

THE INFLUENCE OF PSYCHOLOGICAL CONFLICT TOWARD ELSA'S CHARACTER DEVELOPMENT IN *FROZEN* FILM

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Abstract

In this research, the researcher focused to find the psychological conflict and its influence toward the main character's character development in *Frozen* film. The researcher used two theories to answer the two research problems. For the first question, the researcher used the theory of psychological conflict by Kurt Lewin to find the kinds of psychological conflict expressed by the main character in *Frozen* film. To answer the second question, the researcher used the theory of personality development by Elizabeth B. Hurlock to explain the influence of psychological conflict toward the character development of the main character. In this research, the method that the researcher used was qualitative research method. The result of the analysis showed that Elsa expressed two kinds of psychological conflict which were approach-avoidance conflict and avoidance-avoidance conflict. And those two kinds of psychological conflict influence Elsa's character development in five determinants they are intellectual, emotional, social, aspiration & achievement, and family.

Key words: character, character development, *Frozen* film, psychological conflict

Abstrak

Dalam penelitian ini, peneliti fokus untuk mengetahui konflik psikologi dan pengaruhnya terhadap perkembangan karakter dari karakter utama dalam film Frozen. Peneliti menggunakan dua teori untuk menjawab dua rumusan masalah tersebut. Untuk pertanyaan pertama, peneliti menggunakan teori konflik psikologi dari Kurt Lewin untuk mengetahui jenis-jenis konflik psikologi diekspresikan oleh karakter utama dalam film Frozen. Untuk menjawab pertanyaan kedua, peneliti menggunakan teori perkembangan kepribadian dari Elizabeth B. Hurlock untuk menjelaskan pengaruh konflik psikologi terhadap perkembangan karakter dari karakter utama. Dalam penelitian ini, metode yang digunakan oleh peneliti adalah metode penelitian kualitatif. Hasil analisis menunjukkan Elsa mengekspresikan dua jenis konflik psikologi, yaitu approach-avoidance conflict dan avoidance-avoidance conflict. Dua jenis konflik psikologi tersebut mempengaruhi perkembangan karakter Elsa dalam lima determinan, yaitu intelektual, emosional, sosial, aspirasi dan prestasi, dan keluarga.

Kata kunci: karakter, perkembangan karakter, film Frozen, konflik psikologi

A. INTRODUCTION

In literary works, it is found that a character experiences the behavior change from the beginning until the end of the story. This change is known as character development. According to Forster, character development is the changing of the character from the beginning until the end of story (Forster 64). While in psychology, character development is related to personality development. Personality development is the development of the organized pattern of behaviors and attitudes that makes a person distinctive (*“Personality Development – Introduction”* par.1).

The process of character development can be influenced by some factors, both internal and external. Internal factors (also known as dispositional factors) are individual characteristics that influence behavior and actions in a person. Things like individual personality traits, temperament, and genetics are all dispositional factors. They are things that come from within an individual that they do not have much control over. While external factors or also known as situational factors are influences like the environment and others around us (*“Dispositional factors(also known as internal factors)”* par. 1). In other words, internal factors are the influences that come from the self of a person, while external factors are the influences that come from the outside such as environment. Psychological conflict can be included as one of the internal factors that can influence the personality change because it usually comes from the person’s self. But it can also be included as one of the external factors because the psychological conflict can occur because of something we fear from the environment. Psychological conflict, also known as intrapersonal conflict is defined as the conflict which caused within in the individual. This conflict arises as a result of two or more motives or goals to be achieved at a time (Sharma par. 5).

There are many literary works that present the story about how a person develops his/her character and faces his/her psychological conflict. One of the most famous stories is shown in the *Frozen* film by Walt Disney Animation Studio. The reason why the researcher chose this film to be analyzed because this is the first time for the researcher watches the Disney’s film that shows how the love is not just about men and women, but also the love between sisters. As we know, Disney’s films always show the love between men and women as the main theme, such as *Cinderella*, *Beauty and The Beast*, and etc. So, because this is the first time for the researcher watches the film from Disney that shows the love between two sisters as the main theme, the researcher is interested to analyze it. And also, the influence of the magic power into the main character’s life and people around her is also interesting to be analyzed, and that was why the researcher chose this film as her topic of the research.

From the explanation on the background above, the researcher formulated some following questions, they were: (1) What are the psychological conflicts of Elsa’s character expressed in the *Frozen* film?; (2) How do the psychological conflicts influence Elsa’s character development?

