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Analysis of Inner Conflict in the Novel Heartbreak Motel by Ika Natassa

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Abstract: Inner conflict manifests itself in literary works as tension or conflict between two characters, or even between groups. The author's turmoil expressed through the characters in literary works is a form of exposure to human psychological processes contained in psychology. The aim of this research is to describe social actions in the novel Heartbreak Motel by Ika Natassa. The research method uses qualitative research methods. Data collection techniques use listening and note-taking techniques. The data obtained in the research are in the form of quotations in the novel. The data analysis technique uses the model from Miles and Huberman. The results of social action research in the novel Heartbreak Motel consist of 3 data of instrumental rational actions, 4 data of rational value actions, 3 data of traditional actions, and 7 data of affective actions.

Keywords: Inner Conflict, Novel, Max Weber

1. Introduction

A novel is a long prose essay that contains a series of stories about a person's life and the people around him and highlights the character and nature of each actor (Ariska, et al, 2020: 15). The main characters or characters of a novel are very important in shaping the storyline and getting readers involved in the story. Each character has different traits and characteristics and this influences the course of the story. The characters in the novel are often faced with complex conflicts and problems, so they are able to depict the dynamics of human life. Based on this opinion, every human being has their own personality and human nature as a social creature, which will result in interactions between various characters in a particular society. Human nature as social creatures, humans have a need to help and support each other. Individuals in a community depend on each other to achieve shared goals such as happiness, prosperity, and success.

One of the novels that is the object of this research is the novel Heartbreak Motel by Ika Natassa, which has 400 pages published by Gramedia Pustaka Utama in 2022. The novel Heartbreak Motel tells about social problems such as mental health, revealing sexual secrets, conflicts with family, and conflict. romantic. ka Natassa is a woman born 25 December 1977, who is currently 45 years old. He is an alumni of the University of North Sumatra, from the Faculty of Economics, and graduated in 2000. Not only does she act as a well-known writer in Indonesia, Ika Natassa is also a banker at the largest bank in Indonesia. Even Ika Natassa is also the founder of LitBox. LitBox itself is the first literary start-up company in the country which was founded in 2013. LitBox combines the concept of a mystery box and online promotions aimed at writers. LitBox provides book recommendations to readers, which in turn helps authors get their work known and read, and helps introduce authors to publishers looking for new talent.

Ika Natassa loved the world of writing when she was little. His first novel was successfully published in 2007 with the title "A Very Yuppy Wedding". Then he received the "Editor's Choice" award by Cosmopolitan Indonesia magazine, in 2008. In fact, she was also nominated for the Young Talented Writer category in the Equator Literature Awards in 2008. Ika Natassa also received many other awards, both related to writing and banking, so she was awarded the Female Icon award by The Marketeers in 2010. There are several works by Ika Natassa that have succeeded in holding the title of best seller, including Divortiare (2008), Underground (2010), Anthology of Rasa (2011), Twivortiare (2012),

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Twivortiare 2 (2014), Critical Eleven (2015), The Architecture of Love (2016), Hard Signal (2017), and Heartbreak Motel (2022).

The novel Heartbreak Motel tells the story of Ava Alessandra's life as a popular actress who has many awards. Every time he gets a role, he will definitely try to live up to the character of the role he is given. Ava continues to study various acting methods, as well as practicing the emotional upheavals experienced by the characters she plays. Therefore, after finishing acting for a film, Ava chose to be alone, recover, and look for her identity again in a place called Heartbreak Motel.

Since the age of 16, Ava has been passionate about the world of acting that she loves. Not only her career, Ava also experienced a long journey through her love story. With a man, Ava found happiness. However, it turns out that maintaining relationships as fellow public figures is not easy. Ava had to accept a bitter moment in this relationship that made her heart and life feel no longer the same. At the Heartbreak Motel, Ava meets a man named Raga. On the first day Ava met Raga, Raga did not recognize Ava as an actress. Instead of feeling offended, Ava actually felt comfortable being considered an ordinary person. However, hiding the fact that Ava is a famous artist actually creates many problems that she has to bear alone. Even though most people think that an artist has a proud life, Ava doesn't.

