband whom she loved very much, but her husband had died and she lived alone. In the solitude, Estelle mourned and felt a very deep sorrow. Deep grief and reaction to the loss of a loved one

have the same meaning and can lead to a loss of interest in the outside world (regarding the object of love) and turning away from any activity that is not related to his mind (Freud, 1916). This causes her to no longer do the activities she did when her husband was alive. Her husband died, and left a vacuum in the depths of her heart. It has to do with the emotions she has.

In addition to mourning, the bereaved also feel melancholy. In melancholia, the possibilities that lead to this disease largely go beyond the obvious loss caused by death and include all situations of neglect, neglect or disappointment, which can generate conflicting feelings of love and hate in relationships or reinforce already existing disagreements. Among the prerequisites of melancholia, it should not be overlooked the conflicts that arise from this ambivalence, which sometimes arise more than real experiences or constitutional factors (Freud, 1916). Mourning and melancholy is what triggered the anxiety felt by Estelle and she did not realize there was something different with her psychic.

Mourning is often the reaction to the loss of a loved one, or to the loss of some abstraction which has taken the place of one, such as one's country, liberty, an ideal, and so on (Freud, 1916). Estelle felt deep sorrow and mourning for the person she loved. When the beloved object no longer exists, and it has been processed to demand that all libido be released from its attachment to the object. These demands give rise to understandable disputes. This is related to the general idea that people are never willing to abandon libidinal positions even when their successors have already called them

(Freud, 1916). Internal conflicts can result from this process, such as Estelle being reluctant to accept the fact that the grief she feels continues to eat away at her heart.

b). Loneliness

Lacan (1901-1981) mentioned that loneliness is an inherent condition of the subject being separated from others and that it is the result of an inability to connect with others deeply, which can lead to a sense of loss and alienation. This feeling was experienced by Estelle, which is indicated by the data below :

Estelle counted in her head until she ran out of numbers. "Knut and I have been married forever. It's like that when you get old. In the end there simply wasn't ever a time before him."
(Chapter 54, Page 240)

Anna-Lena and Julia are discussing marriage with Estelle, and the above data shows that Estelle misses Knut so much that she says that "there was nothing better before being with him". This feeling is similar to the sadness she felt. It's been so lonely since Knutt left, so lonely that anxiety is also approaching. She left her husband, and she left her daughter alone. It is based on the data that researcher found that Estelle said:

"No, no, my daughter lives in a nice row house with her husband and children," Estelle replied sheepishly. (Chapter 56, Page 248)

Estelle answered Anna-Lena's questions related to where her daughter lives, and her daughter lives with her small family. The apartment that used to be crowded,

now only Estelle left alone. The loneliness she felt triggered anxiety in her life, which was previously very crowded and comfortable.

The above data indicate that Estelle has been feeling deep and prolonged loneliness for many years, which not only affects her emotional state, but also contributes to the feeling of anxiety that often accompanies it. Loneliness, which is a complex psychological experience, and anxiety, which is an emotional response to uncertainty or threat, have a close relationship and influence each other. In many cases, loneliness can trigger or worsen anxiety, creating a cycle that is difficult to break, in which feelings of isolation and not connecting with others can lead to increased levels of anxiety, while anxiety itself can deepen the sense of perceived loneliness. Therefore, it is important to understand how these two conditions are interrelated and affect the mental well-being of individuals like Estelle.

b. The Causes of Bank Robber's Anxiety in The Novel *Anxious People*

1). Economic pressure and loss of stability

At first, the Bank Robber lived together with her husband and two children, but an affair occurred between her husband and her husband's co-workers, which resulted in a divorce. It is found in the data below :

Which was a nice thing to say. So the bank robber told him. "My husband left me. Well, he kicked me out, actually. He'd been having an affair with my boss. They fell in love. They moved in together, in our apartment, because it was only in his name. Everything happened so quickly, and I didn't want to make a fuss or cause... chaos. For the children's sake." (Chapter 65, Page 292)

Bank Robber hesitate to tell the reason she rob because she always harbored himself. But because the sympathy of the people she held hostage was warm, she began to open up. The husband, who is a life partner and is supposed to provide for her and the children, actually cheats on her so that the bank Robber who does not have a job faces a bad economy.

