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**AUDREY TURNER'S CONFLICTS AND DEFENSE MECHANISMS  
IN KINSELLA'S *FINDING AUDREY***

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**Abstract:** A story becomes interesting because of the existence of the characters' conflicts. This research objectives were to investigate the conflicts and defense mechanisms in Audrey Turner, the main character of *Finding Audrey* novel written by Sophie Kinsella. This research was conducted in qualitative method by using narrative research design. The collected data were identified, categorized, and analyzed based on literature and psychology perspectives of Islam's (2016) theory and defense mechanisms by Cramer (2006). The findings show that person vs him/herself as the internal conflict is found 52 times (67.5%). The first external conflict found is person vs person which appears 23 times (29.9%) It is followed by person vs society and person vs nature conflicts, each of which appears once only (1.3%). Three kinds of defense mechanisms are found as well. The denial defense mechanisms are found 72 times (54.1%) whereas projection and identification are each found as many as 48 times (36.1%) and 13 times (9.8%). It means that Audrey, as the main character, mostly faces conflicts against her own self and feels of fears affected from her anxiety disorder and people around her. To deal with her conflicts, Audrey mostly uses denial as a defense mechanism to protect herself.

**Keywords:** conflict, defense mechanisms, anxiety, disorder

## **INTRODUCTION**

Literature on its general sense is a broad term which usually denotes works which belong to the major genres: epic, drama, lyric, novel, short story, ode etc. (Cuddon 2013, 404). Usually, literature is a written work that highly valued by certain people. Meanwhile novel, usually a book-length fictional prose narrative, has seen the development of the nonfiction novel in recent years, and some novels have been written in verse (Quinn 2006, 293).

One of the elements in novel is plot. Plot is the artful disposition of the incidents which make up a story (Selden, Widdowson & Brooker 2005, 34). In other words, plot is the media in which the story being delivered. Without plot, there is no story. One of characteristics that makes plot more

interesting is because the existence of conflicts among the characters throughout the story. Conflicts occur when the protagonist struggles against an antagonist (villain that goes against the protagonist) or opposing force. It means that a conflict could be inside of someone or an internal conflict (a character against him/herself), and could be between a person with other than him/herself or external conflict.

This research investigated the conflicts faced by and defense mechanisms made by Audrey Turner as the main character of *Finding Audrey* novel written by Sophie Kinsella. This research focused on the conflicts which are faced by Audrey Turner, 14-years-old teen, who suffers from anxiety disorder. Conflicts became the main focus in this study, because they are one of important elements of this novel.

There are several types of conflicts as Islam (2016) mentions in his book, namely: (1) person vs him/herself, (2) person vs person, (3) person vs society, (4) person vs nature, and (5) person vs supernatural. The first happens at the time a character faces against his or her own fears whereas the second happens at the time the main character faces against another character. The third one happens at the time the main character faces against a group of people. Meanwhile, the fourth happens at the time the main character faces against the force of nature, and the last one happens at the time the main character faces against supernatural forces/being.

Those conflicts can be categorized into two main groups of conflicts. Person vs him/herself belongs to internal conflict, because it happens internally. Meanwhile, four other conflicts, that is person vs person, person vs society, person vs. nature, and person vs supernatural, are considered as external conflicts, because the forces come from outside the character.

As McCarthy (1999, 90) says that internal conflict is the main character struggles against opposing ideas or feelings within his/her own mind, at the time he/she wants to be independent but also need an approval from others. On the other hand, in external conflict, the main character struggles against another person or an outside force. It is appropriate to combine Islam's theory and McCarthy theory about conflict.

McKeon (2000, 145) explains that Freud's interpretation of dreams provides one micro-model for the macro-devolution evident in the structuralist account of how myth degenerates into the novel, how tradition degenerates into modernity. In these terms, the latent content of the unconscious dream thoughts corresponds to the pure and essential form of myth. The dream-work transforms these thoughts into a conscious or manifest content—the

dream we remember when we awake—that corresponds to the more elaborated representations of romance or novelistic narrative. It can be concluded that a character in a novel can be treated like 'human', because the story that happened in a novel is the representation or manifestation of human experiences.

The writer tried to connect conflicts in literature and defense mechanisms in psychology referred to Freud's theory in Suryabrata (2015), in treating the character Audrey Turner as a real human being. Freud states that someone's personality can be developed through several kinds of tensions, they are; physiology development process, frustrations, conflict, and threat. Because of the tension that is created by the four sources, someone should force themselves to learn how to reduce it. When people are learning the ways or method to reduce the tension it will be called the development of personality. There is a method to reduce the tension called defense mechanism. It is clear that conflict became one of the factors that cause the development of someone's personality. So, conflict and defense mechanism can be connected. Conflict is the source of tension whereas defense mechanism is a way to reduce the tension.