Ava experienced various kinds of problems ranging from mental health, sexual harassment, romantic drama, family conflicts, and others. Family conflict is the most complicated and prominent problem in Ava's life. Her father left home when Ava was young and never returned, so her mother had to raise Ava alone. This story creates wounds and leaves many questions that haunt Ava. Until one day, Ava managed to find the answer to the question that was bothering her head. How shocked she was when Ava found out why her father left her and her mother.

Based on the novel above, researchers will analyze the psychology of the main character. This novel tells the problems in the life of the main character , including those related to mental health, sexual harassment, love conflicts and family conflicts. Conflict arises when humans face unresolved situations. Differences such as mental, emotional, cultural, needs, interests and behavioral tendencies between individuals or groups in society give rise to conflict. Everyone experiences many types of conflict.

A person's character can cause problems, especially inner conflict (Aini, et al, 2023). Inner conflict manifests itself in literary works as tension or conflict between two characters, or even between groups. The author's turmoil expressed through the characters in literary works is a form of exposure to human psychological processes contained in psychology. Psychological factors are shown as attractions in literary works. Literature as a "psychiatric symptom" containing psychological problems is manifested through the behavior of the characters.

One of the main backgrounds of inner conflict regarding social reality is increased levels of stress and anxiety in everyday life. High work demands, family pressure, and increasing societal expectations create excessive pressure which affects a person's mental balance. Additionally, social media and technological advances provide greater access to information, but also bring new pressures such as social media addiction, social comparison, and lack of privacy. Even though nowadays people increasingly know about the importance of mental health, there is still stigma and a lack of knowledge in society which makes inner conflict with social reality even worse. As a result, many individuals are afraid to seek help or share their experiences for fear of being seen as weak or ostracized by others surroundings.

The life conflicts that humans face certainly have an impact on personality formation (Aini, et al, 2023). It is important to remember that mental health is a core part of a person's well-being. If someone is facing inner conflict regarding mental health, it is important for them to seek appropriate help and support. Support can come from mental health professionals, such as psychologists or psychiatrists, family, friends, or support groups. Better education and understanding of mental health in society is also important to reduce stigma and ensure easier access to mental health services. Increasing public awareness of mental health, it will be easier for individuals to seek help and get the support they need , this will help create an environment that support for those experiencing mental health problems.

According to Nurgiantoro, he divides it into two categories: internal and external conflict. External conflict refers to conflict that occurs between a character and something outside him, perhaps the natural environment, the human environment, or other characters. Meanwhile, internal conflict is conflict that occurs in the heart and mind, in the soul of a character or story characters (Wada, et al, 2024).

1.1 Physical Conflict

Physical conflict arises between a character and the outside world, both humans and the natural environment (Wada, et al, 2024). This conflict usually occurs because of inner conflict between the characters or their environment, either the social environment or the natural environment.

1.2 Inner conflict

Inner conflict occurs in the mind and heart of a character. Agus Sujanto agrees, inner conflict is an action that is done too often which is contrary to the inner voice, in in conscious life, these conflicts will cause a person's personality to break apart, so that there will always be conflicts (Hikmawati, et al: 2021).

According to Nurgiyantoro inner conflict occurs due to a conflict between two desires, beliefs, different choices, hopes, or other problems (Wada, dkk, 2024). Inner conflicts are often found in novels which explore various psychological problems using a first person perspective. Conflict itself can be sought, discovered, imagined and developed based on conflicts that can be found in the real world.

Based on what has been explained, the researcher is interested in taking the title "Inner Conflict in the Novel *Heartbreak Motel* by Ika Natassa", so the main aim of this research is to describe inner conflict, social action, and the humanistic theory of the need for Abraham Maslow's literary psychology approach in the novel *Heartbreak Motel* by Ika Natassa, where this is important to understand and provides experience in the aspects of life.