Based on the research problems above, the purposes of the study could be stated as follows: (1) To find out the psychological conflict that expressed by Elsa in the *Frozen* film; (2) To explain the influence of psychological conflict to Elsa’s character development.

Theoretically, this study would enrich the issues related to literature and children's literature development. Therefore, the other people would appreciate the literature and especially the psychology of literature. Practically, the researcher hoped that the result of this research could enrich the next researcher's knowledge about the psychological problem, especially about the psychological conflict and its influence toward character development. The researcher also hoped the results of this research could help the next researcher in conducting the study in the same aspect. In addition, the researcher hoped this study could help all of students and lecturers in the English Literature Department to have more immense understanding about the literature and psychology of literature.

B. THEORETICAL FRAMEWORK

2.1 Character Development

Elizabeth B. Hurlock says that there are two factors that influence the character or personality development they are internal and external factors. Internal factor is the influential factor that comes from the person him or herself, while the external factor comes from the outside such as the attitude of people to that person (qtd. in Nisa 2). According to Hurlock, there are eight determinants that influence the character or personality development. They are physical, intellectual, emotional, social, aspiration and achievement, sex, educational and family. The explanations about those eight determinants are explained below:

a. Physical Determinant

According to Hurlock, physical determinant includes the self-evaluation and self-concept toward a person's body or appearance. This determinant will have direct and indirect influence toward quantity and quality of a person's behavior. Physical determinant includes the physical attractiveness, body build, how a person manages to maintain his or her gesture and his internal environment, body control and health (Hurlock 172). It means that the personality development is influenced by a person's body or appearance, attractiveness, body build, gestures, body control and health.

b. Intellectual Determinant

According to Hurlock, "intellectual capacity influences personality directly through the kind of life adjustments the individual makes and indirectly through the judgments others make him on the basis of intellectual achievement. Their judgments of him, in turn, affect his evaluation of himself" (Hurlock 200). It means that the person's intellectual capacity influences his or her personality development. Directly, the smarter person determines his or her ability to make a decision when facing a problem. Indirectly, the more he or she is considered smart by other people determines how he or she makes his or her attitudes toward others.

c. Emotional Determinant

Emotion is important aspect because it influences the personal and social life of the person. According to Hurlock, "deprivation of love has such a devastating effect on personality, it is commonly believed that the more love a person receives, the happier and better adjusted he will be" (Hurlock 230). In this determinant, a person's emotions give a big influence toward a person's personality development. Social judgments will influence a person's

personality based on how the person handles his or her emotions and from his or her ability to establish emotional relationship with others.

d. Social Determinant

According to Hurlock, “because lack of social acceptance has such a damaging effect on personality and because most people fall below the average in acceptance, many methods to help people improve their acceptance have been tried. The most promising methods to date are those which help the person changes his characteristic patterns of behavior so that he will conform more closely to the group’s ideal and help him bury an unfavorable reputations, by geographic mobility if necessary” (Hurlock 262). It means that the social judgments and acceptance can influence the personality development. If the person wants to be accepted in social life, then he or she must be able to adapt in that social life. Otherwise, if a person cannot adjust to the social life of his or her environment, or does something taboo that is incompatible with what the environment wants, then he or she will not accepted by that environment. And that will influence that person’s personality development, like become unsocial or antisocial person.

e. Aspiration and Achievement

According to Hurlock, “Aspirations are the ego-involved goals a person sets for himself. The more ego-involved his aspirations are and the more they relate to areas of behavior that are important for him, the greater will be their influence on his personality. Aspirations may be positive (to achieve success), negative (to avoid failure), immediate (to achieve a goal in the near future), remote (to achieve a goal in a remote future), realistic (within the person’s capacity), or unrealistic (beyond the person’s capacity).” (Hurlock 289). It means that a person’s aspiration has an influence to his or her personality development. The higher aspiration that person has and the higher the ego to achieve the goal, then it will increasingly influence that person’s behavior.

f. Sex Determinant

According to Hurlock, “the effect of sexual behavior on the self-concept comes from the person’s attitude toward sexual behavior and the attitudes of significant people in his life. These attitudes are greatly influenced by early childhood experiences with sexual behavior and by the way significant people reacted to them. Attitudes vary according to the person’s age, social class, religious faith, educational background, sex, and personal adjustment.” (Hurlock 321). It means that the influence of sexual behavior to the personality development comes from the way a person behaves toward sexual behavior and the attitudes of significant people in his or her life.

