

BEHAVIOR CHANGES OF AUDREY TURNER IN SOPHIE KINSELLA'S *FINDING AUDREY: A PSYCHOLOGICAL APPROACH*

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ABSTRACT

This research is entitled Behavior Changes of Audrey Turner in Sophie Kinsella's *Finding Audrey: A Psychological Approach*. The aim of this research is to analyze changes in the behavior of Audrey Turner, the main character in the novel *Finding Audrey* using Social Cognitive Theory proposed by Albert Bandura. This research also focuses on the environment around Audrey which played a role in influencing changes in Audrey's behavior. The method used to determine changes in Audrey's behavior is a descriptive qualitative method. The results of the research showed that Audrey showed a change in behavior from being an introvert to being more open to the people around her. There are three main factors; namely first, changes in Audrey's behavior were determined by bullying from her school friends, the environment and personal factors. Second, Audrey experienced a change in behavior after she observed Linus. Third, Audrey experienced a coincidence that changed her behavior since she met Linus and agreed to go to Starbucks.

I. Introduction

Bullying is an act of using power to harm a person or group of people verbally, physically, or psychologically so that the victim feels depressed, traumatized, and helpless (Sejiwa, 2008). Bullying can also cause long-term effects for its victims. The effects of bullying can also have an impact on the victim's behavior and can also experience social anxiety. As quoted by WHO in 2019, as many as 301 million people, including children and teenagers, suffer from anxiety disorders. (World, 2022). This anxiety disorder can affect some people and the most concern is when they are teenagers, because they are still vulnerable to the people around them. Social anxiety is also depicted in *Finding Audrey*.

In the novel *Finding Audrey*, the main character, Audrey Turner in the novel, experiences severe social anxiety disorder due to bullying which results in Audrey experiencing social anxiety disorder or social phobia which makes Audrey introverted and this condition has a strong fear of the people around Audrey. This can often happen because of the fear of being negatively evaluated by others. This condition is called social anxiety, which according to Kennair et al. (2020) social anxiety or anxiety disorder can cause someone to change their behavior.

Behavior is a series of actions that individuals make in relation to themselves or their environment. (Hemakumara & Rainis, 2018). Or the response of an action performed to various stimuli, both internally and externally, consciously or unconsciously. (Elizabeth A & Lynn R, (2014). This behavior can be good or bad behavior. This behavior can also change, as Albert Bandura said (1986), due to environmental factors, individual behavior, and cognitive processes. Other people can change their behavior from bad to good by slowly adapting to the environment.

From that explanation, Audrey Turner experienced behavior changes that relates to Albert Bandura Socio-Cognitive Theory. Albert Bandura reciprocal causation which identifies a person's behavior with three factors that influence each other, namely behavior, environment, personal factors. In addition, observation learning is also used in analyzing the changes in behavior that Audrey shows after observing Linus. In addition, an event that later affects Audrey's behavior will be analyzed with chance encounters and fortuitous events where Audrey experiences an event that is not planned by her and changes her behavior.

The researcher chose the novel by Sophie Kinsella which has received the number 1 bestselling author award, and various works such as the *Shopaholic* series, *The Secret Dreamworld of a Shopaholic*, and *Shopaholic Abroad*, which were adopted into the film *Confessions of a Shopaholic* (2009) sold 40 million copies in more than 60 countries, and has been translated into 40 languages. One of Sophie Kinsella's famous novels is *Finding Audrey*. In addition to the novel *Finding Audrey* being the object of research, the researcher also wants to find out more about the causes of behavior changes that occur in the main character in the novel *Finding Audrey*, namely Audrey Turner. In addition, this novel shows how the author discusses the problem of social anxiety in Audrey. As well as being able to understand Audrey's behavior changes that can contribute to increasing awareness and reducing stigma towards social anxiety conditions that occur in society and are relevant to our lives.