2. Literature Review

Relevant research is previous research that has been done and is considered quite relevant or related to the title and topic being researched which is useful for avoiding repetition of research with the same subject matter . Several studies that are relevant to previous research, namely research from Muhlason M (2021), have conducted research entitled "Inner Conflict of the Main Character in the Novel Kata by Rintik Sedu". The aim of this research is to describe the inner conflict experienced by the main character related to the id, ego and superego in the novel Kata by Rintik Sedu. The method used in this research is a qualitative method, with a literary psychological approach. The research results show that there are various inner conflicts experienced by the main character in the novel Kata by Rintik Sedu, such as anger, hope, optimism, motivation, awareness, annoyance, sadness, disappointment, patience, wisdom, compassion, regret and guilt.

Apart from that, research was conducted by Nabilla Nada F. and Intan Sari in 2022 with the title "Study of Literary Psychology and the Inner Conflict of the Main Character in the Novel 'A Thousand Faces of Father' by Nurun Ala." The aim of this research is to describe the internal conflict experienced by the main character in the novel. The method used is a descriptive qualitative approach. The research results show that there is a main conflict involving two groups in the novel "A Thousand Faces of Fathers" by Nurun Ala, which includes various feelings such as sadness, disappointment, annoyance and regret.

3. Research Methodology

The method used in this research is a qualitative research method. According to Zamroni (2022:165) , descriptive research is also mostly carried out using a qualitative approach which is generally aimed at obtaining detailed and in-depth descriptions or depictions of the objects being studied. According to Bogdan and Taylor , qualitative research is research that produces descriptive data in the form of written or spoken words from people and observable behavior (Nur, Fatikhatun, et al, 2022). Qualitative research emphasizes the process, not just relying on results or products. Qualitative research can aim to understand social reality, namely seeing the world as it is, not the world as it should be, therefore carrying out qualitative research well and correctly means having a window to understand the world of psychology and social reality . So, qualitative methodology provides flexibility for researchers to deepen their understanding of the phenomenon being studied. Based on this theory, this research will attempt to produce descriptive data in the form of words that are in accordance with linguistic rules regarding analyzing inner conflict. in the novel *Heartbreak Motel* by Ika Natassa .

The data used in this research is in the form of literary works containing words and sentences in the novel *Heartbreak Motel* by Ika Natassa. The data source used in this research is the novel entitled *Heartbreak Motel* by Ika Natassa which was published by PT Gramedia Pustaka Utama in 2022. This novel has 400 pages. Data collection techniques in this research used listening and note-taking techniques . The listening technique is the most important technique used in collecting data by reading. Researchers read the novel *Heartbreak Motel* which contains inner conflict. The data obtained is then recorded. The note-taking technique is a technique for collecting data by taking notes or quoting text in the novel *Heartbreak Motel* .

The data analysis technique used in this research uses the Miles and Huberman model. Data analysis in qualitative research is carried out while data collection is taking place. Qualitative data analysis is an interactive process that takes place continuously until the analysis is complete and there is no more relevant data to examine. Researchers will continue to examine and validate this research. This process continues until all the information that can be obtained from the data has been found and nothing more can be added. The steps are data collection, data reduction, data presentation, drawing conclusions.

4. Results and Discussion

Inner conflict is an inner conflict faced by a character as a building element in a story. According to Nurgiantoro categorizes inner conflict into two, namely physical conflict and inner conflict. The physical conflict in the novel

Heartbreak Motel is sexual harassment. Meanwhile, the inner conflict is anxiety, self-resistance, fear. Analyzing the novel *Heatbreak Motel* in the first problem formulation aims to describe the inner conflict that occurs in the story.

4.1 Physical Conflict

Physical conflict is related to physical activities that can be seen, felt and have a lasting impact. The physical conflict in the novel *Heatbreak Motel* is the story of an artist named Ava Alessandra in her life in the entertainment world. One form of physical conflict is sexual harassment. This is illustrated through the following quote.

Data (1)

Sapaan kulakukan, semua pertanyaan kujawab dengan tenang, kukatakan yang harus kukatakan dan kusimpan yang harus kusimpan. Aku tidak berhenti tersenyum meski aku tahu orang itu mungkin ada di antara 630 orang ini. Orang yang tadi tangannya terasa meremas pantatku di kerumunan padat dua puluh menit lalu di luar tadi. Takutku, jijikku, marahku, inginku untuk berteriak, semuanya kutelan. Satu orang itu itumungkin ada di sini, mungkin juga sudah kabur penuh kemenangan setelah hasrat mesumnya terpuaskan, tapi yang jelas hadir di sini adalah paling tidak 629 orang-orang baik yang benar-benar datang ke sini berdesak-desakan tulus untuk mendukung filmku.