g. Educational Determinant

According to Hurlock, “how great an influence of educational institutions have on personality development is largely determined by the student’s attitudes toward schools and colleges, toward his teachers, and toward the value of education.” (Hurlock 349). Hurlock also states “when attitudes are favorable, the student usually works up to capacity, enjoys his school experiences, and has a warm, friendly relationship with his teachers and classmates. When attitudes are unfavorable, the student usually works below capacity; he grumbles, complains, and criticizes school; and he may even develop such a fear of school that he refuses to go. Dislike for school or college

often leads to truancy, to dropping out, or to remaining and misbehaving as a way of getting revenge.” (Hurlock 349).

h. Family Determinant

Hurlock states “directly, the family influences personality development by molding and communication. Indirectly, the influence comes from identification, unconscious imitation of attitude, behavior pattern, etc., and from the mirror image of one develops by viewing oneself through the eyes of family member” (Hurlock 352). It means that the direct influence of family on personality development is from the way a person’s behavior is molded by his or her family from the childhood, and how the communication between the person with his or her family members. While the indirect influence is from the way a person identifies, unconsciously imitates the attitude and behavior from his or her family.

2.2 Psychological Conflict

Conflict is frequently associated with fights, feuds and wars, and it means that conflict happens between two people, groups, or countries. However, the conflict is not just between two people, groups or even countries, but conflict can also occur in a person. In psychology, conflict in a person is known as internal conflict or intrapersonal conflict or intrapsychic conflict or psychological conflict. “Psychological conflict exists when we are forced to make difficult choices in life” (Bruno 114). It means that psychological conflict occurs when we are faced to difficult choices to choose.

Quoted in Rahim, according to Lewin, psychological conflict is divided to three different types, they are: Approach-approach Conflict: this occurs when a person has to choose two alternative choices; Approach-avoidance Conflict: it occurs when a person has to deal with a situation that possesses both desirable as well as undesirable aspect, that is, when a person feels similar degrees of attraction towards and repulsion from a goal; Avoidance-avoidance Conflict: it occurs when each of the competing alternatives possesses negative consequence, that is, they are equally repulsive (qtd. in Rahim 67-68).

C. RESEARCH METHOD

This research used the qualitative research method. According to Parkinson and Drislane, qualitative research is “research using methods such as participant observation or case studies which result in a narrative, descriptive account of a setting or practice. Sociologists using these methods typically reject positivism and adopt a form of interpretive sociology” (qtd. in Guest, et.al 2). In this research, the researcher collected the data from the film that was watched first, and the dialogue script of the film which was included on that film.

The main instrument of this research was the researcher herself. The researcher conducted all the observations from the main character in the *Frozen* film, collected the data and analyzed the data with using the theories which have been explained. This research used the animated film from Walt Disney entitled *Frozen* and the dialogue script of that film as the source of data, and the data were the dialogues and expressions which were related to the main character in *Frozen* film.

There were some steps that the researcher did to collect the data. First, the researcher watched the film, and the researcher focused to the dialogues of the main character, Elsa. Second, the researcher focused to find the psychological conflicts and influence of fear that happen to Elsa as the main character of that *Frozen* film as data collections. And the third step, the researcher tried to find the journals and thesis and also theories from other experts which had relation toward the research topic to make this research valid.

There were some steps that the researcher conducted in collecting the data of this research, those were: 1) The researcher tried to review the data which have been collected; 2) The researcher classified the data that dealing with the research problems; 3) The researcher analyzed the data using the theories which have been explained in chapter II, those were psychological conflict theory by Kurt Lewin to answer the question 1 of research problems, and theory of personality development by Elizabeth B. Hurlock to answer the question 2 of research problems; 4) Finally, the researcher drew the conclusion after the data have been analyzed.

D. FINDINGS AND DISCUSSION

4.1 Psychological Conflicts expressed by Elsa in *Frozen* Film

In *Frozen* film, from three kinds of psychological conflict, the researcher found only two kinds of psychological conflict they were approach-avoidance conflict and avoidance-avoidance conflict.

a. Approach-Avoidance Conflict

Approach-avoidance conflict is the conflict which occurs when a person has two alternative choices, the one is positive, while the other one is negative. In *Frozen* film, there was a scene that related to this kind of psychological conflict. That was when Elsa and Anna had conversation during the party of Elsa's coronation day. Anna said to Elsa that she was happy for having the party and people around them, and she hoped that they would be like that forever. Elsa was also happy to hear about Anna's wish, but then she refused it. Although it was not really clear expressed in her words, but it could be seen clearly in her face expression when she heard Anna's wish.