II. Methodology

This study adopts a descriptive qualitative approach as its objective is to examine the behavior changes of Audrey Turner in Sophie Kinsella's *Finding Audrey* novel. The primary data source for this study is the novel itself, authored by Sophie Kinsella in 2015. In addition to the primary data, this research uses journals, books, thesis, and undergraduate thesis related to this research, to help the process of analyzing the primary data.

In collecting data, the researcher read the book *Finding Audrey*. And then researcher uses library research and collect the data from the novels, books, journals, articles, etc. The researcher also identifying theory that related to this research comprehensively. After that the researcher identified the data in the form of words, phrases, sentences, dialogue from the novel, in particular that describes Audrey Turner's problem. After that, the researcher categorized the data that related to problem formulations and then analyze the data with social cognitive theory by Albert Bandura.

In analyzing the data, researchers use qualitative research because qualitative uses theory as an explanation for a problem in this research. The data that has been collected and then categorized according to three key concepts of social cognitive theory by Albert Bandura. Which consist of Reciprocal Causation, Observational Learning, Chance encounter and Fortuitous Event.

III. Results and Discussion

A. Behavior Changes on Audrey based on Reciprocal Causation

According to Albert Bandura (1986) factors that influence behavior are not solely determined by the environment, but also individual factors, such as beliefs, attitudes and self-efficacy. But also, by three mutually reciprocal causation factors, namely, behavior, personal factors, and the environment mutually influence each other. Main character of the *Finding Audrey* novel is Audrey Turner, Audrey experienced traumatic event in her school that caused her to change her behavior. Throughout her high school years, Audrey was subjected to relentless bullying by a particular girl. This constant harassment inflicted significant stress upon Audrey, gradually affecting her quality of life. As soon as Audrey's mother discovered the distressing situation, her parents immediately expelled her from their home, leaving her confined to her residence ever since.

The first behavior change in Audrey can be seen from the beginning of the novel. Audrey said herself that she was diagnosed with Social Anxiety Disorder. Which can be seen in the following dialogue

“Well, I suppose you don’t know - youre guessing. To put you out of your misery, here’s the full diagnosis: Social Anxiety Disorder, General Anxiety Disorder, and Depressive Episodes.” (Kinsella,2015:19)

From the quote above, Audrey stated that she had mental health which caused her to be unable to interact with other people. Those makes Audrey behavior introvert. Her introverted behavior is reflected in Audrey, who doesn't want to interact with people around her and tends to close herself in her house so that she doesn't want to look other people in the eye and always wears black sunglasses. By looking into the other person's eyes, Audrey will feel the pain and reach her core.

From the explanation above, it can be concluded that Audrey's introverted behavior was caused by bullying by several of her friends at school. The people around Audrey became worried about Audrey's condition, who did not want to carry out activities like a normal child her age. But instead, Audrey tends to close herself off. This is what finally made Audrey's parents take her to a psychiatrist to make Audrey better.

In her session with Dr.Sarah, Audrey's psychiatrist, Dr.Sarah gave advice to Audrey to make a documentary film that might make Audrey change her behavior, as written in the novel;

“A documentary film. All you need is a cheap little digital video camera. Perhaps your parents will get you one, or we could find one here to lend you.’

'And what will I do with it?'

I'm sounding deliberately stupid and uninterested because, inside, I feel flustered. A film. No one ever mentioned making a film before. Is that a thing? Is it the new version of cupcakes?

'I think this may be a good way for you to transition from where you are now to . . .' Dr Sarah pauses. 'To where we want you to be. At first, you can film as the outsider. Fly-on-the-wall. Do you know what that means, "fly-on-the-wall"?' (Kinsella,2015:23)

From the dialogue above, Audrey received a suggestion from Dr. Sarah to step out of her comfort zone and venture into the world of documentary filmmaking. By capturing her daily life on camera, Audrey could shift from feeling anxious to gaining a new perspective on the world around her.

It turns out that while making the documentary, Audrey met her brother's friend who often visited her house, Linus. As time went by Linus gave Audrey several ways for them to communicate because Linus knew Audrey couldn't talk to other people. One way is to give Audrey a piece of paper containing Linus's handwriting. Then Audrey continued this method of communication by replying to the paper in Audrey's handwriting. and then as written in the novel;

"Had to give you this before I go.