(Heartbreak Motel, 2022: 202)

Data quote (1) physical conflict is stated in the sentence 'The person whose hand I felt was squeezing my buttocks in the dense crowd twenty minutes ago outside'. This physical conflict shows an indecent act or harassment that occurred while Ava was promoting her new film. He endured feelings of fear, disgust, anger and tried to keep smiling. Ava tries to be professional in her film promotions.

In the context of data (1), physical conflict arises when someone inappropriately gropes or harasses Ava in the crowd. Ava's reaction of holding back feelings of fear, disgust and anger, while trying to remain professional, reflects her efforts to maintain her image and manage the physical conflict according to the demands of the situation . In the context of physical conflict, these harassing actions can be interpreted as symbols that trigger emotional reactions between individuals.

4.2 Inner conflict

Inner conflict is related to the heart and mind conflicting with each other so that this inner conflict can be felt by oneself as the impact that is present in this inner conflict is self-resistance, fear, anxiety or feelings of worry. Inner conflict in the novel *Heartbreak Motel* , where Ava, an artist, faces a complicated inner conflict. He has to be alone and experience emotional challenges every time he completes his role. This conflict creates a conflict of souls for Ava, presented by three men who hint at and deceive Ava's past, present and future. This is illustrated through the following quote.

4.2.1 Worry

In the novel *Heartbreak Motel* , Ava's anxiety arises when she feels restless and burdened by her thoughts. As Ava retreats to recuperate from her role, anxiety grows. He is disturbed by shadows of the past, especially his relationship with his former lover. Ava's anxiety also arises when she gets to know new people, and enters into relationships with new people who raise questions about her future. Apart from that, Ava's emotions reached their peak when Ava met her long-lost father, opening up questions from the past that had been hidden for a long time. The following excerpts include the following.

Data (1)

1326. Jumlah pesan belum terbaca di WhatsApp saat aku akhirnya menyalakan ponsel sore itu, dua hari setelah aku menyepi, sekian jam setelah Lara pulang dan aku terbangun dari tidur siang dengan mata basah. Ingat waktu aku bilang it's infinite what you can do to acting and it's infinite what acting can do to you? Here it is. Aku akan terus berputar dalam siklus dimana Ava dan Raisa dua-duanya tumpang tindih di kepala dan kadang yang mampu kulakukan hanya menangis sejadi-jadinya karena derita Raisa masih terasa dan sebagai Ava aku tidak bisa apa-apa. Tadi aku terbangun dalam keadaan meringis seakan-akan Iman baru saja menendang rusuk Raisa. Ini bahkan tidak masuk akal karena selama syuting tidak ada yang benar-benar menendangku tapi entah kenapa rasa sakitnya nyata dan rasa sakit itu masih melanda sesukanya.

(Heartbreak Motel, 2022: 68)

Quote data (1) inner conflict lies in the sentence 'I will continue to spin in a cycle where Ava and Raisa both overlap in my head and sometimes all I can do is cry uncontrollably because Raisa's pain is still felt and as Ava I can't do anything. -What'. Ava is restless when the role she plays as 'Raisa' keeps appearing. The acting process can have a very deep impact on Ava's life. Ava felt trapped in feelings of sadness that continued, even after filming wrapped, and described her pain as real.

Data (2)

Semua gelisah yang susah payah kutahan sepanjang makan malam akhirnya meledak di rumahku malam itu. Aku terusik bahwa Reza dengan gampangnya membocorkan apa yang sudah kami sepakati untuk disimpan rapat-rapat. Aku terusik dia memutuskan sendiri hal penting tentang hubungan ini disaat aku juga harus menjalani apa yang dia putuskan itu. Aku terusik dia merasa punya hak untuk menentukan skrip apa yang boleh diambil. Dan dengan apa yang kutahu tentang cara kerja industry hiburan ini, aku terusik dengan kemungkinan hubungan kami dijadikan komoditas untuk