Defense mechanism is a theoretical construct that describes a cognitive operation that occurs on an unconscious level. The function of which is to modify the conscious experience of thought or affect (Cramer 2006, 9). It is clear that defense mechanism is a normal effort of human to change the interpretation towards reality at the unconscious level. It changes the way people interpret about something, but it does not change the actual reality.

There are three kinds of defense mechanisms according to Cramer (2006). They are denial, projection, and identification. Denial happens when someone denies the reality and creates positive fantasy or mental fantasy.

Projection happens when someone blames something outside him/her, and thinks that what happened is not 'their fault'. The last is identification. It happens when someone tried to be 'like' or to be the same with other in value, personality, motif, and such. All of these defense mechanisms are used to protect the subject from being hurt.

In her book *Protecting the Self: Defense Mechanisms in Action*, Cramer (2006, 41) explains that the three defenses are chosen for study because they represent three different points in defense development during childhood and adolescence, those are: denial, projection, and identification. If the theory is connected to the research, the object of this research; Audrey (the main character of *Finding Audrey* novel by Sophie Kinsella), is a 14 years old girl which can be considered as an adolescence. This theory will be appropriate to discover Audrey's defense mechanisms.

## RESEARCH METHOD

This study used qualitative as the method of the research. Qualitative research explores attitudes, behavior, and experiences (Dawson 2007, 24). For the design of the research, narrative research is used. Narrative research is a literary form of qualitative research with strong ties to literature and it provides a qualitative approach in which you can write in a persuasive, literary form (Creswell 2011, 502). The kind of conflicts and defense mechanisms experienced by the main character of the novel are described in details in this research.

The research data for this study were in the form of a document, that is *Finding Audrey* a novel by Sophie Kinsella. The novel was published in 2015 by Delacorte Press. The novel consists of 286 pages. The data were analyzed by using document analysis or observation of document. Tavakoli (2012, 180) explains that document analysis can be of written or textbased artifacts (textbooks, novels, journals,

meeting minutes, logs, announcements, policy statements, newspapers, transcripts, birth certificates, marriage records, budgets, letters, e-mail messages, etc.) or of nonwritten records (photographs, audiotapes, videotapes, computer images, websites, musical performances, televised political speeches, virtual world settings, etc.). Since the data which were used is in written form, this technique is appropriate to be used in this research.

After preparing and reading the data, the writer analyzed the findings of conflict and defense mechanisms in the data source with the theories used. The theories which were used in analyzing the conflicts were the theories about conflicts from Islam (2016) and McCarthy (1999). Meanwhile for defense mechanisms, the theories which were used were the theories about defense mechanisms by Cramer (2006) and Freud's theory of psychology in Suryabrata (2015). This research was not purposed only to find the most dominant conflict and defense mechanism found in the main character of *Finding Audrey* novel by Sophie Kinsella but also the explanation why Audrey takes those defense mechanisms in facing her conflicts.

## AUDREY'S CONFLICTS

The conflicts faced by Audrey Turner as the main character of *Finding Audrey* novel by Sophie Kinsella are internal conflict (person vs him/herself) and external conflicts (person vs person, person vs. society, and person vs nature). The findings are shown in *Table 1*.

From the table, it can be concluded that person vs him/herself (67.5%) is the most common conflict faced by Audrey. Meanwhile, person vs. supernatural is the least conflict faced for it does not even appeared even only for a single time (0%).

The conflict between person vs. him/herself (internal conflict) become the most common conflict faced by Audrey. It happens because Audrey's

anxiety disorder is often caused by her repression to her negative thoughts. Anxiety is the cause of repression and leads to suppression of her negative thoughts. It signals for impending danger, threat, or internal conflict and

Person vs him/herself conflict is the theme in literature that places a character against his or her own will, confusion, or fears (Islam, 2016, 48). This theory is appropriate with this finding. Audrey fights against her own

Table 1: Conflicts Faced by Audrey

Position	Type	Frequency	Percentage
Internal Conflict	Person vs Him/Herself	52	67.5%
External Conflict	Person vs Person	23	29.9%
	Person vs Society	1	1.3%
	Person vs Nature	1	1.3%
	Person vs Supernatural	0	0%

serves as a call for action and a warning signal to her that something bad is about to happen (Zeidner & Matthews 2011, 84). It means that throughout the story, Audrey’s anxiety disorder is mostly caused by her repression toward her own feelings (creating internal conflict) because she knows that it is something bad/uneasy for her.

