CONFLICTS IN JENNIFER LEE'S MOVIE SCRIPT
FROZEN I

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Abstract

The research deals with an analysis of conflict in Jennifer Lee's movie script, *Frozen I*, focusing on two topics, the types of conflict and exposing the causes of the conflict. The researchers apply the theory of conflict proposed by Sayuti and Whitfield. This study uses the qualitative method, and the data are analyzed descriptively. Based on the research analysis, the researchers find three results. First, the Frozen I movie script by Jennifer Lee illustrates conflicts and their causes. Second, there are two kinds of conflict in this movie script: internal and external conflict. Internal conflict contains character vs self-conflict. It can be seen in Elsa's inner turmoil over the power she has, in Elsa's struggle to control her power, and in Elsa's struggle to lower her ego and not hurting the people she loves and the people of Arandelle. External conflict contains character vs character and character vs society. Third, the causes of conflict can be seen when Elsa hurts Anna, when Elsa's parents die, and when Elsa's power is exposed.

1. Introduction

A conflict is a social event that occurs as a result of conflict, disagreement, or difficulty. It can happen to anyone, individuals with themselves, individuals with other individuals, or individuals with society. Every person or social group will never be free from conflict. Conflict is often used as a frightening specter that is avoided in life, but without conflict, the individual or society would not develop.

Ashby & Neilsen-Hewett (2012) divide conflict into two parts, namely internal and external conflict. Internal conflict is a conflict that occurs in the heart or soul of a story character. Conflicts like this are usually experienced by humans themselves. The type of conflict that is included in internal conflict is conflict within a character (psychological conflict). External conflict is a conflict that occurs between a character and something outside of him. Thus, it can be said that external conflicts include two categories of conflict, namely conflicts between humans and society and conflicts between humans and nature (physical or elemental conflict).

Frozen I is a story about the sisterly relationship between Princess Anna and Princess Elsa. This movie also tells the story of two sisters, Elsa and Anna. Elsa can manipulate and control ice and snow from her body. Elsa, who has magical powers, accidentally injures her sister, Anna. Then she feels guilty and locks herself up for four years. Frightened by public opinion about her magical powers, Elsa runs away from the

palace. Since Elsa's departure, Arandelle has grown colder. No more summer in the kingdom. Then, Anna, who misses her sister very much and wants to save the kingdom, goes to the Northern Mountains to look for Elsa. This is where the conflicts in the story begin.

There are several reasons why the researchers choose this topic. *Frozen I* has many moral lessons. Through stories, readers are given moral knowledge about good and bad things in order to avoid bad things and absorb good things. Frozen is not only able to entertain children but also has positive values for life, especially for those who have watched it and often watch it. The moral lessons are: (a) belief in the power of dreams, (b) not judging people by their appearance, (c) not getting easily discouraged, (d) belief in the power of love.

2. Literature Review

2.1 Protagonist

A protagonist has an important role in running the plot in a literary work, especially in a movie. The protagonist is the main character who supports the principal idea in the story and usually has a specific plan and purpose. The protagonist is a very important main character in a movie. It is the main character who will determine whether the audience will be interested in the film they see or not. The protagonist can be played by a man or a woman. The protagonist is the key decision-maker influences the plot of a story. The protagonist is very instrumental in the storyline and is often portrayed as the character who faces the most obstacles and conflicts (Wellek & Warren, 1995).

2.1.1 Conflict

According to Kenney (1966: 19), the disputes that the fiction itself deals with include several kinds of confrontation. The events of the conflict in the real world, narrated in a fictional movie script, are categorized in various ways, including conflict dependent on the kind of origin they derive and the kind of human dimension of conflict.

Koesnosoebroto (1988: 43) states that a conflict may variously be a physical, moral, psychological, intellectual, or spiritual contest between antagonistic forces, an internal conflict between aspects of the personality, or an external conflict between a person and an external force (another person, society, environment, nature, the universe, God). According to Ashby & Neilson (2012: 145), conflict is concerned with opposition between two individuals and is characterized by events in which one person resists, retaliates, or protests the actions of another.

