



CONFLICT ANALYSIS IN ARTHUR MILLER'S DEATH OF A SALESMAN

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Abstract--The aim of this study focuses on conflict analysis in drama death of a salesman especially internal and external conflict. The researchers utilize qualitative method by having descriptive approach to explore and identify the type of conflict in drama death of a salesman. The data collecting in this research is taken from script and video drama death of a salesman. The results of this study found that there are internal conflicts on Willy Loman's character, such as Willy always feels tired, sad and it becomes a burden because he could not provide the best for his family. External individual to individual conflict is also found in Linda Loman's character, such as the conflict that occurred in the dining room between Happy, Linda, and Biff about the strange conduct of Willy. Social conflict in the drama death of a salesman are also found when Willy starts to feel unuseful person and angry when he is offered the other job by Charley. Conflict is an unpleasant situation experienced by the characters in the story, which serves as an attraction for the readers because they are interested in the conflict that arises. Conflicts usually have two types, namely external conflicts that come from outside human understanding, and internal conflicts which are disagreements between humans and themselves.

Keywords: *Conflict, drama, Arthur Miller, Death of a salesman*

INTRODUCTION

Literature is a study that studies the overall written expression in fiction, which interprets the meaning of nature and life, the desire to understand sign, express, and end by sharing experiences. Klarer (2004:1) argues that in a literary work in almost all cases, "literature can be interpreted as a whole written expression, with the limitation and discussion that not every written document can be categorized as a literary discussion in a more precise or clearer sense of the word". Literature simply can be interpreted as a study of learning in a literary work, which includes prose, poetry, and drama.

Drama is a literary work that is intended to be presented in a stage using dialogue that has been adapted into a story. Drama can be displayed in various forms, such as plays, shows, films, soap operas, and so on. All forms of drama created from stories or events in the past are perfected using dialogues that have been made in such a way as to the original story, which is played to identify events, actors, and characters by the players with the support of appropriate settings. Drama can amaze the audience if the player successfully plays the drama character with the appropriate character.

There are many young people who are not interested in literature drama, so the researchers would like to convey an important point about the conflicts that occur, so that it is easier for readers to understand the conflicts that occur in the drama. In drama *Death of a Salesman*, there are many conflicts that we can see and examine, one of which is the conflict that occurred between Willy Loman and his wife Linda, the conflict that occurred in the dining room, while having dinner, Willy snapped at Linda for talking too much, because this conflict occurred between individual and individual then this includes external conflict. *Death of A*



Salesman was a 1948 famous drama film at that time. We choose this Drama because this Drama is very popular until now, especially on English Literature. In the drama Death of A Salesman there are many conflicts that occur in it, one of which is the scene where Willy Loman caught cheating by Biff Loman one of the her son. This article will focus on all the conflicts that occur in the drama Death of A Salesman from the beginning to the end of the drama. According to Meridith and Fitzgerald (1972:27) Conflict refers to something unpleasant that happens or is experienced by the characters of the story, which if the characters have the freedom to choose, he will not choose the event to happen to him. According to Wellek and Warren (1989: 285), conflict is something that is dramatic, referring to the struggle between two forces that exist and the imbalance of action and retaliation.

Drama Death of a Salesman was one of the most popular dramas of its time. The authors wants to convey to the readers about the conflicts that occur in the drama Death of A Salesman. Previous studies conducted to analyse conflicts in Death of A Salesman by Arthur Miller, (1) Intra Societal Conflict in Arthur Miller's Death of A Salesman, by Dr, Ashok B. Yawale, 2014. (2) Death of A Salesman: The Tragic Figure Willy Loman, by Dr. P.V. Ravi Kumar, 2020. (3) The Analysis of the Cause of Willy's Death in Arthur Miller's Death of A Salesman, by Yuhan Liu and Mingxia Gao, 2021. (4) Looking at Arthur Miller's Death of a Salesman Through the Lens of Interpersonal Acceptance and Rejection Theory and Family Systems Theory, by Allan Chavkin and Nancy Feyl Chavkin, 2015. (5) Impresonment in "Death of A Salesman" for Arthur Miller, by Assel Qais, 2019. (6) An Analysis of Willy Loman's Tragedy in Death of A Salesman, by Zhao Jinying, 2015. (7) Conflict Their Types and Their Negative and Possitive Effects on Organization, by Abdul Fattah Farea Hussein, 2019. These entire journal discussed tragic, cause analysis, intra societal conflict, and analysis Loman tragedy.

