

An analysis of social conflict in *The Grand Budapest Hotel* Movie by Wes Anderson

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ABSTRAK

Penelitian ini, berjudul “Analisis Konflik Sosial dalam film *The Grand Budapest Hotel* karya Wes Anderson” mengeksplorasi berbagai jenis konflik sosial yang digambarkan dalam film tersebut. Dirilis pada tahun 2014, *The Grand Budapest Hotel* adalah komedi-drama yang mengikuti petualangan Gustave H., seorang concierge hotel yang berdedikasi, dan asistennya, Zero Moustafa, di sebuah negara fiksi di Eropa Timur. Dengan menggunakan metodologi penelitian deskriptif kualitatif dan mengacu pada kerangka kerja konflik sosial Lewis A. Coser dan teori Deutsch tentang penyebab konflik sosial. Penelitian ini bertujuan untuk mengidentifikasi jenis dan penyebab konflik sosial yang digambarkan dalam *The Grand Budapest Hotel*. Penelitian ini mengidentifikasi tiga jenis utama konflik sosial: Konflik Posisi Sosial, Konflik Kepentingan, dan Konflik Peran. Penyebab konflik-konflik ini, sebagaimana tercermin dalam film, termasuk perbedaan keahlian, persaingan untuk posisi, kontrol, dan pengakuan, ketidak sukaan pribadi, kepentingan ekonomi yang beragam, dan dorongan untuk otonomi.

Kata kunci: Konflik sosial, konflik posisi sosial, konflik kepentingan, konflik peran

ABSTRACT

This research entitled "An Analysis of Social Conflict in *The Grand Budapest Hotel* Movie by Wes Anderson" explores various types of social conflicts depicted in the movie. Released in 2014, *The Grand Budapest Hotel* is a comedy-drama that follows the adventures of Gustave H., a dedicated hotel concierge, and his assistant, Zero Moustafa, in a fictional Eastern European country. Using qualitative descriptive research methodology and drawing upon Lewis A. Coser's framework on social conflict and Deutsch theory on the causes of social conflict. The research aims to identify the types and causes of social conflict depicted in *The Grand Budapest Hotel*. This study identifies three main types of social conflict such as Conflict of Social Position, Conflict of Interest, and Conflict of Role. The causes of these conflicts, as reflected in the movie, include differing expertise, rivalry for position, control, and recognition, personal dislike, diverse economic interests, and drive for autonomy.

Keywords: Social conflict, conflict of social position, conflict of interest, conflict of role

A. INTRODUCTION

Humans are inherently social beings who rely on one another in all facets of existence. Human reliance on social connection satisfies emotional requirements and facilitates collaboration in attaining shared objectives. Human social interactions not only reinforce interpersonal connections but also underpin the development of culture, economics, and values that sustain society as a whole. Nonetheless, despite the numerous advantages of social engagement, it frequently entails the possibility of disputes among communities.

Conflicts may arise from differences in values, economic interests, or political competition, ultimately compromising stability and harmony in social life. Conflict occurs at the

individual level, characterized by personality clashes or divergent perspectives that undermine social relations (Parker, 1999). Conflict is a battle among multiple entities that creates tension necessitating resolution. Conflicts among communities can result in tension, deterioration of interpersonal connections, and potential instability in the social and economic fabric of a region. Conflict will not emerge until instigated by a catalyst. Varied cultures, conflicting ideologies, injustice, social transformation, and divergent views are the predominant catalysts for the emergence of conflict within society. Conflict is an inevitable occurrence in all forms of life that is difficult to avert. It may involve cultural, value, religious, and social conflicts.

Social conflict is a phenomena characterized by irreconcilable differences of opinion among individuals and groups within society. Social conflict is inextricably linked to community life due to inherent differences among individuals or groups. Oberschall (1978) stated that social conflict commonly denotes interactions where the methods employed by the parties to achieve their objectives are likely to cause damage, hurt, or injury, though this is not universally applicable. Social conflict occurs between an individual and society or between individuals. Social conflict entails the contest for power or dominance within a community. Social strife manifests not only in reality but also in diverse forms of literature. Social conflict is often depicted in literature such as novels, dramas, or poetry.