The bank robber blinked hard, then admitted without bothering to dress it up: "I don't know. I didn't think this far. I was just trying... I just needed money for the rent, because I'm getting divorced and the lawyer said they'd take my children away otherwise. My girls. Oh, it's a long story, I don't want to bore you with... sorry, it's probably best if I give myself up. I get it!" (Chapter 41, Page 179)

Bank Robber tells the reason she robbed the bank and experiencing anxiety. She is afraid of not getting custody of her children if her finances are unstable, because for a mother like her, children are everything. Divorce with her husband requires her to earn an income so that the lives of her children are guaranteed with him.

Based on the above data, it can be found that the Bank Robber experiences economic pressure and loss of stability which can cause the anxiety she feels. This pressure is related to anxiety, where a person will feel anxious if he loses something or someone he loves. The Bank Robber naturally wants financial security and stability of life, the disappearance of economic stability pushes Id to urgently address this issue, causing an urgent desire to earn money. However, her Superego, which is a representation of social norms and moral principles, will oppose unlawful acts, such as bank theft. If the Id's drive to earn money is fulfilled through unethical means, the

superego will generate feelings of guilt, shame, or fear of legal and social consequences. This is the role of ego the Bank Robber. The ego, which works on the principle of reality, is responsible for compensating for the instinctive impulses of the Id (urgent need for money) and the moral demands of the superego (prohibition of committing crimes) (Freud, 1916).

2). Failure as a Parent

Bank Robber in childhood lived and grew up with a bad impression, and wanted when having a child, she became a good mother and responsible for all the needs of her child. This desire is clearly illustrated in the narrative below :

They were evicted from their apartment the following February, and the bank robber swore never to become a parent, and, when the bank robber ended up becoming a parent anyway, swore never to become a chaotic parent. The sort who can't cope with being an adult, the sort who can't pay bills and has nowhere to live with their kids. (Chapter 18, Page 54)

The data above shows the determination of the Bank Robber to be a reliable parent for her children. Parents who should be the safest place for children to take refuge, precisely because the security is lost. Bank Robber and her husband have divorced and she must have money to rent a place to live if she wants custody of her child to fall to her.

3). Past Trauma

Past trauma when having to bear the financial burden of her alcoholic mother, so that she is afraid of becoming a "*chaotic*" parent. It experienced by a Bank Robber, where she lived with a troubled mother who was often drunk in front of her. On the night before Christmas Eve, the mother sobbed to her. The smell of alcohol stung, the mother got high, and still told the child not to scold her. Where at that time she was still 7 years old and did not understand anything, this is reflected in the following data:

When Mom kneeled down on the kitchen door and lurched into a hug that left the seven-year-old's hair peppered with cigarette ash. In a voice shaken by sobs, the seven-year-old's mom said: "Please don't be upset with me, don't shout at me, it wasn't actually my fault." (Chapter 18, Page 54)

The Bank Robber's mother is not only drunk, but she also often uses the money the bank robber collects from selling mobile magazines, which the money should be used to pay rent and instead be used to buy alcohol. This has an impact on the psychological bank robber and makes her feel anxious when she is an adult.

The child didn't understand exactly what that meant, but slowly began to realize that whatever it was, it might have some connection to the fact that the child had spent the past month selling Christmas editions of magazines every day after school, and had given all the money to Mom so she could buy food for Christmas. (Chapter, Page 54)

The above data shows how much her mother made the Bank Robber suffer. Where past trauma and anxiety are closely linked as cause-and-effect. Sigmund Freud

discovered that the relationship between past trauma and anxiety is very close. At first, Freud (1896) argued that traumatic memories of childhood, in particular of a sexual nature, are the main cause of anxiety and neurosis in adults. Traumatic memories repressed into the subconscious cause constant anxiety. Trauma that cannot be processed or exceeds the ego's ability to endure will bypass mental defenses and leave deep psychological wounds. Freud (1926) revised his initial ideas and affirmed that anxiety arises when a person is exposed to an internal danger reminiscent of a previous trauma, especially the sense of helplessness or incapacity experienced during the trauma.