Wellek and Warren (1995: 285) state that conflict is something dramatic. It refers to a fight between two equal forces, which implies action and a response to an action. Conflict will occur if there is not a regular agreement between a desire and other wishes. Conflict can also occur if there is no agreement between two egos. This usually happens in real life, which most people avoid. However, in the world of literature, conflict is needed. It can even be said that it is important to support the story's content. If there is no conflict in a story, then the story is certain to not live and attract readers to read it because it is not a palpable event. It is not even an exaggeration to say that when writing literary works, it is important to build and develop conflict because the more there are and the more interesting conflicts that occur, the more interesting the story will be to read.

2.1.2 Types of Conflict

There are two types of conflict, i,e., internal and external conflict. These conflicts will be explained further in the paragraphs below.

2.1.2.1 Internal Conflict

According to Nurgiyantoro (2002: 124), internal conflict is a conflict that occurs in the heart or soul of a story character. Conflicts like this are usually experienced by humans with themselves. The type of conflict that is included in internal conflict is conflict within a character (psychological conflict). Cconflicts like the one above can occur simultaneously because they are closely related to human characters' works in literature.

He also adds that internal conflict is a conflict that occurs in the heart or soul of a story character. Conflicts like this are usually experienced by humans with themselves. The type of conflict that is included in internal conflict is conflict within a character (psychological conflict). Conflicts like the one above can occur simultaneously because they are closely related to humans, called characters, in literary works.

An internal conflict occurs when a character in literature experiences tension within themselves. Internal conflict is the opposite of external conflict, which occurs when a character faces outside oppositional forces, such as another character or an act of nature.

There are several types of internal conflict:

a. Character vs Self: In this type of conflict, a character finds himself or herself battling between two competing desires or selves, typically one good and one evil. In the character vs. self-conflict, the protagonist must come to terms with their inner struggles and overcome them to reach their final goal.

b. Religious conflict: Religious conflicts occur when a character's thoughts or feelings contradict their religious beliefs. This can lead to the character questioning their beliefs or doubting their feelings. For example, a character who was raised as a pacifist is drafted into the war. Though they wish to help their unit and fellow soldiers, their religious beliefs prevent them from fighting.

c. Moral conflict: Moral conflict refers to a struggle between two opposing values. Characters may consider an action or behavior that goes against their morals in order to achieve a goal or meet expectations. For instance, a high school student may consider cheating on a standardized test to help her chances of getting into a prestigious college.

d. Self-perception conflict: Self-perception conflicts happen when characters fight internally about their authenticity. They may wonder if they are presenting their true selves to others. For example, a character running for public office may experience an internal conflict between the carefully crafted persona they deliver to the public and their genuine self. Characters doubt their self-image and self-awareness.

e. Love conflict: A love conflict occurs when characters face a decision that may hurt the person they love. These situations may arise when the character needs to work for the greater good or when their choice will ultimately benefit their loved one despite initial pain. For instance, a mother may send her children to stay with their grandparents while she deals with personal and financial struggles.

f. Political conflict: This happens when a character experiences a political struggle, such as agreeing with a politician's policies but disliking their personality. A political conflict can also occur when a character discovers a policy they oppose within their party. Sometimes, political conflicts can overlap with moral conflicts. For instance, a politician may consider lying to advance an agenda they think will benefit the public.

g. Societal conflict: Characters experience societal conflict when they experience conflicting emotions about their role in society or society's expectations of them. For example, a mother in 1950 may struggle with the societal expectation for her to be a stay-at-home mother when she is passionate about pursuing a career.

h. Existential conflict: Existential conflicts occur when characters question their place or purpose in the world. They can include fears or questions about the nature of the universe or the meaning of life. For example, a character may experience a traumatic loss and question the purpose of their life as they process their grief.

Based on the above definitions, an internal conflict is a struggle occurring within a character's mind. The dilemma posed by internal conflict is usually an ethical or emotional question.

2.1.2.2 External Conflict

Nurgiyantoro (2002: 124) states that external conflict is a conflict that occurs between a character and something outside of him. Thus, it can be said that external conflicts include two categories of conflict, namely conflicts between humans and society and conflicts between humans and nature (physical or elemental conflict). External conflict is a conflict that occurs between two different groups and strengthens the conflicting group by providing clear boundaries between other groups.