Elsa : Are you okay?
Anna : I've never been better. This is so nice. I wish it could be like this all the time.
Elsa : **Me too.... But it can't.**
Anna : Why not? If--
Elsa : **It just can't.** (min. 22:09-22:26)

In this scene, Elsa experienced the approach-avoidance conflict which had two options. The option one was positive, Elsa thought that if she had people including Anna around her, having party with people in the kingdom, she would be happy and never been alone anymore. She was happy about it. While the option two was negative, Elsa felt afraid with her power being shown up if she had people and Anna around her. She was afraid to hurt anyone, especially Anna.

b. Avoidance-Avoidance Conflict

This conflict is occurred when a person has to choose one of two alternative choices, but both those competing alternative choices have negative valences. This conflict occurs because of moving away from the negative goals, then the person automatically moves toward another negative goals. Avoidance-avoidance conflict is also called as no-win situation, because whatever the person chooses or do, he or she will loses (“*Theories of Stress, Conflict, and Emotion in Psychology*” par. 32).

In *Frozen* film, there was a scene that related to this conflict. It was when Elsa and Anna had a debate because of Anna’s sudden marriage plan in the ballroom at Elsa’s after coronation party. At that time, Anna was asking Elsa for her blessing to Anna’s sudden marriage plan with prince Hans, the man who she just met the day. When Elsa refused to grant her marriage plan, Anna argued her and made Elsa scared.

Anna : ...What did I ever do to you?!
Elsa : **Enough, Anna.**
Anna : No. Why? Why do you shut me out?! Why do you shut the world out?! What are you so afraid of?!
Elsa : **I said, enough!** (min. 27:17-27:27)

In that scene, there were two options which both of them had negative valences. Elsa had to resist her fear in order that her power was not exposed. But the more she resisted her fear, the more fear she got because Anna still argued her with many questions that she could not answer. That made her situation worse, and her power was exposed.

4.2 The Influence of Psychological Conflicts Toward Elsa’s Character Development

According to Hurlock, there are eight determinants that influence the character development. They are physical determinant, intellectual determinant, emotional determinant, social determinant, aspiration and achievement, sex determinant, educational determinant, and family determinant. After analyzing the *Frozen* film, the researcher found out that there were five of those determinants which related to the main character, Elsa. They were: intellectual determinant, emotional determinant, social determinant, aspiration and achievement, and family determinant.

a. Intellectual Determinant

Hurlock stated that intellectual capacity influences the personality directly through the kind of life adjustments the individual makes and indirectly makes (Hurlock 200). It means that intellectual capacity, directly, influences the character or personality development through the way he or she makes a decision when he or she is facing a problem.

In *Frozen* film, being a queen was a proof that Elsa was a smart girl. It was also shown that Elsa had an intellectual capacity through the way she made decisions when she was having problem. The first scene that showed Elsa’s intellectual capacity was in her coronation day. Elsa decided to try resisting her fear and held her power in order to pass the coronation ceremony

well. She used the “spell” that has ever been given by her father, the King, when she was a child.

Elsa : **Don't let them in.
Don't let them see.
Be the good girl
You always have to be.
Conceal. Don't feel.
Put on a show.
Make one wrong move
And everyone will know.** (min. 15:44-16:04)

In that scene, Elsa tried to hold some instruments with her hands directly, without the gloves that she has been always wearing during this time. She did it as a training to resist her fear and hold her power in order that her power would not be exposed, and she would pass the coronation ceremony well. Elsa could pass the coronation ceremony without any trouble, but in the end, her power became exposed in front of everyone in the ballroom at her coronation party because of the psychological conflict she had at that time.

The psychological conflict's influence on Elsa's intellectual capacity in making decision was shown in the scene when she was having debate with her sister at the coronation party. It was shown when Anna was arguing her because she refused to grant Anna's sudden marriage plan, Elsa was having avoidance-avoidance conflict which she had no win-situation at that time. It was shown that Elsa decided to leave Anna and everyone in the ballroom by trying to move away, in order to avoid the power being exposed. But because of the fear was continuing arise and she could not control it, in the end, her power became exposed before she left the ballroom.