**Internal Conflicts**

*Person vs him/ herself*

Person vs him or herself is the theme in literature that places a character against his or her own will, confusion, or fears. Person vs him or herself can also be found when the character tries to find out who he or she is, or when a character comes to a realization or a change in character. Although the struggle is internal, the character can be influenced by external forces. The struggle of human beings to come to a decision is the basis of person vs him or herself (Islam 2016, 48).

Here is the finding of person vs him/herself conflict experienced by Audrey:

“Hi,” he tries again. “I’m Linus. You’re Audrey, right?”  
 The threat isn’t real. I try to press the words into my mind, but they’re drowned out by the panic. It’s engulfing. It’s like a nuclear cloud (Kinsella 2015, 22).

internal fears. The internal fears are affected by the external fears. It is the first time after a long time someone (outside her family and therapist) talks to her. Linus (Audrey’s brother friend) is the external force.

Linus’ appearance and his attempt to talk to Audrey make Audrey feels uncomfortable. It strokes her anxiety disorder. She struggles to deny the ‘threat’. She tries to pretend that it is not real but her own struggle has made her panic. It changes her character from cool to anxious. It is counted as person vs him/herself conflict since Audrey has to deal with her uncomfortable feelings affected by her meeting with Linus. It is consistent with Islam’s theory (2016) about person vs him/herself conflict that although the struggle is internal, the character can be influenced by external forces.

**External Conflicts**

*Person vs person*

Person vs person is a theme in literature in which the main character’s conflict with another person is the focus of the story. An example is the hero’s conflicts with the central villain of a work, which may play a large role in the plot and contribute to the development of both characters. There are usually several conflicts before the climax is

reached. The conflict is external (Islam 2016, 48)

Here is one finding of person vs person conflict experienced by Audrey:

“You are so lucky,” he says indistinctly. “No-one’s on your case. You can do what the hell you like.”  
“I can’t do what the hell I like!” I say defensively. “I have to do this documentary the whole time. And now I’m supposed to go to Starbucks.” (Kinsella 2015, 90).

This is the example of person vs person conflict, because the conflict focuses on two characters Audrey and Frank. The conflict happens because of Frank’s jealousy towards Audrey. He thinks that he could not do all things he wanted unlike Audrey, but Audrey does not feel the same (a conflict between what Frank’s and Audrey’s think). Audrey cannot do all she wants because of her anxiety disorder. Even if she can do whatever she wants, the anxiety disorder makes herself unable to do it.

The conflict is external and happens between characters, so this is counted as external conflict (person vs person). It is consistent with the theory of Islam (2016) that person vs person is a theme in literature in which the main character’s conflict with another person is the focus of the story (Islam 2016, 48).

#### *Person vs society*

Person vs society is a theme in fiction in which a main character’s, or a group of main characters’ become the main source of conflict in social traditions or concepts. In this sense, two parties are the protagonist(s) and the society of which the protagonist(s) are included. Society itself is often looked at as a single character, just as an opposing party would be looked at in a person vs person conflict. This can also be one protagonist against a group or society of antagonists or society led by some antagonistic force (Islam 2016, 48).

Here is the finding of person vs. society conflict faced by Audrey:

They’ve sent me lots of reading suggestions and maths books and French vocab lists.

Everyone’s agreed it’s vital I keep up with my schoolwork and “It will make you feel so much better, Audrey!” (It so doesn’t) (Kinsella 2015, 16-17).

This conflict happens when Audrey is about to move to another school from her previous school. She signs into her new school in the period when there are many exams, so the school encourages her to just attend the school after that period. It makes Audrey have free time before she attends the class. People around her encourage her to keep up with her school work as to make her feel better, but Audrey does not feel the same (clash) when she said ‘It so doesn’t’.

That is considered as person vs. society conflict, because the conflict happens between Audrey and a group of people (people in her new school). This is appropriate with the theory that a group of people is concluded as ‘society’ because society itself is often looked at as a single character, just as an opposing party would be looked at in a person vs person conflict (Islam 2016, 48).

#### *Person vs nature*

Here is the finding of person vs nature conflict faced by Audrey:

“Well, I suppose you don’t know—you’re guessing. To put you out of your misery, here’s the full diagnosis: Social Anxiety Disorder, General Anxiety Disorder, and Depressive Episodes” (Kinsella 2015, 22).