mempromosikan film. Panggil aku naïf , bodoh, idealis atau apa pun itu yang kau mau, aku ingin dikenal karena karya dan bakat, bukan sensasi. Aku tahu hubungan kami juga baru seumur jagung, genap sebulan juga belum, tapi Reza sudah membuatku bahagia dengan cara yang bahkan aku nggak tahu bisa, dan aku ingin tetap seperti itu. Kami bisa begini karena cuma ada aku dan dia dalam hubungan ini, tidak ada yang mencampuri. Tidak ada manusia yang sepenuhnya merdeka, tapi dalam sembunyi, aku dan dia merdeka mencintai tanpa ada yang mengurusi.

(Heartbreak Motel, 2022: 83)

Data quote (2) physical conflict lies in the sentence 'I was disturbed that Reza easily leaked what we had agreed to keep under wraps'. This inner conflict explains Ava's life in the past. Ava continues to remember her memories with Reza. He expressed feelings of anxiety and disappointment towards Reza (his ex-lover) who easily leaked things that should have been kept confidential. Ava doesn't want their relationship to be used as a commodity to promote films. Ava only wants her happiness in her relationship with Reza and her desire to maintain freedom in her relationship.

Data (3)

Pertanyan yang kutanyakan ke diriku sendiri sepanjang perjalanan pulang malam itu sama dengan pertanyaan yang kutanyakan ke diriku malam ini, sendiri di depan Bundaran HI jam setengah satu dini hari. 'Apakah waktu aku bilang selesai dengannya, aku juga selesai mencinta?' Nggak. Aku masih cinta. 'Apakah waktu aku bilang selesai, itu karena aku merasa dia nggak lagi cinta?' Nggak. Aku tahu dia juga masih cinta. 'Kalau aku masih cinta dan dia masih cinta, lantas masalahnya apa?'.

(Heartbreak Motel, 2022: 131)

Data quote (3) inner conflict lies in the sentence 'the questions I asked myself on the way home that night were the same as the questions I asked myself tonight'. This inner conflict creates a picture of Ava's anxiety, which despite realizing that love still exists between Ava and Reza, she is still looking for answers regarding the reasons behind her decision to end the relationship. Even though it was her past, she was still anxious about her memories with Reza.

Data (4)

"Ask me question. Any question. Kata dokter kalau aku lagi panic attack gini, harus ada yang ngalihin pikiran. Harus ada yang bisa nanya-nanya apalah yang bisa kujawab sampai nanti aku tenang sendiri. So ask me question. "Tanya apa aja terserah." Aku melontarkan itu seakan tanpa titik berlomba dengan denyut jantungku yang rasanya sudah mau loncat dari dada.

(Heartbreak Motel, 2022: 163)

Data quote (4) inner conflict lies in the sentence 'the doctor said that if I have *a panic attack* like this, someone has to change my mind'. This inner conflict describes a situation where Ava experiences *a panic attack.* The factors that triggered Ava's *panic attacks* were her anxiety about remembering the role of Raisa that she played in the film Semenjana, as well as questions about the reasons for her broken relationship with Reza which kept appearing in her mind. So in this quote, Ava experienced *a panic* attack and asked someone for help to ask questions from that person, by looking for distractions and helping change the focus of her mind.

Data (5)

Lima belas hari terakhir, dari pagi sampai malam aku hidup sebagai Kala, peran yang sedang kumainkan. Bahagia, sedih, bimbang, rindu, takut, cemas, dan resahku sebagai Ava bisa kukesampingkan. Mereka bersedia minggir. Tapi begitu aku sampai di kamar hotel dan mandi, mereka keluar dari persembunyiannya, menghantamku tanpa ampun. Dari semuanya, yang paling keras menyeruduk adalah segala tentang Bapak. Kenapanya bukan lagi hanya Bapak pergi, tapi kenapa Bapak harus mengelak dan berpura-pura dia bukan dia. Dua kenapa ini hanya memberiku tidur dua jam tiap malam, sudah dua minggu lebih.