The influence of psychological conflict toward the way Elsa made a decision when she was having problem was also shown in the scene after she left the ballroom party and ran out to the courtyard of the castle. It was shown that Elsa made a decision to leave Arendelle after seeing people's reaction when her power was exposed in front of them. She decided to leave because she was scared that she would hurt everyone in that castle.

In another scene, the psychological conflict's influence toward Elsa's intellectual capacity was shown when Anna came to her ice castle on the north mountain.

Anna : ...I'm so sorry about what happened. If I'd known--
Elsa backs up, away from Anna.
Elsa : (on guard) No, it's okay. You don't have to apologize....
But you should probably go, please.
Anna : But I just got here.
Elsa : ...You belong in Arendelle.
Anna : So do you.
Anna takes another step up. Elsa backs up more.
Elsa : **No, I belong here. Alone. Where I can be who I am
without hurting anybody.** (min. 54:34-54:56)

In that scene, the last sentence Elsa said was a proof that she made a decision that she wanted to leave Arendelle and lived alone on the north mountain. She decided to live alone because she thought that with becoming alone she would be able to become herself without hurting anyone. She also decided to live alone on the north mountain because she wanted to protect Anna from her power.

b. Emotional Determinant

Emotion is important aspect because it influences the personal and social life of the person. Hurlock said that the more love a person receives, the happier and better adjusted he will be (Hurlock 230). In *Frozen* film, the most feeling that Elsa expressed was fear. Elsa had a conflict with her fear since the bad experience that she had when she was a child. The psychological conflict influenced Elsa's emotions. The conflict between her and her fear made her emotion became uncontrollable. She became easy to be scared and anxious.

Elsa's fear increased after the death of her parents. The more fear grew in her mind the more difficult she controlled her emotions. There was a scene that showed Elsa's uncontrollable emotion, it was when Elsa was having a debate with her sister, Anna, in the ballroom at her coronation party. Elsa tried to move away from Anna while having a conflict in her mind after she refused Anna's sudden marriage plan. Initially, Elsa was still able to control her emotion when she refused Anna's sudden marriage plan. But when Anna pulled her glove from her left hand and argued her, she became scared.

In that scene, Elsa still struggled to manage her emotion and hold her fear. But the more she struggled to resist her fear, the more fear increased in her mind and that made her emotion became uncontrollable. The more fear grew up, the more painful showed by her face because of the fear.

c. Social Determinant

In this determinant, a person is judged based on the social acceptance and expectation and the person's ability to adjust himself or herself in the social life (Hurlock 262). In *Frozen* film, Elsa became a loner and locked herself in her room because she was afraid people would see her power. In the kingdom of Arendelle, there was no one who knew about the Elsa's magic power except her parents and Anna. After the accident when she knocked Anna's head with her power, Anna's memory about her power was erased by Grand Pabbie so she forgot and never knew about it anymore.

Hurlock said that because lack of social acceptance has such a damaging effect on personality and because most people fall below the average in acceptance, many methods to help people improve their acceptance have been tried (Hurlock 262). In *Frozen* film, Elsa struggled to hide her power and tried to become a normal girl around people because she was afraid that her existence would not be accepted by people if they knew about her power. But the psychological conflict between her and her fear made her difficult to control her emotion and in the end, her power was shown and people knew about her power. That scene was shown in minute 27:37-27:41.

Duke of Weselton: (ducking behind his men)
...**Sorcery**. I knew there was something dubious
going on here. (min. 27:37-27:41)

At that time, Elsa was arguing with her sister because she refused to grant Anna's sudden marriage plan. Elsa in her conflict with her fear tried to move away in order that her power was not exposed in front of everyone in the ballroom. But, because the fear kept growing and uncontrollable, she lost to her fear and her power was exposed. In that scene, it was shown how people reacted to Elsa's power when it was exposed in front of them. A power like Elsa's power was considered as something taboo and scary. The fear reaction from people meant that the power of Elsa was not accepted as something good.

Another scene that showed how people reacted to Elsa's power was when Elsa ran out from the ballroom to the courtyard of palace. Initially, she was greeted by people of Arendelle at the courtyard with applause because she has just become their queen. But when she was trying to get away from those people because she was scared, she touched the fountain behind her accidentally and it became *Frozen*. That made people shocked and showed their fear reaction to her. They retreated away from her and made the fear expression toward her.