According to Sayuti (2000: 42-43), external conflict occurs in four parts as the following:

a. Character vs Character: This conflict is also called the conflict in a person's character. This conflict is often referred to as psychological conflict or psychological conflict. This type of conflict usually occurs in the form of a struggle by a character against himself so that he can resolve it and determine what to do. This is where one character conflicts with another. This type of conflict occurs when a protagonist and antagonist have the same goal, have conflicting goals where they stand in each other's way, or one wants what the other has.

b. Character vs Society: This type of conflict is often called social conflict or social conflict. Usually, this kind of conflict occurs between the characters and their surroundings. This conflict arises from the attitude of individuals towards the social environment regarding various problems that occur in public. Usually, this kind of conflict occurs between the characters and their surroundings. This conflict arises from the attitude of individuals towards the social environment regarding various problems that occur in public. This is where the main character conflicts with a government, system, or societal mindset. This type of conflict usually occurs because the character has a strong motivation to take action against their society, whether it be for survival, freedom, morality, or some other desire.

c. Human vs Nature: Conflicts like this are often referred to as physical or elemental conflict or natural conflict. This type of conflict usually occurs when the character cannot control or take advantage of the natural environment as it should be. When

human relations with nature are not compatible, there will be disharmony that can cause conflict. This is where the main character conflicts with an animal, the weather, the terrain, or some other facet of nature. This type of conflict usually involves the main character fighting for their survival.

d. Character vs. Technology: This is where the main character conflicts with some element of technology. This type of conflict usually involves the main character fighting for survival or protecting others.

2.1.3 Causes of the Conflict

According to Soraya (2018: 18), the result of conflict is interaction and communication. Indirectly, humans are the cause of conflict and will have an impact on the future of humans themselves. She continued that the cause of conflict is the researchers' way of making a story and who will direct the purpose of the story. The researchers place one or several characters in the story in certain situations. The characters of these figures make decisions or take actions that can have an impact on the future, both in the near future and in long-term solutions to these problems.

According to Whitfield (1994: 6-9), there are three causes of conflict. They are:

a. Misunderstandings: Conflicts often arise through misunderstandings. These misunderstandings usually involve some element of poor communication. For example, we probably all know that to achieve something, we must have a goal, a timetable, and some standards or rules to conform to. Unfortunately, it is often the case that we send people off to do things without really explaining what we expect them to achieve or that they go without really listening to our instructions.

b. Interest: We can sometimes confuse our real interest in an outcome with an unrealistically high expectation and thus introduce a conflict where none should exist. While we all appreciate that we cannot have our cake and eat it, we try to hedge our bets as much as possible.

c. People: The personalities of the individuals involved in a problem will often cause them to conflict destructively. People often become emotional and defensive when they lack information. Those involved in a conflict often adopt a hard adversarial stance rather than allow themselves to be perceived as weak for adopting a conciliatory approach.

2.2 Movie Script

A movie is an audio-visual communication medium to convey a message to a group of people gathered in a certain place. Movies are collectively referred to as cinema. Cinema itself comes from the word kinematics or motion. According to Askurifai (2003: 4), movies are a type of mass communication media derived from various types of technology and various elements of the arts. Movies are different from literature, painting, or sculpture. The art of movies relies heavily on technology as the raw material for producing and exhibiting them in front of their audience.

Movies can be used as a medium to convey messages through story plots conveyed by the screenwriter to the audience. In addition, as a medium of mass communication, the film has the function of being able to convey messages in the form of information, education, and entertainment. According to Effendy (2000: 207), movies are complex social, psychological, and aesthetic phenomena that are documents

consisting of stories and images accompanied by words and music. So the movie is a multi-dimensional and complex production.

Based on the explanation above, a movie script is a design or framework for a movie, whose contents are place, time, and script, and which serves as a guide for the actor. A movie script is a written text that contains a storyline that is described using dialogue between characters. Movie scripts do not tell the story directly but use dialogue from the characters.

3. Research Method

In conducting research, a research design is needed to guide the researcher in answering the research problem. According to Narimawati et al. (2010: 30), a research design is all that is necessary for planning and conducting research.

In this study, the researchers used a qualitative research method. Creswell (2014) defines qualitative research as research that is used to examine human and social problems. Moleong (2017) states that qualitative research is research to understand the phenomena of what is experienced by research subjects as a whole, utilizing description in the form of words and language, in the specific context experienced, and by utilizing various scientific methods.

