



## **Types of Conflict and Conflict Management Strategies Found In “Mile 22” Movie**

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### **ABSTRACT**

The presence of diverse conflicts in literature determines the good and bad of a movie. A good plot is also influenced by how movie-makers plan wonderful resolves within the conflicts. This study aims to discover types of conflicts and conflict management strategies found in Mile 22 movie. This study uses descriptive qualitative method to gather and analyse the data. The data are taken from the “Mile 22” movie, supported by a full transcript of the movie gathered from the Sublikescript website (2018). When collecting the data, the researchers used observation and note-taking techniques to gather the data. The theory of Kenney (1996) and Thomas and Kilmann (2008) are used as the theoretical framework for this paper. The finding showed that from sixteen data, there are two internal conflicts and 14 external conflicts, which divided into eleven man against man conflict, and two man against society conflicts. All strategies were found used to resolve the conflicts faced by the main characters, where competitive were found in six data, collaborative in one data, compromising in three data, accommodating in four data, and avoiding in two data.

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### **1. Introduction**

The presence of new media, such as Netflix brought humans closer to various movies. As a piece of literature, movies are expressions of both written and oral opinions and thoughts that are used to entertain the viewers. Movies brought the artistic expressions of human life while giving related facts of society in general which influence the sway of human life (Esten, 1978). Through audio-visual communication, movies possess the ability to deliver values such as educational, entertainment, or informational

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messages. Usually, viewers are fond of watching movies to seek the second value. The success of a movie in grabbing the attention of its viewers will always depend on the conflicts that occur within the movie. A beautiful set of conflicts influences the ups and downs, which creates an emotional roller-coaster for the viewers. Thus, the study of conflict in literature is regarded as an interesting field to study.

There are thoughts by scholars that define what a conflict is in literature. Kenney (1966) stated that conflict is a form of struggle between the protagonist against the antagonist or opposing force. Conflict is also a clash of ideas, wills, desires, or actions (Allen & Meyer, 1990). The Cambridge Dictionary (2022) defines conflict as a disagreement between people that has different opinions or principles. Reaske (1966) divided types of conflicts into two types, internal and external conflicts. Internal conflict is a conflict that occurs when characters struggle against themselves. The struggle may happen in the form of emotional or psychological conflict. For example, a character with mental instability will often face this conflict.

Meanwhile, external conflict is a type of conflict that occurs when a character struggles against external factors. This type is further divided into three subtypes. First, the man-against-man conflict focuses on how a character is faced with a struggle against other characters in terms of physical or emotional clashes and differences in ideas or opinions. The second sub-type is man-against-society, where a character struggles against common practices, ideas, or customs in the society. The third one is man-against-nature; a character struggles against environmental activity such as disasters.

An element that makes a movie phenomenal is how the main characters resolve their struggles. This element usually becomes the main highlight of the movie, especially when the plot becomes intense. According to Kilmann and Thomas (1975), five conflict management strategies are usually employed by the main characters when facing their struggles. The first strategy is competitive, when characters stand firm and fight for what they want. Second, collaborative is a strategy when characters collaborate and work together to get solutions to their problems. Compromising is the third strategy, where both opposing characters sacrifice something in order to achieve better solutions. Fourth is accommodating, where characters fulfill other characters' needs even though they are against them. The last strategy is avoiding, where characters avoid further conflict by accepting decisions or not wanting to hurt anyone.

Based on the circumstances above, the researchers choose conflict as the topic of this study. This paper aims to discover the types of conflict and conflict management strategies found in "Mile 22" movie. It is an action movie that presents the story of a special unit escorting an informant to the nearest airport. The movie is packed with conflicts between personals or ideas that are interesting to study. The complexity of the literary work plot may be hard to understand, unlike other movies that have commercial plots, but it is attractive when seen in literature perspective. Thus, it is hoped that the results would contribute to the variation of conflicts for reference of the readers.

## **2. Literature Review**

There were five previous studies of different researchers who conducted similar studies of conflict in literature. The first study was conducted by Dewi et al (2022) regarding conflict and personality analysis of the main characters in “All the Bright Places” movie. The study aims to discover the types of conflict and personality of the main character of the movie. The researchers used qualitative methods to analyze the data by using the model theory of Kenney (1966) and the psychoanalysis theory of Freud (Strachey & Freud, 1955). The study found that there are three types of conflict and three types of personality in the data.