Research on conflict analysis has often been done, the difference from several previous studies is the object of research, like one of the journals that discusses Intra Societal Conflict in Arthur Miller's Death of A Salesman, this journal only discuss about intra societal in drama death of a salesman. The research that will be discussed here is the analysis of external and internal conflicts at the drama Death of a Salesman. Researchers are interested in doing this research because a several reasons: 1) researchers found many internal and external conflicts in drama death of a salesman. 2) Analysis of conflict in this research different from any studies. Drama Death of a Salesman published on 1948. Authors will focus on "Conflict Analysis in Arthur Miller: Death of Salesman". This report discusses an experimental study in it, where we will understand the content of the drama and write it in a table to write down the conflicts that occur. Therefore, this study asks the question: How to see and distinguish the conflicts that occur in the drama Death of a Salesman.

LITERATURE REVIEW

2.1 Literature

In the book "Literary Theory" by Culler, saying that literature is not clearly defined, is it an object? Which is then studied based on its function and purpose. Therefore, literary works appear in various shapes and sizes. Like a conversation or an autobiography can be a source of literature. Which to make it a literary work, you need to add a secret imagination, quality, compassion, or something else. That way it can be said that literature is a written event that raises certain attention, which contains information, questions, or promises, which will allow the reader to identify how literature is based on context (2000: 20-27). Meanwhile, Eagleton (2008:1-14) in his book entitled "Literary Theory: An Introduction" states that literature can be defined as imaginative writing that is fictional and part of an objective descriptive category. You can immediately realize the difference between literary and non-literary works based on texture, rhythm, resonance which usually has an abstract meaning. Furthermore, Bennett and



Royle say in their book entitled "An Introduction to Literature Criticism and Theory" that literature is an extraordinary thing that can be described based on events in real life which is a form of persistent and provocative writing, both in terms of experience, thoughts, and feelings. Literature is also a thing that is brave and has fun in it (2009:35&97)

So, literature is an objective work, which can be formed from true events to which fiction imagination can be added which also has a purpose as entertainment and provides information about an insight. It can be said that one example of a literary work is drama because drama is included in the literary characteristics in the definition that has been mentioned by several experts above.

2.2 Drama

According to Galens (2003: vii) in his book entitled "Drama for Students" the definition of drama is a representational art that is seen and heard by presenting virtual fictional characters or actors in a virtual world or fictional universe. While Yaroshevsky that quote in Burgoyne's book entitled "Creative in Theatre: Theory and Action in Theater/Drama Education (2018:163) which says "Drama is defined as a collision, reaction, conflict of characters". Inside, there are elements that are divided into two, namely, intrinsic and extrinsic elements. With the intrinsic and extrinsic elements, the reader can easily find out what the reference is in exploring the content of the story, so that it is easier to review the advantages and disadvantages of the story based on the specific part of the intrinsic element. The existence of extrinsic elements can also help readers understand the content of the story, because extrinsic elements are things that influence the author in writing stories. Meanwhile, according to Kosasih (2004: 242) regarding the intrinsic element is an element that is in the drama itself which functions to build drama, such as plot, characters, dialogue, setting, and others. While the intrinsic element itself means elements outside the story but still have a connection with the drama story, such as socio-cultural and political. Drama also has a specific purpose, as stated by Kokasih (2004:240), that is, drama is not only intended to educate and make students become generous people or become actors, but the most important thing is to add to the dramatic experience, which is expected to foster student interest and create positive attitudes, such as online to be responsible and being able to respect others.

Thus, based on interrelated theories, it can be said that drama is an art form that presents and at the same time contains important elements such as characterizations, where fictional characters become real characters, dialogue, plot, and setting, which is a form of delivery of the activities and behavior of the characters in the story, which results in actions and reactions between characters, for example such as conflict. Conflict is considered as one of the important elements in the story to make the story more interesting so it doesn't seem monotonous. With this conflict, the reader will also be able to conclude in the form of a moral message that can be used as a lesson for life. Therefore, drama has a purpose more than just playing a role, but also learning to create a better character for students.