The researchers will describe the results of research based on the theory and research methods used. In this paper, researchers discuss the conflict in each of the characters in the *Frozen I* movie script written by Jennifer Lee, and this study uses the theory of conflict proposed by Sayuti (2000) and Whitfield (1994). And also, the researchers use descriptive research to perform the analysis. Therefore, this research design uses descriptive research because the analysis is done in a descriptive manner.

4. Discussion

This chapter presents an analysis of the conflicts in Jennifer Lee's movie script, Frozen I. The researchers collect data based on the theory of conflict by Sayuti (2000) and Whitfield (1994). This theory is useful for providing understanding and explanations of conflicts related to the research problem. Based on the research problem, the researchers discuss the external conflict and the causes of conflicts.

4.1 Internal Conflict
4.1.1 Character vs Self

In this type of conflict, a character struggles with his thoughts and desires. The character has multiple desires and different choices. As a result, the character has to deal with mixed feelings or emotions. Human vs self-conflict is an internal battle that characters wage within themselves; these are issues that affect their actions, motivations, and interactions with other characters. This type of conflict is found in Elsa's character. Elsa, a princess from the kingdom of Arandelle, discovers that she has the power to create and control ice. Through the quotation below, it will be seen that Elsa fights with her thoughts and actions.

> INT. ELSA'S ROOM — NIGHT
> Elsa (now 12) paces as she panics.
> The entire wall is frozen behind her.
> ELSA   : I'm scared. It's getting stronger.
> KING   : Getting upset only makes it worse.

The King goes to hug her.
ELSA   : No. Don't touch me. I don't want to hurt you.
He and the Queen look at each other with alarmed sadness.
(Lee, 2013: 11)

The quotation above shows Elsa's fear of the power she has. In this conflict, Elsa rages at herself. Elsa still cannot accept that she has this kind of power. She is afraid that she will hurt others with the strength she has. She is also afraid of hurting her family. Because she is afraid to meet other people, she locks herself up for four years so she can control the power. This proves that Elsa is fighting with herself to control her powers. For a twelve-year-old child, it is not easy to just stay in the room without interacting and playing with their peers. Moreover, Elsa has a younger sister named Anna. To maintain the safety of others, she then lowered her ego. This conflict has two positive and negative sides, positive because Elsa thinks about the safety of others, including her family, and negative because Elsa sacrifices her happiness.

Elsa paces, distraught. She talks to herself.
ELSA   : (mantra-style) get it together. Control it. Don't feel.
Don't feel. Don't FEEL!
She hears ice cracking. Stops. Looks around. She's left a sharp wake
of ice spikes behind her on the floor. They grow up the wall, taking
over the castle.
(Lee, 2013: 80)

The data above show Elsa's concern about the power she has. Until now, she still cannot control the power. Elsa tries to control it after she injures Anna, who is trying to pick her up so she can return to Arendelle. Anna hopes that her sister will be able to melt all the ice on the land of Arandelle. She has high hopes for Elsa, but she cannot grant them. Instead of controlling the ice, Elsa makes the ice bigger and sharper.

The last evidence to show character vs self-conflict can be seen in the data below:

Elsa smiles, but then a memory returns to her.
FLASHBACK: Young Anna is struck by Elsa's powers.
YOUNG ELSA   : Anna!
Young Anna falls unconscious. Young Elsa races to her.
THE PRESENT: Elsa's face sinks in pain.
ELSA   : No, we can't.
Elsa turns and heads up the second-story steps.
ELSA   : (CONT'D) Goodbye, Anna.
ANNA   : Elsa, wait--
ELSA   : (calling back) I'm just trying to protect you.
(Lee, 2013: 67)

The quotations above show Elsa's inner struggle through flashback memoryies. She remembers when she injures Anna, her dearest sister. Elsa thinks that she cannot continue to be with Anna because she will hurt her. She also thinks that her departure will probably protect everyone. Therefore, she tells Anna to stay away from her and throws her out of the ice castle.

4.2 External Conflict
4.2.1 Character vs Character
This conflict is a dispute that occurs between two people. This type of conflict is self-explanatory, with one person fighting to win over the other. Character vs character can be found in the movie script Frozen I. This is shown when Anna asks Elsa for permission to marry a man named Hans. This man hadsjust been met by Anna during Elsa's celebration of becoming queen. When Anna asks for permission to marry, it can be seen in the following quotations.