(Heartbreak Motel, 2022: 332)

Data quote (5) inner conflict lies in the sentence 'But as soon as I got to the hotel room and took a shower, they came out of hiding, hit me mercilessly'. This inner conflict expresses the feelings of hurt and anxiety that hit Ava when she remembered the unexpected meeting with her father at the airport. The fact that her father left and even pretended he was not Ava's father left a deep wound in Ava's heart. Ava feels that she is not recognized by her own father.

Data (6)

...Abu-abu. Mengelap. Menggelap. Rintik. Rintik. Deras. Deras.
"Sini, Va, ikut Bapak. Main Hujan." "Kata ibu nggak boleh, nanti demam." "Kalau deras boleh. Sini, biar badannya kuat."
Tersentak, aku terbangun menggigil. Itu tadi apa?. Piamaku basah oleh keringat dingin, jantungku… kupegang dada kiriku. Jantungku berdetak kencang seperti siap meledak. Dadaku sesak.

(Heartbreak Motel, 2022: 353)

Data excerpt (6) The inner conflict lies in 'my pajamas are wet with cold sweat, my heart... I hold my left chest. My heart is beating fast like it's ready to explode'. This inner conflict shows that Ava is experiencing *a panic attack*, which is caused by a random dream about her father. These quotes are some of Ava's dreams. This dream is not Ava's memory of her father. This dream is nothing more than a hope for the memories that Ava would have with her father.

Based on these 6 quotes, it describes the anxiety and emotional stress experienced by the character Ava in the novel Heatbreak Motel by Ika Natassa. Ava experienced a deep psychological impact due to the role she played and her memories with Reza. Ava felt trapped in ongoing feelings of sadness, even after filming wrapped, and described her pain

as real. He also experienced *panic attacks* triggered by his anxiety. Apart from that, he also experienced deep anxiety regarding his relationship with his father. Continuous emotional stress, like what Ava experienced, can trigger anxiety disorders and depression. Anxiety comes from fear, this occurs together with basic conflict that originates from anger (Zaini, 2020). The psychological impact of acting roles can affect a person's mental health.

4.2.2 Self-defense

In the novel Heartbreak Motel, there is Ava's self-defense against herself, her mind and heart arguing with each other without any answer. It started when Ava remembered the shadows of the past with Reza (her ex-boyfriend), and when Ava in the present met Reza (her lover). The following is a quote that states Ava's self-resistance as follows.

Data (1)

'Kamu juga liburan di Bali itu pakae duit dia.' The audacity. Kepalaku mendidih. Nggak ada yang salah dengan kalimat itu, nggak ada. Tapi tahu kan ada banyak hal yang nggak seharusnya kita ucapkan biarpun ia adalah fakta karena tak pantas secara etika, kesopanan, atau apalah namanya? Aku memang bisa senang-senang di Amankila, membayari lara juga, semuanya dari bonus dari PH karena Semenjana box office luar biasa, tapi itu semua ada kontrak bahkan sebelum syuting. Penonton satu juta aku dapat berapa, dua juta berapa, tiga juta bera. I earned every single cent, fair and square. Ini nggak sesederhana 'Kamu juga liburan di Bali itu pake duit dia.'

(Heartbreak Motel, 2022: 104)

Quote data (1) inner conflict lies in the sentence '. But you know there are many things that we shouldn't say, even if they are facts, because they are not ethically appropriate, polite, or whatever? '. This inner conflict explains some of Ava's past memories when she was still with Reza. The previous quote tells of the debate between Ava and Reza about Ava not having given a definite answer regarding the contract for the sequel to the film Semenjana. Ava felt angry and uncomfortable with the statement made by Reza which seemed to belittle her achievements. Although in fact there is nothing wrong with that statement.

Data (2)

Soicism juga mengajarkan dikotomi kendali. Dalam hidup ada hal-hal yang sepenuhnya dalam kendali kita , ada yang tidak. Yang dikatakan orang lain tentang kita, kita nggak bisa kendalikan. Tapi reaksi kita terhadap kata-kata itu, respon kita, itu yang ada dalam kendali. You can't control what people said, but you can control your reaction. Kalu nggak mau pusing, cukup jalani saja prinsip anjing menggonggong, kafilah berlalu. Aku juga paham ini, tapi dimana adilnya bahwa orang –orang merdeka untuk berkata-kata disaat aku aku tidak merdeka untuk bereaksi?.