Person vs. nature is the theme in literature that places a character against forces of nature (Islam, 2016, p.48). This theory is appropriate with the finding. The conflict from the finding is narrated directly by Audrey. Here, she explains her struggle/conflict against nature. She says that she suffers from social anxiety disorder, general anxiety disorder, and depressive episodes, which are the force of nature. This is the conflict that

happens between Audrey and the force of nature. So, this conflict is a kind of person vs nature conflict.

**AUDREY’S DEFENSE MECHANISMS**

The defense mechanisms taken by Audrey Turner as the main character of *Finding Audrey* are denial, projection, and identification. The findings of these defense mechanisms are shown in *Table 2*.

Relaxed and casual? What a joke. Already my whole body is tense. Already my breath is coming faster. Panic is rocketing round my body. I’m losing control. I hear Dr. Sarah’s voice, and try to recall her soothing presence (Kinsella 2015,75).

When Linus is about to come into her house, Frank warns Audrey and already asks her before to act normally if she sees him. Because of that, Audrey

*Table 2: Audrey’s Defense Mechanisms*

Type	Frequency	Percentage
Denial	72	54.1%
Projection	48	36.1%
Identification	13	9.8%

From the table above, it can be concluded that denial becomes the most frequent defense mechanisms (54.1%) taken by Audrey whereas identification became the least (9.8%).

Short & Wilson (in Parsons 2012, 207) state that denial serves a useful purpose in coping with anxiety while adjustment progresses. It means that Audrey gives denial often because the story of the novel explains the condition during and after Audrey’s progress of adjustment with her anxiety disorder (after getting bullied). It proves that she mostly blocks any kind of communication with other people and her own uneasy feelings throughout the story.

**Denial**

Briefly, denial may be defined as the failure to see, recognize, or understand the existence or the meaning of an internal or external stimulus, so as to avoid the anxiety that would occur if the stimulus were recognized (Cramer, 2006, 23).

Here is the finding of Audrey’s denial defense mechanism:

“I’m going to bring Linus in to say hello.”

“Right,” I say, trying to sound relaxed and casual. “OK.”

tries to protect her pride by saying ‘right’ and to sound relax and casual in the front of Frank. By thinking everything will be fine, she denies the fact that she is actually feeling anxious. She says that her whole body is tense and her breath is coming faster. She is panic and loses her own control.

She is trying to deny her anxiety disorder by maximizing the positive behaviors (act relaxed and casual as well as tries to recall Dr. Sarah’s shouting voice) and minimizing the negative ones. This is appropriate with the theory that overly maximizing the positive and minimizing the negative as the defense mechanism manual explains its purpose is to magnify positive experiences and reduce or eliminate the impact of events that are painful (Cramer 2006, 303).

**Projection**

Cramer (2006, 71) summarizes that in its broadest sense the term projection has been used to encompass any process in which inner phenomena are allocated to the external world. It means that, if someone uses projection as their defense mechanisms, their unacceptable thoughts will be attributed to someone or something else. It is to relieve their disclosing or discomforting anxiety.

Here is the finding of Audrey's projection defense mechanism:

"I feel a blinding shaft of terror, which I tell myself to ignore, as my brain will often try to send me messages that are untrue and I do not have to listen to them. This is lesson one at St. John's: your brain is an idiot." (Kinsella 2015, 28).

When Dr. Sarah suggests Audrey to try to communicate with other people besides her closest family, Audrey feels uncomfortable. The thought of talking with other people and interview with them makes her anxious. She feels 'a blinding shaft of terror'. She then projects her uncomfortable feelings to his brain.

In projecting her uncomfortable feelings towards her brain, she scores the 'bizarre or very unusual story or theme' in which it includes negative themes that occur very rarely, especially if they have a peculiar twist' (Cramer 2006, 313). She creates bizarre story with peculiar twist that it is her brain which 'send' untrue message to her. She also projects her uncomfortable feelings to St. John's, blaming that it is that place which makes her think that her brain is an idiot.

### **Identification**

Cramer (2006, 94) mentions the main features of identification as shown below:

1. A change that occurs in the ego (i.e.: the personality, behavior, or motives of the individual).
2. The change is in the direction of becoming like some other individual, group or cause.
3. The change serves the purpose of maintaining an affective relationship with a significant other.
4. The change is related to the development and maintenance of self-esteem.