The second study was entitled “Analysis of External Conflict of the Main Character in the Pound Comic on Webtoon” by Adiguna et al. (2022). The study tries to discover the types of external conflict that occurred in the Pound comic in the webtoon. The researchers used a descriptive qualitative method to analyze the data based on the theory by Kenney (1966) regarding types of conflict and the supporting theory of Thomas and Kilmann’s (1970) conflict management strategy. The study found three types of external conflicts and five conflict management strategies in the data source.

The third study was conducted by Yasa et al. (2022). The study aims to analyze the internal conflict faced by the main character in the Greenland movie. The researchers used qualitative methods to analyze the data. The theory of Reaske (1966) was used as the theoretical framework. The study found that the main character struggles against internal conflicts such as anger, disappointment, and sadness.

The fourth study was proposed by Umul et al. (2020). The study explores the conflict management strategies used by the main character in the movie “Leap!”. It used qualitative descriptive study as its method by using the theoretical framework of Rahim (2022). There are five strategies found in the data, namely integrating, obliging, dominating, avoiding, and compromising.

The last study is a study by Maku et al. (2022). The study aims to discover types of conflict and conflict management in the Acts of Vengeance Movie. The study used the theory of Kenney (1966) for the types of conflict and the theory of Deetz and Stevenson (1986) for conflict management. The data were analyzed by using the descriptive qualitative method. The study found internal and external conflicts and three types of conflict management in the data. The difference between this paper and the Maku et al. study is the theory of conflict management; this paper uses the theory proposed by Kilmann and Thomas (1975). The previous studies only focus on certain parts of conflict. This study tries to accommodate both internal and external conflicts, as well as the conflict management strategies used by characters when facing those two types of conflicts.

### **3. Method**

A descriptive qualitative study is used as the method in this study. The types of conflicts are analysed by the model of Kenney (1966), while the conflict management strategies are based on the theory of Kilmann and Thomas (1975). The data are taken from the “Mile 22” movie, supported by a full transcript of the movie gathered from the

Sublikescript website (2018). When collecting the data, the researchers used observation and note-taking techniques to gather the data. There are two steps taken when collecting the data. The first step is watching the movie carefully and repeatedly to gather conversations or actions that include conflicts and resolves from the main characters. Second, the researchers do note-taking for details in order to help create reasoning for classification. The main characters involved in the study are James Silva, Alice, Li Noor, Sam, and Dougie. The analysis of the data is conducted in two steps. First, the researchers include the aspect of character involvedness in a scene to classify the types of conflict, as well as the gesture, mood, and emotional status of the characters. Second, the researchers analyze the way the characters faced the conflict through serious confrontation, collaboration, etc. The analysis of the data is presented by using both formal and informal methods.

#### 4. Results and discussion

##### 4.1 Types of conflicts and conflict management strategies found in Mile 22 movie

This section presents the findings of the study, provided in two tables that display the number of occurrences of each type of conflict, as well as the conflict management strategy.

**Table 1.** Types of Conflict Found in Mile 22 Movie

No	Types of Conflict		Occurrences
1	Internal		2
2	External Conflict	Man against man	11
		Man against society	3
<b>Total</b>			16

In Table 1, it can be seen that the man-against-man type dominates the conflicts that occurred in the data source. Most of the man-against-man conflicts found in the movie are related to the different opinions of the main characters against the opposing force. Conflicts happen in the form of quarreling, debate, or negotiation. The second most frequent type of conflict is the man against society. Those conflicts were found to present the main characters' struggles against ideas within the military codes of conduct. The internal conflicts of the movie were found to be related to emotional clashes that happen within a person. The external conflict of man against nature was found absent in the movie, as the movie highlights the conflict between two opposing military units.

**Table 2.** Conflict Management Strategies Found in Mile 22 Movie

No	Types of Strategy	Occurrences
1	Competitive	6
2	Collaborative	1
3	Compromising	3
4	Accommodating	4

5	Avoiding	2
<b>Total</b>		<b>16</b>

Table 2 presents the occurrence number of each strategy used by the main character to resolve their conflicts. The competitive strategy appears to be the dominant strategy used by the main characters. The main character (James Silva) uses this strategy a lot because of his trait of being obnoxious and tends to oppose ideas that he sees not fit. The collaborative strategy was found in one data, and the compromising strategy was found in three data. The accommodating strategy was found in four data, and the avoiding strategy was found in two data.

## 1. Internal Conflicts

### Data 1

The data were gathered from two scenes of the movie that linked to James Silva's emotional status. In Figure (a), James Silva is described as a special kid who is always angry quickly, and his mother taught him to suppress the condition by snapping a rubber band on his wrist. In Figure (b), James Silva is presented in a restaurant doing rubber band snapping, and his face shows anger and distress. The reason behind James Silva's emotion is that a mission that included James Silva in previous scenes failed, and he was not content with the outcome of that mission.