2.3 Conflict

A literary work such as a novel, short story, or drama, of course, cannot be separated from conflict. Because conflict is considered as one of the important elements in the story that can make the story interesting which will later emerge moral lessons from the conflict. There are several definitions of conflict to several experts, the first is, according to Bell (2012:12) in his book "Elements of Fiction Writing Conflict and Suspense", conflict is a clash between at least two incompatible sides.

And according to Nurgiyantoro (1995: 122) Conflict is an important event (in the form



of functional, main, or kernel events), which is an essential element in plot development. This is in line with other opinions from experts expressed by Nurgiyanto in his book, such as the opinion of Meridith and Fitzgerald (1972:27) regarding the definition of conflict, which refers to something unpleasant that happens or is experienced by the characters of the story, which if the characters have the freedom to choose, they will not choose the incident happened to him. Then according to Wellek and Warren (1989: 285) said, conflict is something that is dramatic, referring to the struggle between two forces that exist and the imbalance of action and retaliation.

So, conflict is a situation or condition that is considered unpleasant experienced by a person or character in the story related to the conflict between two or more people by bringing up actions and reactions to gain benefits from the conflict by eliminating the other party to get a victory.

2.3.1 Purpose of Conflict

Bell (2012:27) said that life is a conflict, as well as fiction. Without conflict, a story does not exist. This is related to what was said by Nurgiyantoro (1995:122-123) who said that conflict in the story is something that most readers like because it grabs their attention. A calm story without problems that cause conflict can mean that "there will be no story, there will be no plot. Sensational and dramatic conflict can increase the level of interest and suspense of a story.

So, to know the purpose conflict, evaluation is needed in several important ways, such as, first, knowing and identify the main character, make it shows how the possibility of the actions in the story that has an effect on the characters in the story by knowing what the focus of the conflict is and how to resolve it. Then the function of conflict is to make the story more interesting and not bored. With conflict, the story can draw the reader's attention to the main character and the effects of the actions in the story. When the story has the conflict and the resolution, the reader can also learn about the causes and effects in the story that can be used as a moral lesson.

2.3.2 Types of Conflict

Jones (1968:30) distinguishes conflict into two types as follows:

- 1) An external conflict is a conflict that occurs between an individual and something outside himself, concerning external objects, such as the natural or human environment. Therefore, external conflicts are classified into two parts, namely:
 - a) Physical conflict, or elemental conflict, is a conflict that arises because of a problem between the character and his natural environment. For example, the problems experienced by a character due to floods, long droughts, volcanic eruptions, and so on. This conflict usually reveals the difference in perspective between the subject and the object.
 - b) Social conflict arises due to problems that occur between individuals and other individuals during social contact. For example, the problem with himself and his community, himself with his family, and others.
- 2) Internal conflict, also referred to as psychological conflict, occurs in the heart and soul of a character or other characters in the story, where this conflict occurs and is experienced by the character himself, which is an internal human problem. For example, the conflict between desires and needs, expectations and reality, expectations and reality, and others. This conflict usually reveals a person's psyche.

Internal and external conflicts are related to each other, because when the character



wants to restore the stability taken away from him by external conflict, and this results in his desire to act. However, internal character conflicts will create a painful tug-of-war with plot conflicts. The character has to make tough choices that boil down to whether he has to face, act, and solve problems or not.

RESEARCH METHOD

The method use in this research is a qualitative descriptive approach to identify what types of conflicts are faced by the characters in *Death of a Salesman*. Bogdan and Biklen (2007:3) say that the qualitative descriptive method itself is a research procedure that produces descriptive data in the form of written or oral statements from people and observed behavior.

In data collection, the researcher made observations to take the dialogue as a sample to be analyzed. The research collects samples by observing and recording several dialogues between characters in *Death of a Salesman* which contains conflicts. The dialogue is based on the movie and script from the drama *Death of a Salesman*. And then the data will be analyzed so that it can be classified and identified into internal and internal conflict groups. Data analysis can be done by looking back at the notion of internal conflict and external conflict. If the dialogue contains problems experienced by the character with himself, it will be included in the internal conflict group. And if the conflict contains problems experienced by the character with other characters or the environment, it will be included in the external conflict group.