Movies are considered to be a form of literature. The medium of the film is language classified as a literary work. Hornby (2003) defines a movie as a sequence of moving images accompanied by sound that narrates a story, presented in a cinema. Social conflict is a concept that can be depicted in a film. In these literary works, conflict functions as a fundamental element that propels the narrative and shapes character development. The study will analyze social conflict in the 2014 film *The Grand Budapest Hotel*, directed by Wes Anderson. *The Grand Budapest Hotel* is a comedy-drama film directed by Wes Anderson, about the escapades of a hotel concierge named Gustave H. and his assistant, Zero Moustafa. The narrative commences with the demise of Madame D., a regular patron, after which Gustave receives a priceless painting that subsequently becomes a significant source of contention. The primary conflict emerges when Madame D.'s successor, Dmitri Desgoffe-und-Taxis, and his accomplice, J.G. Jopling, endeavor to retrieve the picture. Gustave and Zero engage in a succession of tumultuous incidents, evasions, and masquerades to elude the pursuit of Dmitri and Jopling. Throughout their expedition, Gustave and Zero meet numerous odd individuals and confront multiple social difficulties.

The researcher selected *The Grand Budapest Hotel* for its portrayal of social issues through the characters' perspectives. The societal conflicts included into the narrative unfold in a manner that reflects real-life struggles. The researcher is especially interested in how the film depicts these tensions, as they are vital to the plot's progression and constitute an essential element of the narrative framework. The researcher intends to examine the social conflicts to identify the issues faced by the characters and comprehend the fundamental reasons of these conflicts. The film's depiction of intricate social dynamics, like to those in actual society, renders it an exemplary subject for analyzing the emergence and development of social conflict and issues. Consequently, the researcher is focused on examining the characteristics of these conflicts and the elements that influence them within the film's environment.

B. LITERATURE REVIEW

1. Movie

According to Hornby (2003) movie means a series of moving picture recorded with sound that tells a story, shown at cinema/movie. Movie or film is a term that encompassed individual motion pictures, the field of movie as an art form, and the motion pictures industry. Movies are produced by recording image from the world with cameras, or by creating images using animation techniques or special effect.

a. Characters and Characterization

Characters play distinct roles in shaping the plot of the story, making them a vital component in its development. Nurgiyantoro (2018) describes intrinsic elements as the building blocks of the literary work itself, which give rise to its existence as a literary piece. Characters hold particular significance within genres like short stories, novels, and dramas. Therefore, characters play a vital role in the development of the narrative, each assuming a distinct role in shaping the plot.

According to Abrams (2011) about “Character is the person represented in a dramatic or narrative work, who are interpreted by the reader as being endowed with particular moral, intellectual, and emotional qualities by inferences from what the persons say and their distinctive ways of saying it - the dialogue - and from what they do - the action”. This statement means that a character represents a subject. It is about who the doer in the story is. The characters live in a story, like human being. It needs to be alert for how we are to take them, for what we are to make of them, and we need to see how they may reflect our own experience.

Characterizations are representations that provide a distinct image of an individual who has appeared in a narrative. Baldick asserts that characterizations provide a character in literature or drama, either directly or indirectly, prompting the reader to interpret the character's qualities through their words and actions (37). The author employed characterization to delineate and cultivate a character's personality, encompassing physical characteristics, social contexts, behaviors, qualities, and habits, along with the inquiry of the individuals present in the character's narrative.

b. Setting

The setting plays a significant role in a story. It can be referred as the world in the story. According to Kenney (1966), the description of setting that includes the location and time in a story is vital thing because the physical details of time and place often have metaphorical values. It may encompass detailed descriptions of the exact place and time in which the events occur.

2. Conflict

Charles Stangor defined conflict as a scenario in which interacting parties think that the gains of others diminish their own opportunities for rewards, leading to incompatible aims (Stangor, 2014). Stanton (2007) defines conflict as a resistance involving physical, moral, mental, emotional, and existential elements among individuals, animals, or inside oneself. Conflict is depicted as a confrontation between the protagonist and the antagonist. According to the aforementioned definitions of conflict, the author concludes that conflict is a crucial aspect that enhances a story's value and captivates readers.

Parker (2000) posits that conflict occurs at the individual role level, characterized by

personality clashes or divergent perspectives that impair social interactions. Conflict is a battle among multiple entities that creates tension necessitating resolution. In literary production, conflict revolves around the characters who emerge in the narrative. Conflict invariably emerges from characters who fulfill their tasks to impact the reader. Conflict in literary works appears to be a crucial element for tale development. It accumulates and enhances the narrative's intrigue in literary compositions.

3. Social Conflict

Social conflict refers to the discord between characters and another character (Kenney, 1966). The characters experience tension in their social lives regarding their relationship with one another. The conflict arises when the actor has difficulties with another party. It is the conflict of one individual against another. This resulted in contractions like as: Fighting. Social conflict is an inherent component of a literary work, reflecting both the societal issues present in the author's milieu and their own experiences.