Here is the finding of Audrey's identification defense mechanism:

"And now I have Dr. Sarah's voice in my head: You need to start pushing yourself.

Gradually, I shift my foot across the carpet, until the rubber rim of my trainer is touching the rubber rim of his. The rest of my body is still turned away. I'm staring fixedly at the fabric of the sofa, my entire brain focused on the inch of foot that is in contact with his." (Kinsella 2015, 103).

That dialogue above is considered as regulation of motives or behavior. The underlying category is based on storyteller's internalization of certain rules, codes, or mores. Originally, it is derived from parents or other authority figures, have been taken in and integrated, to greater or lesser degree, into the storyteller's ego (Cramer 2006, 316).

When Audrey is going to do something 'brave' she is reminded by Dr. Sarah voice (her motives and behavior). Dr. Sarah ever said that Audrey 'needs to start pushing herself'. By following Dr. Sarah advice, Audrey takes identification defense mechanisms.

### **DISCUSSIONS**

From the findings that has been explained, Audrey Turner faces both internal and external conflicts. The internal conflict faced by Audrey is person vs him/herself (67.5%) whereas external conflicts found are person vs person (29.9%), person vs society (1.3%), and person vs nature (1.3%). Person vs. him/herself is the most dominant conflict faced by Audrey (67.5%). Meanwhile, person vs supernatural conflict is not found at all.

The internal conflict faced by Audrey is mostly caused by her anxiety disorder and her feelings for Linus. Throughout the story she has to deal with an anxiety disorder which cripples her from doing things that she would normally do before she gets the disorder. Linus is also affected by many internal conflicts that Audrey faced, because he is the first person Audrey has to encounter besides her family and her therapist. Audrey also has romantic feelings towards Linus, so, she has to

deal with that and creates internal conflict inside her heart.

Meanwhile, the external conflict faced by Audrey in person vs person mostly comes from her conflict with her family. Sometimes, she experiences conflicts of thoughts between her and her parents (especially her mother). Sometimes, it is only an ordinary fight between sister and brother that she experiences with Frank.

On the other hand, the kind of person vs society conflicts faced by Audrey come from her struggle against a group of people in her new school (Health Academy). They suggest Audrey to work out with the school work even if she has not attended it yet to make her feel better, but she does not really feel that way.

Lastly, the person vs nature kind of conflicts faced by Audrey is that she has to deal with general anxiety disorder, social anxiety disorder, and depressive episodes which are affected by her experience in her previous school where she got bullied by her friends.

The defense mechanisms taken by Audrey to deal with her conflicts are denial (54.1%), projection (36.1%), and identification (9.8%). Denial becomes the most common defense mechanism (54.1%) whereas identification is the least one.

Denial mostly appears when she has to deal with Linus. Audrey's anxiety disorder makes her feel too sensitive about everything. Linus is the first person outside her family and her therapist who talks to Audrey after the bullying incident that causes her anxiety disorder. Audrey also has romantic feeling for Linus. The combination of romantic feelings for Linus and her sensitive feelings toward everything is caused by her anxiety.

On the other hand, Audrey mostly projects her uncomfortable feelings by attributing her aggressive or hostile feelings, emotions, or intentions to other characters or the attribution of other feelings, emotions, or intentions that

are normatively unusual. She blames mostly parts of herself like her body, her brain, and such. The projection happens because of her anxiety disorder. For identification, Audrey mostly identifies the advice from her therapist, Dr. Sarah, in dealing with her anxiety disorder. She also identifies her parents behaviors, especially her mother, who can sometimes be overreacting about everything.

The conflicts faced by Audrey explains the clash between two characters or opposing forces, as Islam (2016) explains, conflicts occur when the protagonist struggles against an antagonist (villain that goes against the protagonist), or opposing force. This study found that Audrey Turner as the main character in *Finding Audrey* novel faces conflicts that happens between her own self, other people (like her family and friends), society, and nature. In this story, the kind of person vs supernatural conflict was not found. It means that this particular novel does not involve supernatural being as one of the characters or opposing force.

The theory of defense mechanisms by Cramer (2006), if compared to the findings, can be concluded as appropriate or consistent. Cramer (2006) mentions, as presented by Freud, the original definition of a defense mechanisms is that it is a counterforce directed against the expression of drives and impulses. The idea here is that defenses serve to control or modulate impulsive expression so as to protect the individual from being overwhelmed by the anxiety that would result from conscious recognition of unacceptable impulses. This conception is subsequently expanded to include the use of defenses as reactions to external sources of stress as well as to internal forces (i.e. drives).