> Anna sees Hans's worried face. Hooks arms with him.
> ANNA   : No. Whatever you have to say, you can say to both of us.
> ELSA   : Fine. You can't marry a man you just met.
> ANNA   : You can if it's true love.
> ELSA   : Anna, what do you know about true love?
> ANNA   : More than you. All you know is how to shut people out.
> ELSA   : You asked for my blessing, but my answer is no. Now, excuse me.
> (Lee, 2013: 31)

The quotations above illustrate that Elsa does not approve of Anna marrying a man she just met. Because, according to Elsa, Anna is just a child who is new to the outside world and has just felt love. Anna remains determined to marry Hans and says that she knows love better than Elsa. She also alludes to Elsa's actions, saying that she has to stay away from her all this time. However, Elsa stands her ground and refuses to give her blessing. Elsa has no idea who Hans is because they only met at the location during a celebration. Their bickering continues when Anna accidentally grabs Elsa's glove and rips it off. The quotation can be seen from the data below.

> Anna grabs Elsa's hand. She pulls off Elsa's gloves.
> Elsa gasps, spins around, and reaches for the glove in panic.
> ELSA   : Give my glove!
> Anna holds the glove away from Elsa.
> ANNA   : (desperate) Elsa, please. Please. I can't live like this anymore.
> Elsa fights tears.
> ELSA   : (weak)… Then leave.
> Elsa sees Anna's hurt face. It's too much. She can't hold it in. She turns and rushes away.
> ANNA   : (heartbroken)…. What did I ever do to you?!
> The party goes silent as everyone watches the sisters.
> 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?!
> (Lee, 2013: 32).

The data above show that Elsa needs gloves to survive in a crowd. She is also terrified that the past could repeat itself. As long as she uses the gloves, she can protect herself, Anna, and the people from her power. But Anna still does not want to give the

gloves. Elsa then gives up weakly, and she can see Anna's hurt face. Seeing her sister's leaving, Anna is heartbroken and asks about her sister's entire behavior towards her. She wants to know why Elsa is away from her and what Elsa is afraid of so that she can hide herself from the world.

The character vs character conflict can also be found in the dispute between Anna and Hans. This statement will be proven in the data below:

> ANNA : It was an accident. She was scared. She didn't mean it.
> She didn't mean any of this… Tonight was my fault. I pushed her. So I'm the one that needs to go after her.
> HANS : What?
> ANNA : (to the Royal Handler) Bring me my horse, please.
> HANS : Anna, no. It's too dangerous.
> ANNA : Elsa's not dangerous. I'll bring her back, and I'll make this right.
> HANS : (before letting her go) Are you sure you can trust her? I don't want you getting hurt.
> ANNA : She's my sister; she would never hurt me.
> (Lee, 2013: 35)

The conflict above shows the dispute that occurs between Anna and Hans. As explained in the previous quotation, Anna falls in love and wants to marry Hans, which Elsa opposes. However, Anna thinks that she should not oppose and hurt her sister. Then she wants to make up for her guilt by going after Elsa and bringing her back to Arandelle. Of course, her decision is opposed by Hans. She says that Elsa is a dangerous person, and she would get hurt by her side. But Elsa remains firm in her decision that her sister would not, and she would still bring Elsa back.

4.2.2 Character vs Society

This type of conflict occurs when a character goes against the law or the values of society. This conflict is also a character's resistance to the injustice it receives from society. In this movie script, character vs society occurs when Elsa accidentally releases her powers and cannot control them. At that time, the citizens of Arendelle learned that Elsa had the power to turn objects into ice. And the citizens of Arendelle thought that Elsa was a monster.

> The crown is placed on Elsa's head. The scepter and orb are presented to Elsa on a pillow. She slowly reaches for them.
> BISHOP : (a whisper) Your Majesty, the gloves.
> Elsa hesitates. She breathes nervously, removes her gloves, and places them on the pillow. Her hands shake. She takes the orb and scepter then turns to the people.
> ……………………………………………………………………….
> CROWD : Queen Elsa of Arendelle.
> Just in time. Elsa manages to set the orb and scepter back down on the pillow before anyone notices the ice. She picks up her gloves and slips them on. She made it.
> (Lee, 2013: 19-20).