Social conflict pertains to disputes involving collectives, such as groups, organizations, communities, and crowds, rather than individual disputes, as shown in role conflict (Oberschall, 1978). Thomas Killman, as cited in Sutrisno's journal (2022), defines conflict as a situation in which the goals of two individuals appear to be incompatible. The social conflict occurs between the characters in the film. It may involve an individual's struggle with society or a confrontation between individuals. The other conflict that frequently occurs is the internal struggle within the individual or the character's opposition to external forces. Social conflict entails the contest for power or dominance within a community. Lewis A. Coser classifies social conflict into three categories (in Chris, 1996):

a. Conflict of Social Position

Social position refers to an individual's status within a specific society and culture. A certain job, such as the role of a priest, may be held by multiple individuals. A collection of social positions will establish a social class and a social circle. Conflict of Social Position is a type of conflict arising from disparities in social rank among individuals or groups within society. Social status denotes an individual's or group's position within the social hierarchy, typically influenced by factors such as wealth, power, education, and social influence.

Individual social positions can be categorized into occupation (e.g., medical doctor, academic lecturer), profession (e.g., member of associations and organizations), and family roles (e.g., parent, sibling). Social position delineates an individual's status within the social order. Social status is contingent not just upon actual attributes but also on individuals' experiences in society, their perceptions of their relative standing compared to others, and their anticipations of future status (Lindemann, 2007). A social dispute arising from interference among social positions is termed a position conflict. Social position conflict can manifest through ordinary dialogue and is not solely identified by violence and physical actions.

b. Conflict of Interest

A conflict of interest occurs when an individual or organization has a particular relationship to one or more decisions. A conflict of interest arises when an individual is faced with multiple decisions that may compromise their impartiality. A conflict of interest occurs when an entity is connected to one or more decisions in a certain manner. A conflict of interest arises when (1) an individual is in a connection that necessitates exercising judgment on behalf

of another, or (2) an individual possesses a particular interest that may compromise the appropriate exercise of judgment in that relationship (Stark, 2001).

c. Conflict of Role

A role conflict occurs between the roles associated with two or more statuses. Role conflict occurs when we are compelled to navigate many demands associated with our varied positions. Role conflict may occur over a brief or extended duration and might be associated with situational events. A scenario in which an individual is anticipated to fulfill two conflicting tasks. A supervisor has role conflict when compelled to terminate an employee who is also a close friend (Mifflin in Arifuddin, 2014).

Additionally, to elucidate the conflict of roles. An illustration of role conflict is a spouse and father who simultaneously serves as Chief of Police. In the event of a tornado impacting his tiny town, the man must choose between returning home to support his family as a devoted husband and father or staying to execute his responsibilities as an effective Chief of Police, given the town's reliance on his skills.

4. Causes of Social Conflict

Conflict may emerge in various circumstances. Deutsch and Coleman found several causes of conflict, including the following: Divergences in expertise, principles, and core values; competition for status, authority, and acknowledgment; the necessity for tension alleviation; pursuit of independence; personal animosity; and varying perceptions or attributes of organizational structure, disparate job systems, workforce heterogeneity, environmental fluctuations, differing priorities, diverse economic interests, and group allegiances. (Deutsch et al., 2011).

C. METHOD

This research included in the category of qualitative research. The statement that "Qualitative research is concerned with developing explanations of social phenomena" was made by Hancock and his colleagues. To put it another way, it seeks to assist us in comprehending the social reality in which we live and the reasons for the characteristics that exist in the world" (2009). As its primary source of information, this study makes use of the film and script adaptation of Wes Anderson's *The Grand Budapest Hotel*, which was released in 2014. The initial data for this study consists of words, phrases, sentences, and conversation that were used in the film adaptation of *The Grand Budapest Hotel*. Those components that are associated with the various types of social conflict. On the other hand, the second set of data for this investigation consists of the books, journals, articles, websites, and other trustworthy sources that are associated with the investigation. Observations, textual or visual analysis, and interviews (either person or group) are some of the several approaches to data collecting that are utilized in qualitative research, as outlined by Gill et al. Observation is more than just the act of "seeing." It is most commonly used to refer to the act of 'hearing' in addition to the utilization of other senses in order to gather information. The researcher employs observation as the method of data gathering, which will be summarized in the following few steps further down. Initially, the researcher had the script for the movie downloaded from various websites. In the second step of the research process, the researcher watched the movie and read the screenplay multiple times