(Heartbreak Motel, 2022: 96)

Data quote (2) inner conflict lies in the sentence 'If you don't want a headache, just follow the principle that the dog barks, the caravan passes'. This is a memory of Ava's past with Reza. Based on this quote, this was because Ava and Reza *went public* about their relationship, thus inviting *netizens* to comment on their *Instagram accounts* , especially Ava's account. Ava tries to calm her mind and not get caught up in negative comments from *netizens.*

Data (3)

Raga, kataku. Raga yang kumaksud tubuh tapi raga yang itu, orang yang bernama Raga juga sudah jadi tempatku… Fuck, Ava, enough. Enough. Ruangan berukuran satu kali satu tempat ribuan orang bergantian buang hajat ini yang kaupilih untuk untuk mengakui kau masih sayang, tapi kau takut? Kau ingin, tapi kau juga gelisah? Kau rindu, tapi kau gusar? Kamu marah, tapi kau juga kau tahu kau salah? Kau mungkin malah sudah cinta, tapi kau juga sadar diri mafmu mungkin tidak cukup? Kau ingin mencintai dan dicintai, tapi kau juga yang percaya niscayamu adalah sendiri?

(Heartbreak Motel, 2022: 323)

Data quote (3) inner conflict lies in the sentence 'A room the size of one by one where thousands of people take turns defecating is this the one you chose to admit you still love, but are you afraid?'. This tells the story of someone Ava loves in the present, named Raga. The previous quote tells of the breakdown of the relationship between Ava and Raga. The breakup of their relationship was caused by Ava's fault. Ava is confused about her feelings for Raga. There is a desire to love and be loved, and he also realizes that the forgiveness he gives may not be enough to pay for his mistakes.

Based on these three data, there are research findings on inner conflict in the form of a character's self-resistance. Inner conflict occurs in the human psyche which is contradictory to each other. This inner conflict occurs when there are so many problems being faced that uncomfortable thoughts and feelings arise about the situation that is occurring, so that this process produces feelings of fear and anxiety. The quotes above describe Ava's emotions in the novel, the argument with her ex-boyfriend, Reza, Ava's efforts to deal with social media pressure and negative comments, Ava and Raga's relationship which gives rise to inner conflict, with the breakup of their relationship caused by Ava's dishonesty.

4.2.3 Afraid

In the novel Heartbreak Motel there is Ava's fear of the situation that has occurred. Ava experienced sexual harassment during film promotions and Ava's fear in making the decision to pursue a relationship with Raga.

Data (1)

Celana jeans yang kupakai tadi kubuang, celana dalamku kubuang, dan aku berdiri di bawah shower deras panas, menggosok sekujur tubuhku selama setenagh jam penuh sampai kulitku merah tapi remasan keparat tadi masih terasa.

Hal yang jauh dari normal untuk dilakukan seseorang yang mengaku tidak apa-apa. Tapi siapalah aku mau bicara tentang normal?.

(Heartbreak Motel, 2022: 205)

Data quote (1) The inner conflict lies in the sentence 'I stood under the hot shower, rubbing my whole body for a full ten hours until my skin was red but the squeeze from that bastard was still felt'. This tells the story of Ava being sexually harassed by the audience at a promotional event for her latest film. Ava felt afraid and emotional towards the person who carried out the harassment. Ava tries to remain professional in her work, even though her heart and mind are in turmoil. Even though she said it was okay, in this quote Ava shows how emotionally disturbed she is when she remembers that the "squeeze" is still felt.

Data (2)

Berapa lama? Berapa lama aku bisa terus bahagia dengan cara absurd yang kupilih ini? Berapa lama samapai aku memutuskan untuk memberitahu raga semuanya? Berapa lama sampai aku siap membiarkan Raga mengikuti tes yang sesungguhnya, ketika aku sudah berhasil mengumpulkan keberanian untuk jujur dan untuk menerima reaksinya?