**Figure 1.** Initial Scene of Silva's Way to Control Temperamental Nature



**Figure 2.** The Application of the Way to Control Anger

Conversation in Fig 1

James's Mother : There is nothing wrong with you Jimmy, your mind just moves faster than the other kids. Snap this when you can't slow down" (action: snapping rubber-band to wrist).

Conversation in Fig 2

Several scenes later : (action: James snaps rubber-band to his wrist)  
Dougie : I wonder before we start talking how bad you feel?  
James Silva : What do you want? From 1 to 10?  
Dougie : Yes...  
James Silva : 7 and up quickly

[Timestamps: 14:39-14:46 & 17:28-17:35]

Data 1 can be classified as an internal conflict. James Silva faces emotional conflict in the scene. It can be seen in the utterance of "7 and up quickly." It shows that James Silva was on a level where he was angry and emotional about the circumstance. From the plot, James Silva is described as a hot-headed man whose his anger can rise quickly. The reason for classifying this data into internal conflict is the way James Silva fights his anger. As shown in Figure 2, James Silva snapped the rubber band to suppress his anger, just as he was taught by his mother to control his emotions. To sum up, the focus of the conflict in this data is oriented on how James tries to fight his emotions when he knows his mission has failed. Thus, the writer concluded that the conflict in Data 1 as an *internal conflict* because James Silva fought his own emotions.

James Silva tried to control and resolve his anger and became the centre of how conflict management strategy exists in the conflict. By combatting his emotion, the researchers concluded that the strategy used in Data 1 is *competitive*. By using the method passed by his mother, James Silva tried to stand firm against his emotions. He confronted his own emotions and wanted to suppress them to calm down. Thus, this data is classified as a *competitive strategy* as James Silva fights his emotions.

## Data 2

The data were gathered from a scene where James Silva's team engaged in a crossfire with their enemies. In Figure 3, Alice is shown worried about the condition of Dougie, his teammate who is wounded because of a gunshot. The condition leads to reduced his mobility, he cannot run or walk in the condition. Long story short, the enemies surround their position and leave behind their car. However, Alice is faced with a hard situation regarding Dougie.



**Figure 3.** Scene of Alice worries about Dougie

(The Overwatch team was surrounded by hostile subjects)

James Silva : Get him behind the building behind us (Alice looked at and worried about wounded Dougie, who will be left behind)

Dougie : Get out of my face. Go!

James Silva : Now!

[Timestamp 01:04:45-01:06:05]

Data 2 can be classified as an internal conflict. Alice was found facing emotional conflict in the data. James Silva told her to leave the immobilize Dougie. First, the gesture and the emotion shown on Alice's face indicate that she does not want to leave Dougie behind in that state and be annihilated by the enemy. Dougie was her teammate that she cannot afford to lose. Furthermore, Dougie rushes her to leave him so she can survive the ambush and stay alive. The reason for classifying this data into internal conflict is the way Alice tries to overcome his emotions while providing the best solution to her situation. To sum up, the focus of the conflict in this data is oriented on how Alice tried to prioritize the mission over her emotions.

Alice followed the advice of her friends despite her heart, saying she did not have the strength to leave her friend in a plight condition. The way she follows her friend's words is the centre of how conflict management strategy exists in the conflict. By sacrificing his emotion, the researchers concluded that the strategy used in Data 2 is *accommodating*. Alice swallowed the bitter reality despite her emotions saying otherwise. She fulfilled the needs of others at the cost of his emotional state. Thus, this data is classified as an *accommodating* strategy.

## 2. External Conflicts

This sub-section presents the discussion of analysis regarding the external conflicts faced by the main character in “Mile 22” movie together with how they resolve those conflicts. This section is further divided into two sub-sections that explain each type of external conflict found in the movie.

### a) Man Against Man

All strategies were found used by the main characters when they were faced by this type of conflict, as discussed below.

#### Data 3

Data 3 highlights a scene located in a special operation room, where James Silva debates his superior officer. They quarrel about a future action regarding a police officer named Li Noor. James Silva, who is described as a mentally unstable man, chose a more aggressive approach. Meanwhile, John, as his superior officer, wanted to avoid James Silva taking risky action. This quarrel leads to an external man-against-man conflict between these two men. However, they found a solution to their problem. Below are the conversations that occurred during the scene.