Duke of Weselton: There she is! Stop her!
Elsa : (to the Duke)
Please, just stay away from me. Stay away!
Magic accidentally shoots from her hand and turns the staircase into
ice. The thugs and the Duke fall.
Duke of Weselton: **Monster... Monster!** (min. 28:18-28:26)

In that scene, it was shown that the lack of social acceptance can influence the personality development. Because people judged her power as an unusual thing and could not accept that with showing their fear reaction, Elsa became more scared and chose to run away. To conclude, in order to be accepted by people, Elsa should hide her power and become a normal girl. But because of her psychological conflict, she could not control her emotion and her power was exposed. And because of that, people were scared of her. People's fear reaction made her fear became worse.

d. Aspiration and Achievement

Hurlock stated that aspirations are the ego-involved goals a person sets for himself or herself. The more ego-involved his or her aspirations are and the more they relate to areas of behavior that are important for him or her, the greater will be their influence on his or personality (Hurlock 289). It means that the higher aspirations a person has and the higher ego was involved to achieve the goal, then it will increasingly influence the person's behavior.

In *Frozen* film, it was shown that Elsa had an aspiration for herself. That was getting rid of her fear and power. She wanted to get rid of her fear and power in order to become a normal girl, be able to gather well with her sister, family and people in the kingdom. The high ego-involved to achieve her goal was shown by the way she tried to resist her fear and power, with using the "spell" when she tried to suppress her power.

However, because of the psychological conflict she had, Elsa was getting difficult to achieve her goal to get rid of her fear and power. To achieve her goal, Elsa should be able to control her emotions. But because psychological conflict influences her emotion by making the emotion became uncontrollable, Elsa became difficult to achieve her goal.

Directly, the achievement's influence to the personality comes from how the person evaluates himself or herself, and directly, the achievement's influence comes to the personality comes from his or realization of how others evaluate him or her (Hurlock 264). In *Frozen* film, it was shown that initially, Elsa was failed to achieve her goal for getting rid of her fear and power because the influence of her psychological conflict. The directly influence of Elsa's failure toward her character development was shown the way she evaluated herself by running away from the castle and leaving the Arendelle.

Elsa successfully achieved her goal for getting rid of her fear and power after she realized the words of Olaf. That scene was shown in minute 1:27:40-1:28:00.

Elsa : ...You sacrificed yourself for me?

Anna : (weak) ...I love you.

Olaf realizes what's happened. He's so excited about it, he lifts his head right off his body and exclaims--

Olaf : **An act of true love will thaw a *Frozen* heart.**

Elsa : (processing) **Love...will thaw... (realizing) Love.... Of course.**

Elsa looks at Anna with confidence.

Anna : Elsa?

Elsa : **Love.** (1:27:40-1:28:00)

In that scene, Anna sacrificed her life to protect Elsa from the sword that swung by prince Hans to her sister. Elsa cried sadly when she saw her sister became *Frozen* like an ice sculpture. Elsa's sincere feeling toward Anna made her sister back to herself. That scene above can be called as an indirect influence of achievement, because Elsa has just realized that she needed the love to get rid of her fear after she heard Olaf's words.

e. **Family Determinant**

Hurlock stated that directly, the family influences personality development by molding and communication (Hurlock 352). It means that the communication between family members is important because it has a big influence to the personality development. The early life experience also has a big influence to the character or personality development. Because a person's early life experience also determines how the change of his or her personality.

In *Frozen* film, the early life experience was the starting point which caused Elsa's character change from cheerful girl into a loner and gloomy girl. Elsa had a bad experience when she was a child that was an accident when Elsa knocked Anna's head while they were playing in the ballroom.

That bad experience influenced the communication between Elsa and her family. There were some scenes that showed how Elsa had a bad communication with her family. The first scene was Elsa's communication

with her sister. The communication between Elsa and Anna became bad and made the rift between her and her sister. Elsa always locked herself in her room and never allowed Anna to get in. That was because she felt afraid that she would hurt Anna again like she has done when they were child. There was a scene that showed how Elsa distanced herself from Anna.

Young Anna : Do you want to build a snowman? It doesn't have to be a snowman.
Young Elsa : **Go away, Anna.**
Young Anna : ...Okay bye. (min. 08:46-08:56)

In that scene, Anna was trying to ask Elsa to play with her, but Elsa told her to go away. It was because she was afraid and still having a conflict with her fear in controlling her power. And also, she did not want Anna to know about her power. So, whenever Anna came to her door and knocked it, Elsa always never answered and that made Anna felt sad. This went on continuously until they grown up. That was why Elsa's communication with Anna became bad.