(Heartbreak Motel, 2022:273)

Data quote (2) inner conflict lies in the sentence 'how long until I decide to tell my body everything?. This tells the story of Ava lying about her job as an artist to her new lover. His name is Raga. Ava doesn't want Raga to be dragged and trapped into the life of an artist. Ava doesn't want Raga's life and career to be perfect so she loses her cool because of him. If he doesn't lie and is honest about all that, Ava is afraid that Raga will choose to leave. Ava is afraid that true love will leave.

Data (3)

"Nanti kamu juga akan berenti sayang, Ga." Yang ada di dalam lubuk hatiku terucap. "Banyak alasannya untuk nanti kamu berhenti sayang. Memangnya kamu bisa terima hidup aku yang begini? Pindah dari satu peran ke peran lain, hari ini dengan yang ini, besok dengan yang lai. Selama syuting harus bisa meyakinkan terlihat jatuh cinta dan mencintai orang lain. Selalu jadi perhatian orang, semua urusanku jadi urusan orang. Aku deket dengan siapa juga jadi komoditas, bahan omongan orang-orang. Nggak boleh sedih, nggak boleh marah, nggak boleh apa-apa kecuali senyum bahagia buat oaring-orang. Semuanya dihakimi. Mau jadi diri sendiri aja harus menyamar, harus sembunyi-sembunyi. Tiap selesai memikul peran, harus menyepi kayak orang gila, mengasingkan diri dari semua orang, membongkar diri sendiri biar bisa balik lagi ke aku yang aku. Bisa kamu terima orang yang hidupnya gitu? Kamu…" Aku tercekat sesaat. "Kamu bisa terima anak yang disebut bapaknya sendiri ini Cuma anak simpanan, yang dia buang, dia nggak mau punya urusan lagi. Kamu bisa terima?"

(Heartbreak Motel, 2022: 385)

Data quote (3) inner conflict lies in the sentence 'can you accept people who live like that?'. This is Ava conveying her honesty to Raga about her life which is full of stress. Before Ava explained all the truth, Raga said he wanted to continue their relationship which had broken up. Ava explained the many reasons that could make Raga stop loving her. All of Ava's fears were spoken, without being able to hold back all the honesty spilled out.

Based on these three quotes, Ava's fear was that she experienced sexual harassment from the audience during the promotion of her latest film. Even though Ava tried to remain professional, she felt afraid and emotional towards the perpetrator. Ava also lied about her work as an artist to Raga. Ava feels that her life is full of pressure and fear, such as always having to be the attention of people, having to hide herself to be able to return to herself, and being afraid that other people will not be able to accept the life that Ava has. This conflict comes from Ava's fears about the situation she is experiencing. This fear emerged from Ava's thoughts and feelings about something that filled her brain. In general, people tend to think about it because of encouragement from within and if it is something important it will become a burden on the mind which results in disruption of concentration (Zaini, 2020).

The results of physical conflict and inner conflict in this study were significant. Below is a table of the results that will be classified.

Table 1. Classification of inner conflict

No.	Inner conflict	Amount
1.	Physical Conflict	1
2.	Inner conflict	12
Amount of data		13

Based on the table, it describes that inner conflict dominates more than physical conflict. There is 1 data for physical conflict, while there are 12 data for inner conflict. The novel Heartbreak Motel contains inner conflict in the form of anxiety, self-resistance, and fear. The story in this novel tells the journey of Ava Alessandra, an actress, who is filled with problems in the world of entertainment. Through her life experiences, this novel highlights the various inner conflicts experienced by Ava, thus placing them as the most prominent thing in the story.

5. Conclusion

The results of research in analyzing inner conflict in the novel Heartbreak Motel by Ika Natassa show inner conflict and physical conflict. Physical conflict usually occurs because of inner conflict between characters or their environment, either the social environment or the natural environment . Meanwhile, inner conflict occurs due to a conflict between two desires, beliefs, different choices, hopes, or other problems. Inner conflicts are often found in novels which explore various psychological problems using a first person perspective. The results of research on inner conflict in the novel Heartbreak Motel by Ika Natassa contained (13) data consisting of (1) data on physical conflict, and (12) data on inner conflict in the form of anxiety, there were (6) data, self-resistance, there were (3) data, fear. there are (3) data.

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Conflict of Interest

The authors declare no conflicts of interest.

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