in order to acquire a deeper comprehension. In the third step of the research process, the researcher watches the movie script while taking notes and expressing what data was being taken. Last but not least, the researcher was able to determine the social conflict that was present in the movie script as well as the factors that contributed to the conflict. At long last, the researcher was able to categorize the various forms of social conflict that the main character encountered throughout the course of the movie script. Moreover, the page is written in such a way that it is easier for the researcher to locate it, and it is also written in such a way that it is simpler to proceed to the subsequent step in the data analysis process. Having gathered and examined the data, the researchers proceeded to identify and analyze all of the data that was contained inside the movie and the script for the movie. Afterwards, the researchers categorized the data according to the social disputes and the factors that led to them taking place. The social conflict hypothesis provided an explanation for the entire manner in which the data were classified. Last but not least, the conclusion was formulated by the full analysis, which encompassed all of the topics that were explored in this research.

D. FINDINGS AND DISCUSSION

1. Findings

In this section, the researcher presents the data analysis based on the types of social conflict in *The Grand Budapest Hotel* movie. The researcher analysis kinds of social conflict such as Conflict of Social Positions, Conflict of Interest and Conflict of Role in *The Grand Budapest Hotel* movie using Lewis Coser's perspective and the cause of social conflict using Deutsch theory.

a. Conflict of Social Position

Social position conflict can be expressed through simple conversation and is not only recognized through violence and physical behavior. The conflict happened around the occupation, profession, and family. Social position is the position of an individual in a given society and culture. In *The Grand Budapest Hotel* movie script, the conflict of social positions can be reflected in the interactions between M. Gustave, as a highly respected hotel concierge, and the hotel staff working under him. The first conflict that arises in the movie script is when M. Gustave as the head of the hotel concierge orders Anatole, a waiter, to fix his hat in an impatient tone.

M. GUSTAVE : (Curtly to Anatole) **Straighten that cap, Anatole.** (Warmly to the hotel guest). The pleasure is mine, Herr Schneider.

ANATOLE : (Working on it) **The damn strap's busted.**

(00:12:59 – 00:13:04)

By giving Anatole direct directions to fix the hat, M. Gustave demonstrates his status as a powerful figure in the hotel through this conversation contact. However, he does it in a tone that is impatient. M. Gustave's orders must be obeyed by Anatole, who is a bellboy or an employee in a lesser position in the hotel hierarchy. This is the case despite the fact that Anatole is frustrated owing to the technical issues he is experiencing. On the other hand, he experiences technical issues with the hat ("The damn strap's busted"), which indicates that he is unable to instantly execute M. Gustave's request due to the problem with the hat. As a result of the disparities in power and authority that exist between M. Gustave and Anatole in the context of

their time spent working at the hotel, this exemplifies a social conflict of positions. In this dialogue, the conflict arises from the clash between M. Gustave's expectation of immediate compliance with his orders (based on his expertise and position) and Anatole's need to address an issue (based on his expertise) and according to Deutsch, the explanation of the dialogue above indicates that the cause of the conflict is the difference in expertise between individuals involved.

b. Conflict of Interest

Conflict of interest is a conflict when the person stuck with one or more decision in relation. A conflict of interest is a situation in which a certain entity is related in some way to one or more decisions. The first conflict of interest in *The grand Budapest Hotel* movie that researcher found was arise when the contents of the will were read by Deputy Kovacs which listed M. Gustave's name as the beneficiary (in the form of a valuable painting). The family present, especially Dmitri and his younger sister, expressed dissatisfaction and anger over the decision because they had a personal interest in inheriting the assets.

Dmitri drops a tumbler on the floor. He blurts angrily:

DMITRI: What?

DEPUTY KOVACS -- which gave us both so much pleasure.” Deputy Kovacs looks up. The three sisters talk loudly over each other simultaneously:

MARGUERITE : The van Hoytl?

LAETIZIA : Tax-free?

CAROLINA : Can she do that?

(00:28:02 – 00:28:06)

The dialogue above explains that Dmitri and other family members showed angry and disbelieving reactions to the announcement that M. Gustave was the recipient of the painting. This conflict is about their personal interest in obtaining an inheritance, which is contrary to the wishes of the will. The family has a financial and emotional interest in the valuable painting. They hoped that family assets, such as Johannes van Hoytl's painting, would remain in the family and be passed on to legitimate family members. However, when M. Gustave's name was mentioned as the recipient of the painting, the family reacted with anger and disbelief. They feel that their right to the inheritance is being ignored and replaced by someone who is considered an outsider. This conflict sparked tension between the family who felt they had lost their inheritance rights and M. Gustave who received the inheritance based on the will of the will. and provide them with financial benefits. When the will is read and it is revealed that M. Gustave is the beneficiary of the painting, Dmitri and the other family members react with anger and disbelief. Their economic interests are directly threatened by this decision, as they feel deprived of an asset they believed rightfully belonged to them. This sense of economic loss and the perceived injustice of an outsider (M. Gustave) receiving the inheritance creates a significant conflict.