The second scene was Elsa's communication with her parents. The reason why Elsa distanced herself away from Anna was because of her father, the King. When Grand Pabbie told Elsa that her power would become a danger if she could not control it, the King told that he would protect Elsa and taught her how to control the power. That scene was shown in minute 07:50-08:11.

King : **No. We'll protect her. She can learn to control it. I'm sure. Until then, we'll lock the gates. We'll reduce the staff. We will limit her contact with people and keep her powers hidden from everyone... including Anna.**
(min. 07:50-08:11)

In that scene, it was shown how the King treated Elsa. All he did was just to protect Elsa until she could control her power. But that gave a bad influence to Elsa's character development because it made her become antisocial even to her sister, Anna. The relationship between her and Anna became bad because they rarely communicate.

Another scene that showed how the King treated Elsa was in minute 09:03-09:09. In that scene, Elsa was scared because when she touched the window with her hand, her power made the window become *Frozen*. Then the King told her to wear gloves as protector.

King : **The gloves will help.**
King (cont'd) : **See? You're good....** Conceal it.
Young Elsa : Don't feel it.
Young Elsa & King : Don't let it show. (min. 09:03-09:09)

In that scene, it was shown how the King treated Elsa when she was scared. He tried to calm her down from her fear with suggesting her to wear gloves and making a spell to resist the power. The King indoctrinated Elsa that as long as she was calm, she would be fine.

The psychological conflict had a big influence to Elsa's communication with her family. Because she was having conflict with her fear, it made her always tried to distance herself from anyone around her, including her family. And that made her communication with her family became bad.

Elsa (12) : **I'm scared. It's getting stronger.**
King : Getting upset only makes it worse.
(The King goes to hug her).
Elsa (12) : **No. Don't touch me. I don't want to hurt you.** (min. 09:39-09:46)

In that scene, it was shown how Elsa refused to be hugged by her parents. It was not because she did not want to be hugged, but it was because she felt afraid that she would hurt her parents if she touched them. She knew that she should be calm down but the more she did it, the more she felt it grew up. Because of that, she distanced herself away from her family in order to not hurt them.

E. CONCLUSION

From the result of analysis about the influence of psychological conflict toward Elsa's character development above, found that Elsa expressed some kinds of psychological conflicts. There are three kinds of psychological conflicts they are (1) Approach-approach conflict, (2) Approach-avoidance conflict, and (3) Avoidance-avoidance conflict. Elsa as the main character of this film had two of them those are approach-avoidance conflict and avoidance-avoidance conflict. The first was the approach-avoidance conflict. It was found that Elsa had this conflict which has two options, those were positive and negative. The positive one was she thought that she could be happy if she lived with people around her, and never be alone anymore. While, the negative one was she felt afraid that her power would be shown up, and she would be difficult to control her power if she lived with people around her. The second was the avoidance-avoidance conflict. It was found that Elsa had this conflict which has two options that whatever she chose, she would lose. She tried to move away from her sister and resisted her fear in order that her power was not exposed, but the more she struggled to resist the fear, the more fear grew and in the end, her power was exposed.

Using the theory of personality development and combining it with the psychological conflict, the researcher found that from eight determinants that have been explained in the chapter two, there were five determinants that influence Elsa's character development. Those are intellectual, emotional, social, aspiration & achievement, and family determinants. The intellectual determinant was related to the way Elsa made decisions when she was having problem. The emotional determinant was related to her emotion of fear. The social determinant was related to her struggle to live as a normal girl and hide her power from people in her kingdom. The aspiration and achievement was related to Elsa's goal to get rid of her fear and power, and the effort she did to achieve the goal. The last was the family determinant which was related to her communication with her family and how her father treated her when she felt scared.

The kind of psychological conflict which most influences Elsa's character development was avoidance-avoidance conflict, and the determinant that was most

influenced by this kind of conflict was emotional determinant. Because the influence of avoidance-avoidance conflict toward her emotion, Elsa decided to leave her sister and Arendelle in order to avoid hurting anyone, she became difficult to achieve her goal to get rid of her fear because of her uncontrollable emotion, she became unaccepted by people in Arendelle because her power, and the communication between her and her family became bad because she always locked herself from her family. To conclude, all influences of these determinants were related to each other.

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