The data above represent a conflict experienced by Elsa and society. As a new queen, Elsa does not want the citizens to know about her powers. Elsa is afraid that they will find out about her condition and are afraid of their opinion. They would probably boo and freak out at Elsa. Therefore, during her coronation, Elsa tries to hide her power. This can be seen from her hesitation to open the gloves and her nervousness when taking the orb and scepter. She is trembling because her power could suddenly appear and startle everyone, but she manages to do it.

The second data show the conflicts between characters and society, as can be seen through the following data.

> Elsa backs away from the baby.
> She knocks into the fountain and grabs its edge.
> The waters freeze at her touch.
> Gasps of shock and fear sweep over the crowd.
> The duke and thugs come out the door.
> DUKE   : There she is! Stop her!
> ELSA   : (to the Duke) please, just stay away from me. Stay away!
> Magical accidentally shoots from her hand and turns the staircase into ice. The thugs and the Duke fall.
> DUKE   : Monster…..Monster!
> (Lee, 2013: 33)

The data above show the conflict that occurred between Elsa and the community. It is illustrated when Elsa accidentally releases her power and freezes the land of Arendelle. Everything she holds becomes frozen, even with the slightest touch. When she releases this power, the citizens are terrified of Elsa. Seeing her powers getting out of control, Elsa tells the people to stay away from her because she does not want to hurt them. However, she accidentally injures Duke by shooting ice at him. Elsa is sorry for it. Finally, Elsa decides to run off to the forest and hide in the mountains.

The last evidence showing character vs society conflict can be seen in the data below.

> **INT. ELSA'S PALACE – DAY**
> The guards burst through the ice doors.
> Elsa flees to the top floor of her palace. The guards pursue.
> They trap her on the top floor and raise their crossbows.
> ELSA   : (scared) No, please.
> The thugs reposition to take another shot.
> ELSA   : Stay away!
> Elsa shoots ice at the thugs.
> They duck out of the way and continue the attack.
> THUG   : Get her! Get her!
> Elsa fights for her life.
> (Lee, 2013: 89)

The quotations above illustrate Elsa's continuing dispute with society. When Elsa was in her hiding place, not only Anna was looking for Elsa but also other people. Hans, Anna's future husband, orders the guards to find Elsa. But Hans does this with a purpose of his own so that he could completely control Arendelle. Even though Elsa is

away from Arandelle, they still do not let her calm down. They try to catch Elsa. In the end, Elsa can only defend herself from those attacks. She is trying to stay alive.

4.2.3   The Causes of the Conflict

In a story, there will always be conflict. Without conflict, the storyline will not run well and will not be memorable for the reader. Therefore, the author usually creates conflict in the story to make it livelier. A conflict must have causes, it can occur due to misunderstandings, differences in ideas or views, or differences in desires. In line with this statement, the movie script *Frozen I* also has several causes of conflict. These causes will be discussed in the following sub-chapters.

> Elsa suddenly slips. Her magic accidentally STRIKES Anna in the
> head. Anna tumbles down a snowbank and lands, unconscious.
> YOUNG ELSA   : (CONT'D) ANNA!
> Elsa runs to Anna and takes her in her arms. A streak of Anna's hair,
> where struck, turns white.
> YOUNG ELSA   : (CONT'D) MAMA! PAPA!
> The room around them fills with frightening ice spikes.
> The parents burst through the frozen door. GASP at the sight
> of the room.
> KING   : Elsa, what have you done? This is getting
> out of hand!
> QUEEN   : (seeing Anna) Anna!
> The King and Queen rush to Anna and take her in their arms.
> ELSA   : It was an accident. I'm sorry, Anna.
> QUEEN   : (about Anna) She's ice cold.
> KING   : ...I know where we have to go.
> (Lee, 2013: 4-5).

The data above show the beginning of the conflict in this story. Initially, Anna orders Elsa to make an ice slide in the royal ballroom. Anna is very happy because her sister also makes a snowman named Olaf. However, the conflict occurs when Elsa accidentally injures Anna with her powers. She immediately calls his parents, and they find that Anna's body is cold as ice and her hair is turning gray. Elsa is shocked and very sorry for hurting her sister, even though she did not mean to. After this incident, Elsa locks herself in and never comes out of her room again. Based on the explanation above and referring to the theory in chapter II, the conflict in this movie script is triggered by people, namely Elsa and her powers.