FINDINGS AND DISCUSSION

Conflict is an unpleasant situation experienced by the characters in the story, which serves as an attraction for the readers because they are interested in the conflict that arises. Conflicts usually have two types, namely external conflicts that come from outside human understanding, and internal conflicts which are disagreements between humans and themselves. *Death of a Salesman* shows that there are several conflicts between characters that can be classified into two, namely internal conflicts and external conflicts.

No.	Types of Conflict	Number	Percentage (%)
1.	Internal Conflict	7	23%
2.	External Conflict		
	a. Physical conflict	0	0%
	b. Social conflict	23	77%
		30	100%

Internal Conflict

In the drama *Death of a Salesman*, several internal conflicts can be found. Internal conflict itself can be interpreted as a conflict that occurs in the character of the story that arises emotionally and creates a feeling of reluctance in the character to achieve goals because of their obstacles, thus preventing him from learning life lessons and making choices to act. Some of the internal conflicts in the drama *Death of a Salesman* can be described through the following dialogues:

Linda : Don't you are feeling well?

Willy : *I'm tired to the death. I cannot make it. I just cannot make it, Linda.*

Linda : Where were you all day? You look terrible.

Willy Loman is seen entering his house at night. He came home with a tired look on his face. Linda who is his wife came to him and worriedly and asked about what happened and how he felt. But Willy just replied that nothing happened. But Linda kept asking. Willy was annoyed that his wife kept asking questions, and kept saying nothing happened. But Linda realized that



something was wrong, so she didn't give up and asked again how Willy was feeling, and she answered according to her feelings. Willy's words that say "I'm tired of death" and "I cannot make it" prove that there is something wrong with him, which means that there is a conflict within him. That sentence shows how depressed and desperate he is in living his life and work. This refers to the problems that Willy has with his son and boss. Where he requires his children to imitate himself as a successful salesman, which at first his children consider him a perfect father figure, and they are happy family figures at first. But in the end, his children hate him because he can't prove his dream, also because Willy's actions are considered betraying his family, making his children distrust and lack of respect for Willy as their father makes Willy depressed. The feeling of pressure and hopelessness is also caused by his boss. At the beginning of his career as a young salesman, he received praise from his boss. But by the time his boss has been replaced by the son of the previous boss, he experiences difficulties, such as getting a meager salary for long trips, and Willy realizes that he is old and no longer young. This can also be seen from how Willy told Linda his day, that he was daydreaming while driving, forgot a few minutes earlier what he was doing, Willy also mentioned a strange thought in his head. These reasons show how Willy feels very tired and frustrated, which has an impact on his emotions, and feels that what he has done will not work so that he feels insecure about what he is doing that makes him say those words.

Internal conflict is also seen at the end of the story, which can be illustrated in the following dialogues:

Ben : A perfect proposition all around.

Willy : *Did you see how he cried in front of me? Oh, if I could kiss him, Ben!*

Ben : Time, William, time!

Willy : *Oh, Ben, I always knew the way we would work out between Biff and me!*

Ben : The boat. We'll be late. (Ben slowly moves towards the dark shadow)

Willy : *Now when you kick, I want seventy yard boots, and go out to a field where there's a ball, and when you hit, you can hit slow or hard. That's the most important reason. There's all types of important people within the stands, and therefore the very first thing you recognize... (Suddenly realizing there is no Ben and he is alone in the kitchen.) Ben, where am I..? (Willy looks looking for something) Ben, how can I..?*

Linda : Willy, you coming up?

Willy : *Shhh!*

Linda : Willy? (There is no answer. Linda waits. Biff gets up off his bed. He is still in his clothes. Happy sit-up. Biff stands listening.) Willy, answer me! Willy! No!

Biff : (rushing down the stairs): Pop!

The scene of the last few minutes shows a scene where Willy is fighting with each other with Biff, while Linda can't separate the two and cries near the stairs, and Happy seems to have managed to separate the two of them but when he's off guard, Biff grabs Willy's collar. He said what he wanted while crying. He says what he wants and says he has no grudge against his father anymore. They hugged each other, and things seemed to have calmed down. Then, Biff and Happy, Linda decided to sleep but Willy decides to stay a few minutes in the same room. But when he said "Did you see how he cried in front of me? Oh, if I could kiss him, Ben!" Shows him hallucinating the umpteenth time about Ben, his brother. Willy again lets the hallucinations control him in his daily life which causes the hallucinations to continue. But until he says "Now when you kick, I want seventy-yard boots and go out to a field where there's a ball, and when you