C. How Estelle and The Bank Robber Handle Their Anxiety

One of the ways to overcome anxiety is through defense mechanisms. Freud (1920) suggested that defense mechanisms function as unconscious processes used by the ego to protect itself from anxiety or distress derived from disputes between id drives, the requirements of the superego, and the demands of external reality. This mechanism operates to reduce psychological tension by distorting reality through various strategies, thus allowing the ego to maintain its functions and the individual to be reduced from discomfort. So that a person experiencing anxiety can face their anxiety and continue to live.

a. How Estelle Handles her anxiety

Based on the overall analysis, aspects of self-defense mechanism experienced by Estelle has been found in this study obtained from the novel *Anxious People* there are several aspects of self-defense mechanisms, namely:

1. Rationalization

Rationalization is one of the defense mechanisms of the ego, in which the individual articulates logical and socially acceptable reasons or justifications to legitimize behaviors, emotions or impulses that, in fact, are considered unacceptable or generate anxiety. This psychological mechanism serves to reduce psychological tension by altering the perception of reality, thus protecting the ego from internal conflicts (Freud in Bertens, 2006). This type of self-defense mechanism carried out by Estelle was discovered by the researcher in this novel contained in the following data :

Estelle took it and drank two small sips, before handing it back and going on, half to herself: "But he was very good at parking, Knut. He could parallel park in tiny spaces. So sometimes, when it's most painful, when I see something really funny and think 'He'd have laughed so hard his breakfast would have covered the wallpaper'—that's when I fantasize that he's just outside, parking the car. He wasn't perfect, no man is, God knows, but whenever we went anywhere and it was raining, he would always drop me off just outside the door. So I could wait in the warm while he...parked the car." (Chapter 56, Page 247-248)

The above data is a form of an attempt to maintain positive memories of her partner despite the fact that he is gone. Estelle also realizes that her partner is not perfect, but she highlights the good side and small cares that make her feel good, such

as her partner's habit of dropping her off at the door when it rains so that she can wait in a warm place. In this sentence, Estelle unconsciously seeks reasonable excuses and justifications to alleviate the pain and grief of loss, focusing on pleasant memories and the little attention she once received.

Estelle, who remembers her partner's good parking habits and imagines that "*Knut is parking outside*" when she feels sad or sees something funny, is an example of a rationalization self-defense mechanism. In this case, Estelle unconsciously gives a reasonable excuse or justification to reduce the pain and anxiety caused by the loss of her partner. She accentuates the positive memories and the little attention he once received, so that the painful sense of loss can be accepted emotionally and rationally. In this way, Estelle protects herself from excessive emotional stress by focusing on aspects that are acceptable and understandable to her mind.

Estelle patted her arm.

"I just said Knut was parking the car because I get lonely sometimes. And it feels better to pretend that he's on his way. Especially at this time of year, he always used to like New Year, we used to stand at the kitchen window watching the reworks. Well... we used to stand on the balcony for years... but I couldn't bring myself to go out there after something that happened down on the bridge ten years ago. It's a long story. Anyway, Knut and I used to stand in the kitchen watching the reworks through the window, and... oh, you miss such peculiar things. I almost miss that more than anything. Knut loved reworks, so I suppose I always feel extra lonely at New Year. I'm such a silly old woman." (Chapter 62, Page 280)

Based on the above data it can be found that Estelle tries to find reasonable reasons to explain her feelings, which are very difficult to deal with, using this logical justification she does to reduce the emotional conflict and anxiety that arises from the harsh reality so that she can be protected from emotional pain in a way that she is not fully aware of, which is the alteration of perception of reality. She tries to give logical reasons and justifications for her lonely feelings by imagining that Knut is parking the car and will come soon, although the reality may be different. She also tries to attribute her loneliness to their old habit of watching fireworks together, which makes her feelings more emotionally acceptable. It is an attempt to reduce anxiety and sadness by making reasonable and psychologically pleasant excuses. However, it is a way to escape from the real world.

From the two data above, rationalization can be found when she shifts the focus from the painful sense of loss to the pleasant memories and attention of her partner, so that the anxiety and sadness he experiences can be slightly reduced. This is in accordance with the findings of research which states that rationalization is a way to overcome anxiety by forming perceptions or reasons that can be accepted socially and personally (Jurnal Sastra Indonesia, 2024; Jurnal STT Setia, 2023).

2. Denial

Denial is a self-defense mechanism that occurs when a person refuses to accept what is in front of her. By rejecting unpleasant realities, the goal is to avoid anxiety. In Freud's theory of personality, the ego must overcome the opposition between the id

(instinctual desire) and the superego (moral value), which faces reality. Denial is a technique used by selfish people to reduce tension by rejecting internal or external elements of reality. Estelle uses this defense mechanism in an attempt to deal with anxiety that she has without realizing it. Researcher discovered the denial defense mechanism in a conversation between Estelle and Julia, where they became acquainted when Estelle mentioned that she came to the apartment with her husband.