**Figure 4.** Debate between James Silva and John

James Silva : You and I know this is an Overwatch overation  
John : What was that thing about, unadvisely or lightly?  
James Silva : Oh some things should not be entered into unadvisely or lightly. But reverently discreetly, advisely, soberly and in the fear of God. That thing?  
John : Yeah  
James Silva : That's the thing  
John : I'm not gonna authorize it Jimmy, but you can warm it up.  
James Silva : Oh I'm gonna warm him up  
John : Discreetly  
James Silva : Discreetly

[Timestamp: 33:39 – 34:01]

The conflict sparked when both James Silva and John had their opinion regarding the treatment of Li Noor. James Silva believed that a discreet future action needed to be done, while John denied his idea. They started into a heated debate, and John, as the superior officer, could not allow James Silva to take the harsh action. Both men stayed on their ground. However, James Silva confronted John and persuaded him to change his mind. The conflict between James Silva and John regarding Li Noor was classified as an *external conflict* that centred on *man-to-man conflict*.

The heated argument led to an agreement. James Silva got permission to conduct the action, even if it was done secretly. John allowed the action but he did not want to be entangled if the action is blown up and did not want to be dragged. Both of them fulfilled their need even though they took precautions and sacrificed things. Thus, the writer classified the conflict management strategy used in the conflict as a compromising strategy. Both of them had to sacrifice something to solve the issue.

#### **Data 4**

A scene in Data 4 highlights a conflict between James Silva and his two friends, Dougie and Sam. The scene was located in a restaurant. Dougie and Sam seemed tense, while James Silva did not know that their mission of finding a chemical called caesium failed because it turned out that what they found were conventional weapons like regular explosives and others. James Silva was furious when he knew the circumstance and even threw away Sam's birthday cake and left. Below are the intense conversations when he met his friends Dougie and Sam.

Dougie : I wonder before we start talking how bad you feel?

James Silva : What do you want? From 1 to 10?

Dougie : Yes...

James Silva : 7 and up quickly

Dougie : There's no Caesium in the crate, James

James Silva : What?

Several conversations later

James Silva : This is a big f\*\*\*\*\* problem. Where is Alice, he is her source

Dougie : We all thought the source was credible

James Silva : Shut the f\*\*\* up

Several conversations later

James Silva : Sam, what do we have now? Nothing. What is this?

Dougie : Sam's birthday cake

James Silva later throws her birthday cake.

[Timestamp 19:01-19:32]



**Figure 5.** James Silva Confronts Sam and Dougie

The conflict was classified as an *external conflict*. James Silva threw a tantrum at his team when he knew the mission had failed. From the conversation, James Silva was presented as anxious when his two friends, Dougie and Sam, came. James Silva gets angry the time he learns that his mission has failed and throws Sam's birthday cake away. Angered by the failure mission, James Silva's behaviour became aggressive towards his comrades. Thus, the writer concluded that the conflict that occurred in the data above was an *external conflict* that was oriented towards man-to-man *conflict*.

Based on Thomas and Kilmann's (1970) theory, the strategy used by Dougie and Sam when handling the conflict with James Silva was categorized as *avoiding*. Dougie and Sam avoided the conflict by staying calm and not reacting to James Silva, who they knew was a mentally unstable man who could not control his emotions. Knowing their temperament friend, they did not confront back, which they knew did not end well. Both Dougie and Sam absorbed the anger of James Silva even though they were not to be blamed. This strategy of *avoiding* is beneficial to people who seek non-escalation situations and when a new conflict needs to be avoided. Thus, the writer classified the strategy used as *avoiding because* the patience of Dougie and Sam when handling James Silva was purposed to prevent the escalation of conflict faced by them.

## **b) Man Against Society**

### **Data 5**

The scene was taken from a briefing meeting of an Overwatch Operation, a special military operation conducted by James Silva's team. The mission failed because of bad intelligence, which caused the team to hit the wrong target during the action. John, the superior officer of the Overwatch team, demanded who was responsible for the informant of the bad intelligence. Surprisingly, James Silva took the full blame by saying that he was the one responsible for the unreliable source, even though it was Alice's responsibility. The conversation that occurred during the scene is presented below.



**Figure 6.** James Silva Takes the Full Blame

(Briefing about failed mission)

James Silva : No caesium was found, the intel was bad.

John : Whose source was it?