In the story of the novel, it is shown that Audrey takes defense mechanisms when she faces a conflict, whether it either external or internal. She used defense mechanisms to protect herself

from negative drives and impulses that can make her feel the problems of anxiety. Like what Cramer explains, Audrey uses defense mechanisms to protect herself from being overwhelmed by her own feelings towards the conflicts. She gives denial to deny many uncomfortable thoughts and feelings; she uses projection (blaming her negative feelings to other) to feel better about herself, and she also makes identification to be 'like' someone to protect herself.

To conclude this discussion, *Finding Audrey* by Sophie Kinsella is the first young adult book written by Sophie Kinsella. She has frequently written adult books like one of her best-selling books, *The Confessions of Shopaholic*. *The Confessions of Shopaholic* focuses on adulthood conflicts and romance, whereas *Finding Audrey* is a contemporary novel which blends comedy, romance, and psychological recovery presenting a 14-year-old teenager, Audrey Turner, who suffers from anxiety disorder. In this book, Kinsella wants to show that everyone has flaws through many issues in real life. Refers to Kinsella's interview with Bustle in 2015, she said that "So many teenagers these days suffer from anxiety". The anxiety disorder basically becomes the main source of the conflicts within the story.

Stevens (2008,1) explains that generalized anxiety disorder (GAD) is a chronic anxiety condition characterized by excessive and uncontrollable worry and associated somatic symptoms. Because anxiety disorder is a personal matter or mental illness problem and the genre of the novel is young adult contemporary which focuses on psychological recovery of the main character, 14 year-old Audrey Turner, it is not surprising when the main conflict found in this story is person vs him/herself. *Finding Audrey* novel is also narrated from the first person point of view, so the readers would know more about what is going on inside

Audrey's mind and what she is thinking and feeling about the situation. This makes the internal conflicts can be explained in a deeper way.

Throughout the story in dealing with her conflicts she faces, denial becomes the most common defense mechanisms that Audrey takes. It means that she mostly denies the uncomfortable feelings and thoughts caused by her conflicts to create her own fantasy and to make her feelings and thoughts better.

## CONCLUSION

Based on the analysis of types of conflicts by the theories from Islam (2016) and McCarthy (1999), there are several types of conflicts found in *Finding Audrey*, a novel written by Sophie Kinsella. The main character of the novel, Audrey Turner, is facing internal and external conflicts. The internal conflict found is person vs him/herself whereas the external conflicts are person vs person, person vs society, and person vs nature.

Person vs him/herself which belongs to internal conflict is the most frequent conflict found in the novel. The finding is appropriate, because the story focuses on Audrey's struggle as the main character to defeat her main problem that is anxiety disorder.

The internal conflict person vs him/herself appears 52 times or 67.5% of the total conflicts. It is found is mostly influenced by her anxiety disorder and her feelings with Linus. It is then followed by external conflicts person vs person which appears 23 times or 29.9% and mostly happens between Audrey and her parents as well as people around her. Person vs society occurs once or 1.3% and is caused by Audrey's clashes of thoughts with people at her new school. Similarly, person vs nature happens once or 1.3% as well. It is caused by Audrey's deals with her anxiety disorder. Meanwhile person vs supernatural type of conflicts cannot be found. It means that this particular novel does not use

supernatural forces as one of the sources of the conflict.

On the other hand, Audrey deals with her conflicts by taking several kinds of defense mechanisms. Based on Cramer (2006) there are three kind of defense mechanisms in adolescence, namely denial, projection, and identification. In the story, Audrey, as the main character, uses all of the defense mechanisms.

Denial is the most frequent type of defense mechanisms shown by Audrey. It is found 72 times or 54.1% of the total. It is then followed by projection with 48 times of appearances or 36.1%. Meanwhile, identification becomes the least with 13 times occurrences or 9.8% only. It means that throughout the story Audrey mostly denies her uncomfortable feelings and created her own 'comfort' fantasy to deal with her conflicts.

It can be summarized that in the story Audrey frequently battles her own self from fear and her own feelings caused by her anxiety and people around her. It is because, person vs him/herself is the most frequent types of conflicts found from all. Meanwhile in dealing with her conflict, Audrey tends to deny her uncomfortable feelings since denial is the most frequent type of defense mechanisms given by her. Sometimes, the conflicts are caused by the anxiety itself but some other times the defense mechanisms causes her to have the conflict instead. In the end, Audrey manages to handle her own anxiety disorder better than before.

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