(1) *My name's Estelle, I'm here to take a look at the apartment on behalf of my daughter. My husband, Knut, is parking the car. It isn't at all easy to find anywhere to park around here, and I don't suppose it will be any easier now that the street's full of police cars. Sorry, now I've made you worried. I didn't mean it was your fault that Knut couldn't find anywhere to park, of course. Are you feeling all right? Would you like a glass of water? (Chapter 30, Page 130-131).*

(2) *Julia frowned so hard and so thoughtfully that she got a whole new hairstyle. She leaned forward, put her hand gently on Estelle's arm, and whispered: "Estelle? Knut isn't parking the car, is he?" Estelle's thin lips disappeared sadly beneath each other, so the word barely reached past them when she eventually admitted: "No." (Chapter 54, Page 243)*

Based on the first data above, Estelle introduced herself and said that she made that apartment visit together with her husband but that her husband still parked the car. But on the contrary, in the next data Julia asked Estelle about Knutt who was not actually parking the car and in the end Estelle said that Knutt did not park the car. She goes on in her next conversation about Knutt, there is :

(3) *"Knut's dead," she said for the first time, and swallowed hard. (Chapter 56, Page 247).*

Estelle says that Knutt-her husband is dead. This is very contrary to what Estelle had said in the previous two data, where the first data said that her husband was still alive by saying that her husband was parking the car and the second data Estelle said that her husband did not park the car. Estelle denies the facts and says they do not correspond to reality. Her dead husband was still in the presence of others. This suggests that his aversion to existing reality is enormous. She thought that the man she loved so much was still alive and continued to be with her.

Reality that is often not in line with what is expected often makes a person lose consciousness and deny that something she expected has happened, when the opposite is happening. Freud (1920) revealed that denial can be a self-defense mechanism in the psychological side of a person. Freud's concept of denial embraces everything from a rare, almost psychotic refusal to understand the physical facts of the immediate environment, to a mutual unwillingness to accept the implications of some events. Forms of denial can be the defense of precepts, building personal fantasies, negation, minimizing, maximizing, mocking and reversing (Cramer, 1991). What Estelle does is negation, where she directly rejects reality. She refused because the id she had did not want the reality to really happen.

3. Displacement

According to Freud (1920), displacement has a meaning as the transfer of feelings or impulses from the original object that is considered dangerous to another object that is safer. She diverts the anxiety that she has so that anxiety sufferers do not

do dangerous things that can threaten the situation or even the lives of the person or those around her. In this novel, The researcher finds some data that indicate this type of self-defense mechanism.

“Are you feeling all right? Would you like a glass of water?”

The pistol didn't seem to bother Estelle, but on the other hand she seemed to be such a kind person that if she were murdered she'd probably have taken it as a compliment that someone had noticed her. Using a paper handkerchief to dry the tears, the bank robber said quietly: “Yes, please.”
(Chapter 30, Page 131)

Instead of feeling scared and making the situation tense, Estelle actually broke the atmosphere by helping the robber (who actually did not intend to rob) by offering drinking water. Estelle turned the emotional situation into a family one because she knew the bank robber didn't really want to rob the bank. Even besides that, Estelle invites to get acquainted with everyone including the bank robber.

Estelle nodded apologetically at once, and turned to the others.

“Well, then, perhaps we should assume that our friend here wants to remain anonymous. But you could tell us all your names, couldn't you?” she said, nodding at Roger. (Chapter 30, Page 132)

With her friendliness, she invites everyone to get acquainted and reduce the anxiety that he and others have. Such an attitude of her created an elegy different from the previous one. This diversion is a form of self-defense mechanism carried out by Estelle and aims to eliminate the anxiety that she and others have. This diversion aims to make the things he does safer than the bad things he wants to do. She could have

wanted death to come to her so that she would meet her husband, but it was because of this diversion that she was still alive.

4. Sublimation

In a hostage situation, Estelle shows an attentive attitude towards other hostages. The atmosphere that was tense, became a bit warm because of it. The ways Estelle shows it are by offering Julia a drink, offering food to other hostages, even sympathizing with the Bank Robber.