hit, you can hit slow or hard. That's the most important reason. There are alltypes of important people within the stands, and therefore the very first thing you recognize" suddenly realized that Ben wasn't around. Willy was confused and tried to find Ben, but he seemed to realize that Ben had only appeared in his imagination and that he was alone in the room. When Linda calls him to come up to his room, he just answers with a hiss and goes off to kill himself. Willy seemed to realize that the fact that his son didn't hate him anymore was more than enough to make him happy. But he couldn't forget his American Dream. And in the early scenes of the drama, Willy also mentions he is tired and wants to die. So there is no doubt that the reason for his suicide can be said to be due to his depression, as well as his desire to fulfil that dream until the end of his life and bury all the past with him. With the death insurance money to give to his wife and children, he hopes the American Dream can come true.

External Conflict

In the drama *Death of a Salesman*, there are several external conflicts that can be found. External conflict can be interpreted as a conflict that occurs between a character and something outside of him. External conflict can be interpreted into two categories, namely physical conflict and social conflict. Physical conflict is a conflict experienced by characters with natural disasters, while social conflict is a conflict that occurs between social conflicts between humans or problems that arise due to social contact.

LINDA: Did you have to go to women tonight? You and your lousy rotten whores!
(*Biff re-enters the kitchen.*)

HAPPY: Mom, all we did was follow Biff around trying to cheer him up! (*To Biff.*)
Boy, what a night you gave me!

LINDA: Get out of here, both of you, and don't come back! I don't want you tormenting him anymore. Go on now, get your things together! (*To Biff.*) You can sleep in his apartment. (*She starts to pick up the flowers and stops herself.*) Pick up this stuff, I'm not your maid any more. Pick it up, you bum, you! (*Happy turns his back to her in refusal. Biff slowly moves over and gets down on his knees, picking up the flowers.*)

LINDA: *You're a pair of animals!* Not one, not another living soul would have had the cruelty to walk out on the man in a restaurant!

In this scene the conflict that occurs is a social conflict between Linda, Happy, and Biff, Linda looks angry knowing Biff will go out with a woman tonight, but Happy explains to his mother (Linda) that all this is done is to make Biff get excited again. .

But Linda didn't like what the two children were doing, when they started arguing Linda kicked Happy and Biff out and told Happy to stay in Biff's apartment, then at that moment Linda stopped picking flowers and said "I'm not your maid anymore", and blurted out the words "You're a pair of animals", these words were meant for Biff and Happy.

CHARLEY: Then what're you walkin' in here every week for? WILLY
(*getting up*): Well, if you don't want me to walk in here...

CHARLEY: I'm offering you a job.

WILLY: I don't want your goddam job!

CHARLEY: When the hell are you going to grow up?

WILLY (*furiously*): You big ignoramus, if you say that to me again I'll rap you one! I don't care how big you are! (*He's ready to fight.*)

In this scene, there is a social conflict between Willy, Charley, and their workmates. The first conversation started with Charley asking what Willy does every week walking around



here, then at that moment Willy got up from his seat and said loudly to Charley, just before Willy finished speaking, Charley immediately cut him off and offered a job, but here Willy feels displeased and unappreciated, Willy spontaneously immediately rejects Charley's offer, then Charley humiliates Willy by saying "Since when did you grow up", after hearing those words Willy immediately threatened Charley to hit him if he said that again, he was not afraid how big he was Charley and Willy took a position to be ready to fight.

CONCLUSION

Conflict is an unpleasant situation experienced by the characters in the story, which serves as an attraction for the readers because they are interested in the conflict that arises. Conflicts usually have 2 types, namely internal conflicts which are disagreements between humans and themselves, and external conflicts that come from outside human understanding. Death of a Salesman shows that there are several conflicts between characters that can be classified into two, namely internal conflicts and external conflicts.

Internal and external conflicts are related to each other, because when the character wants to restore the stability taken away from him by external conflict, and this results in his desire to act. However, internal character conflicts will create a painful tug-of-war with plot conflicts.

Internal conflict, Willy came home with a tired look on his face and Linda approached her husband worriedly and asked what happened and the way he felt. Willy undergone Linda's every question with annoyance initially. External conflict, Willy ask Linda to throw his stocking, and Willy threaten to hit a hammer to Bernard.

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