James Silva : That would be on me, John

(several conversation later)

John : Fix this

James Silva : Oh it's gonna be fixed

[Timestamp: 25:32 – 26:03]

Data 5 highlights the conflict of James Silva within the military code of conduct. As the commanding officer during the special operation, James Silva blamed himself even though it was his comrade who should be the one responsible. In front of a superior officer, he defended his team by self-sacrificing himself. This practice is expected in the military or an organization where a leader takes complete responsibility when things are not going in the right way. The conflict was focused on how the practical value of an organization in society caused James Silva to take responsibility. Thus, this data categorized the conflict as an *external conflict*, specifically as a *man-against-society conflict*. According to Kenney (1996: 19), the conflict between *man against society* is a conflict where a character struggles or is confronted with the ideas, practices, or customs that are common within society.

Data 5 presents the conflict management strategy used by James Silva as an accommodating. To defend his teammate, James Silva independently tried to fix the mess himself to ensure John in the future. He wanted to clear the problem caused by the mis-intelligent in the previous operation. Accommodation strategy is beneficial when a character accommodates the needs of another person by neglecting the emotion or need of the character. Data 5 shows James Silva voluntarily took the full blow to solve the problem when he was not in a position to take responsibility. Thus, the writer concluded that the conflict strategy used on the data was accommodating.

## Data 6

Data 6 was taken on a scene where Li Noor and James Silva were in a gunfight with their enemies, later shown surrounded by the hostiles. The men took a different path with Alice and lost her in the crossfire. A conflict sparked during the plight. Below is the conversation during the scene.



**Figure 7.** James Silva Ignores Military Code of Conduct

James Silva : Mother, I have the package. Do you have eyes on Alice?... Mother?  
John : Negative  
James Silva : Child-One reroute us  
John : The route out is directly behind you, take it  
James Silva : No  
John : No what?  
James Silva : No, I want a route to Alice. Reroute me to Alice now  
John : Child-one, it's time now  
(James Silva threaten Li Noor to give him the disc and save Alice)  
John : Repeat, the order is to exit, now!  
Li Noor : Let's go get her

[Timestamp 01:10:25-01:11:46]

The conflict was centred on how James Silva prioritized Alice over the mission he was conducting during the scene. James Silva chose to save Alice because he could afford to lose a comrade again. However, John, the commanding officer, opposed the idea and ordered him to leave Alice in order to escape the gunfight. This conflict was classified as an external *conflict*, which was oriented toward *man against society*. The general value in a military is always to prioritize the organization and mission over individual matters. However, James Silva ignored the value and the order by choosing Alice rather than the mission.

The conflict management strategy used by James Silva in this conflict is competitive. He stood in his belief to rescue Alice because most of his comrades were killed in action to save Li Noor, which is the objective of the mission. He cannot afford to lose one more comrade. He calculated that by regrouping with their team, a more chance to elude death was greater if they fought side by side, even by disobeying a direct order. Thus, the writer

classified the data as a competitive strategy as James Silva stands on his belief in what he must do.

## 5. Conclusion

The conflict faced by the main characters was divided into two categories, namely internal and external conflict. Based on the plot of the story in *Mile 22* movie, internal conflict is reflected in the conflict that comes from within oneself and the conflict that originates from contact with the other person. The conflict arose from the person of the main character himself and was reflected in some varieties, such as fear, dilemma, confusion, depression, disappointment, and anger. While, the conflict that originated from contact with other characters was manifested in varieties such as anger, fighting, disagreement, lying, and frustration. The most dominant conflict type in this study is external conflict (man against man) because external conflict occurred in the study in *Mile 22* movie is mostly caused by contact between humans or the problem that appears caused by a relationship such as an argument, emotion, disagreement, anger, and fighting.

Second, how the main character resolves the conflict by the main character in *Mile 22* of five kinds of conflict management strategies, named competitive, collaborative, compromising, accommodating, and avoiding; competitive is used because the main character takes a firm stance to resolve the problem, the second is collaborative the main character attempt to meet the desire of all of the characters involved to resolve the problem. The third is compromising the main character's attempt to discover an answer with a view at least partly fulfilling to resolve the problem; the fourth is accommodating; this style shows a willingness to fulfil the desires of others at the cost of the person's own need. The last is avoiding, which is when the main characters resolve the problem by avoiding the other conflict and preferring to give in.

It is realized that this study could be better, but it has limitations in its data source and theoretical framework. Therefore, the writer has suggestions for future research regarding this topic. First, different data sources could lead to a more diverse pattern of conflict and management strategy. Different sources, such as novels or reviews, could be good sources to study. Second, linking the conflict to another field of study could create a more interesting topic.

### **Conflict of interest**

The author(s) declare(s) that there is no conflict of interest.

### **Authors' contribution**

Author made substantial contributions to the conception and design of the study. The authors took responsibility for data analysis, interpretation and discussion of results. The authors read and approved the final manuscript.

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