The second data show the causes of the conflict in this movie script can be seen in the data below.

> EXT. DOCKS -- DAY. The King and Queen leave on a ship.
> EXT. ROUGH SEAS -- NIGHT. Lightning flashes. The sea rages in a
> storm. The King and Queen's ship is lost in the waves.
> INT. CASTLE -- DAY. A portrait of the King and Queen is
> covered in mourning cloth.
> …………………………………………………………………
> The crown is placed on Elsa's head. The scepter and orb are presented
> to Elsa on a pillow. She slowly reaches for them.
> (Lee, 2013: 34).

The quotations above show two things, First, the deaths of Elsa and Anna's parents, Second, Elsa's coronation as queen in the kingdom of Arandelle. Previously, Elsa's parents kept secrets about Elsa's powers. They never even open the palace and royal gates so that this secret will not spread to the people. Unfortunately, the King and Queen die in a storm while sailing the ship. After their deaths, Elsa, as the eldest daughter, is appointed the new queen of the Arandelle kingdom. Of course, this made Elsa have to come out of her room for years and allowed people to know her true condition.

The last data as the causes of conflict in this movie script can be seen in the quotations below:

> The crowd panics. A snowstorm begins. Elsa flees.
> Anna runs out of the palace doors, carrying the glove.
> ANNA   : Elsa!
> Hans follows closely behind her.
> GATES TO THE KINGDOM: Elsa runs out of the gates and down to the water's edge. The shoreline freezes under her feet. Anna calls to her from the gates.
> ANNA   : (CONT'D) Elsa! Wait, please!
> Elsa glances back at Anna but turns away. She tentatively steps out onto the fjord. It freezes instantly. She breaks into a run, as the water freezes over with each step.
> ANNA   : (CONT'D) Elsa, stop!
> Anna rushes out onto the fjord ice, slips, and falls.
> HANS   : Anna!
> Hans rushes to Anna's side. Elsa reaches the far shore. She doesn't look back. She just scrambles into the mountains.
> (Lee, 2013: 34).

The quotations above show when Anna's powers are exposed for the first time to the public. The people of Arandelle panic when a snowstorm emerges from Elsa. Fearing the reaction from the people, Elsa then runs out the gate and leaves the kingdom, frozen. Without looking back, she runs to the top of the mountain. Elsa's actions create conflict between herself and her sister and between herself and society. This conflict occurs because of a misunderstanding between society and Elsa. Elsa and the people both think that she will endanger the kingdom if she continues to live there.

5. Conclusion

Based on the analysis of the protagonist's external conflict in Jennifer Lee's movie script *Frozen I,* some conclusions can be drawn. It can be concluded that the *Frozen I* movie script by Jennifer Lee illustrates conflicts and their causes. There are two kinds of conflict in this movie script: internal and external conflict. Internal conflict contains character vs self-conflict. External conflict contains character vs character and character vs society. The character vs self-conflict is Elsa's conflict with herself. It can be seen from: a) Her inner turmoil over the power she has, b) Her struggle to control her power, and c) Her struggle to lower her ego and not hurt the people she loves and the people of Arandelle. The character vs character conflict can be seen through a) Elsa's refusal. She refuses to give Anna and Hans her blessing. Elsa thought their love was just puppy love because in just one night of acquaintance they wanted to get married, b) Elsa

and Anna's dispute. Anna feels hurt because Elsa always ignores her and stays away from her, and c) the dispute between Anna and Hans. He forbids Anna to go after her sister because she thinks Elsa is a dangerous person. However, Anna remains true to her stance. The character vs society conflict can be seen when a) Elsa is afraid of public opinion about her powers. Therefore, she is very careful about her actions during Coronation Day, b) Elsa accidentally releases her power and freezes the land of Arendelle. As a result, the people of Arandelle call him a monster, and c) Elsa defends her life from attacks by Hans and Duke, who want to catch her. Data analysis also shows the causes of conflicts in the *Frozen I* movie script. It can be seen in a) Elsa hurting Anna when they are playing in the snow in the royal ballroom. Anna faints and her body turns icy cold, b) Elsa's parents' deaths. Elsa, as the oldest daughter, is appointed as the new queen of the Arandelle kingdom, c) Elsa's power is exposed for the first time to the public.

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