According to Deutsch, the explanation above tell the cause of social conflict which is Diverse Economic Interests. This cause refers to conflicts that arise due to differences in financial or economic goals and priorities among individuals or groups. In the dialogue, Dmitri and his family are primarily concerned with the economic value of the inheritance, particularly the

valuable painting by Johannes van Hoytl. They expected these assets to remain within the family.

c. Conflict of Role

The term "conflict of role" refers to a situation in which two or more states of affairs are in conflict with one another. Whenever we find ourselves being tugged in different directions as we attempt to respond to the many different statuses that we hold, we are said to be experiencing role conflict. According to Mifflin and Arifuddin (12), a manager will experience role conflict if they are compelled to terminate the employment of an employee who is also a close friend of theirs. Researchers discovered that the film *The Grand Budapest Hotel* contains a number of instances of conflict of roles. The first instance of conflict of roles occurs in the interaction between Gustave H, who plays the role of the hotel concierge, and Zero, who plays the roles of his friend and assistant. In his capacity as head concierge and a figure of protection for Zero, M. Gustave is under the impression that it is his responsibility to shield Zero from the extreme measures taken by the army. In a circumstance in which he was unable to defend either himself or Zero, his job as a guardian was in direct opposition to the given circumstances.

**M. GUSTAVE: You filthy, goddamn, pock-marked, fascist assholes! (In a pure rage)
Take your hands off my Lobby Boy!**

(00:21:13 – 00:21:20)

This dialogue falls into the conflict of roles because it involves M. Gustave in a situation where he is trying to fulfill his professional role as the head concierge of the hotel. At the same time, he feels responsible for protecting Zero, who is his assistant ("Lobby Boy"). M. Gustave is positioned as an authority figure and protector for hotel employees, including Zero. When faced with a situation where both he and Zero are being detained by soldiers, he reacts angrily and attempts to protect Zero in the way he deems appropriate, despite being unable to stop the physical actions taken against them. This role conflict shows how M. Gustave tries to carry out his role as protector in very challenging and dangerous circumstances. The cause of the conflict in this dialogue is best explained by the drive for autonomy. M. Gustave's intense reaction to the soldiers' actions stems from his need to maintain control and authority within the hotel, asserting his autonomy against external military interference.

2. Discussion

Within this section, the researcher makes a discussion of the explanation of the findings in relation to what has been discovered in learning. Lewis A. Coser's social conflict theory and Deutsch's causes of social conflict are the theoretical frameworks that the researcher utilizes to evaluate the findings regarding the social conflict that is shown in the movie *The Grand Budapest Hotel* (2014). The researcher explains the findings regarding the social conflict. It is the purpose of this analysis to shed light on the numerous kinds of social conflicts that are depicted in the film as well as the factors that contribute to them. These conflicts are illustrated by the interactions that take place between characters such as M. Gustave, Zero, Dmitri, and others.

It is possible to divide the depiction of social tensions in the film into three distinct categories. In the first place, there is the conflict of social position, which is demonstrated by the

movie's representation of power dynamics and conflicts within hierarchical structures. It is clear that differences in social positions can give rise to disagreements that have an impact on interpersonal relationships, as demonstrated by this sort of conflict. In the second place, the concept of conflict of interest focuses on opposing economic and personal goals, illustrating how different aspirations and wants can lead to serious conflicts. Last but not least, the conflict of roles is a result of competing responsibilities and expectations that are associated with different social roles. This demonstrates how conflicting roles can lead to stress and misunderstandings of the situation.

D. CONCLUSION

Following an analysis of the data concerning social conflict in *The Grand Budapest Hotel* Movie Script, the researchers came to the conclusion that the following are the types of social conflict that occurred in the movie and the reasons of those conflicts: the research discovered that the script contains three different types of social conflict for the audience to experience.

1. Conflict of Social Position with four facts, and the causes that were discovered are personal hate, competition for position, control, and recognition, and differences in expertise.
2. A conflict of interest with two different data, with the differences in economic interests and the need for autonomy being shown to be the reasons of the conflict.
3. Conflict of Role with three data, and the factors that were discovered with regard to this conflict are the need for autonomy, personal hate, and competition for position, control, and recognition.

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