“I just wanted to let you know that the pizzas are on their way, but I was thinking that you must be starving, eating for two, you poor thing. Would you like something to eat while we’re waiting? There’s food in the freezer. I mean, people almost always have food in the freezer,” Estelle ordered.
(Chapter 54, Page 239)

Furthermore, Julia is telling her relationship with Ro to Estelle and Anna-Lena. Where Ro as a couple has a unique attitude and his mother Julia said that if someone makes you laugh that can last a lifetime and Estelle confirmed it. It is based on the following data :

“Your mom was right, the ones who make you laugh last a lifetime,” Estelle repeated, thinking of a British author who had written that nothing in the world is so irresistibly contagious as laughter and good humor. (Chapter 58, Page 256)

Estelle answered with a feeling of longing for Knutt, where once Knutt was the one who made her laugh. But he responds to this with a humorous tone, so that the emotional energy he has becomes a positive expression.

Sublimation is a psychological process by which a person diverts feelings or impulses that may generate anxiety or conflict into positive and socially acceptable expressions, such as humor and laughter (Freud, 1920) . In this case, Estelle uses humor as a way to deal with situations or feelings that may be difficult, so that she can transform emotional energy into something pleasant and establish social relationships. Therefore, humor and laughter are not only an escape, but also a good way to cope with the stress of the mind.

b. How The Bank Robber Handle her Anxiety

1). Regression

According to Freud (1916), regression is a self-defense mechanism by which a person who feels threatened, stressed, or anxious unconsciously returns to an earlier stage of psychological development, usually childhood. To protect their ego from emotional pressure or threat, people in these situations may act or exhibit behaviors or reactions associated with younger age, such as being spoiled, crying, or avoiding responsibility. Individuals use this regression as a temporary way to escape a reality that is difficult to face, making them feel safer and comfortable in more ancient and simple ways.

The bank robber replied unhappily and honestly: "I want to go home to my children." (Chapter 43, Page 185)

Based on the data above shows how she stayed afloat despite his anxiety. This method is used to return to her behavior or emotions from the initial stage. The bank Robber may unknowingly withdraw into a simpler, safer environment that may be

detained or face consequences. The desire to "*go home to the children*" indicates a longing for comfort, security and protection associated with family relationships and parenthood, and is a way to escape from the frightening reality of the moment.

CHAPTER V

CONCLUSION AND SUGGESTION

This chapter contains the thesis's conclusion, which contains a clear and systematic statement of the analysis overall results based on the data on novel *Anxious People* and suggestions from the researcher relating to solving problems that are the object of research or the possibility of further research.

A. Conclusion

The findings of this study reveal that the character Estelle in the novel *Anxious People* experiences two different types of anxiety according to Freud's theory, there are realistic anxiety and neurotic anxiety. For this type of realistic anxiety, there is one supporting data that shows how Estelle experiences fears or worries related to real threats or situations that threaten her physical safety. In addition, there are two supporting data that show that Estelle also experiences neurotic anxiety, which arises due to inner conflict and psychological pressure that is not directly related to physical threats, but comes from her own emotional and mental condition. The main cause of the appearance of such anxiety is the loss of the husband she loved so much and the feeling of deep loneliness after the departure of her husband. This loss has had a profound impact on Estelle's life, where the happiness and comfort she once felt with her husband has disappeared, leaving a void and anxiety that haunts her life.

Unlike Estelle, The Bank Robber character is found to experience more complex and layered anxiety. In this case, she experiences a more predominant type of

realistic anxiety, as evidenced by the presence of five supporting data that indicate a real fear of legal consequences and difficult situations that threaten her freedom and safety as a result of the criminal act committed. In addition, the Bank Robber also experiences moral anxiety, which is reinforced by two supporting data indicating feelings of guilt and inner conflict regarding his moral values, as a result of awareness of the negative impact of his actions on others. The main cause of anxiety experienced by The Bank Robber is the economic pressure that weighs heavily on her and her family, causing a sense of loss of stability in her personal and family life. This condition also triggers feelings of failure as a parent who is unable to meet expectations and responsibilities. The past trauma has compounded the anxiety, providing an additional psychological burden that makes the stress of her life even more severe and difficult to overcome.

B. Suggestion

In this research, the readers can learn about the types of anxiety, causes of anxiety and defense mechanisms. However, this study is far from perfect so that researcher have suggestions for new research to be developed. For the development of literary studies research on the novel *Anxious People*, the researcher suggested that future research could use different psychoanalytic approaches, such as the psychoanalysis of Carl Jung or Jacques Lacan, to look at the dynamics of the characters more deeply. In addition, the researcher also suggests analyzing other characters such as Anna-Lena, Roger or Zara.

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CURRICULUM VITAE



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