For a few moments I don't dare read it. But at last I open it up and stare at the words inside. My head is prickling all over with disbelief. My breath is jumpy as I read it. He wrote that. He wrote that. To me.

***It's a kiss.*"** (Kinsella 2015:145)

And as mentioned earlier, it is evident from the preceding paragraph that Linus confessed his love for Audrey through that written note. The emotions that arise between Audrey and Linus will undoubtedly alter Audrey's outlook on life and subsequently impact her interactions with the world around her. Linus's unique approach towards Audrey holds the utmost power in transforming her behavior. In addition to communicating through written messages, Linus also took the initiative to establish contact through their shoes. Initially, Audrey was apprehensive about this form of connection, as she shied away from making eye contact or engaging in physical touch. However, there is something within her that triggers a response, as depicted in the novel;

"He sounds persistent. I can't believe this is happening. My lizard brain is *really* not liking this. It's telling me to dive under the blanket. Hide. Run. Anything.

Maybe if I don't react, I tell myself, he'll just give up and we can forget all about it.

But the seconds tick on, and he doesn't go anywhere. 'Go on,' he says encouragingly. 'I bet you can do it.' And now I have Dr Sarah's voice in my head: *You need to start pushing yourself.*" (Kinsella 2015:91)

As shown in the novel quote above, Audrey really doesn't like this and seems to want to avoid situations like that. However, Linus encouraged Audrey by saying "I bet you can do it" and suddenly Audrey remembered Dr. Sarah's words which said that Audrey needed to push herself. What this means is that Audrey needs to push herself away from her current fears and cross that line. From this, it can also be seen that Audrey already has a personal factor. This is the same as what was said by Albert Bandura (1986) who said that the three things that influence a person's behavior are three things that influence each other, namely personal factors, environment and behavior.

In addition to individual influences, Audrey is also influenced by external factors from her surroundings. The environment has the ability to positively impact Audrey's behavior, leading to improvements from her previous introverted state. This transformation is evident in the following passage from the novel.

"I need to begin building relationships outside the family again." (Kinsella 2015:155)

"Which just proves it: I'm in charge of my graph. Me. And if I want a straight graph, I'll have a straight graph." (Kinsella 2015:185)

From the novel quote above, Audrey will prove that she will make relationships with people outside her family and will make her graph improve for the better. This is because Audrey already has people who support Audrey in her situation, such as her younger brother and her parents. Apart from her family, Audrey also has a romantic relationship with Linus, who teaches her many ways to interact with people outside her family, and Audrey's other most progressive behavior change is that Audrey wants to meet the woman who was bullying Audrey at that time.

From the explanation above, it's clear that Audrey has become more open since meeting Linus. Her shift in behavior was triggered by the supportive environment she found herself in, encouraging her to reconnect with those around her, like her once-close friend Natallie. According to Albert Bandura (1986), these three factors sometimes depend on which factor is the strongest at that moment. Based on this statement we can conclude that environmental factors are the strongest influence on Audrey's behavior.

The researcher has analyzed the data and concluded that Audrey's behavior was the result of her past experiences, namely being bullied by her friends which made her an introvert. Audrey was diagnosed with Social Anxiety Disorder,

General Anxiety Disorder by her psychiatrist. So, the people around Audrey, including her family, were worried about Audrey and tried various ways to cure her of social fears, including taking her to a psychiatrist. Apart from that, there is Linus who is Audrey's boyfriend. Linus was the one who really made Audrey's graph rise and Audrey dared to take many risks to meet new people and also met Izzy, the woman who bullied her before.

From the explanation above, it can be concluded that Audrey's introverted behavior and mental illness were caused by the bullying that happened to her. Then, her environment, namely her parents, her younger brother, and Linus, her boyfriend, provided support to Audrey and ultimately influenced her personal factors which then influenced her to carry out new behavior. Audrey wants to change her behavior by not wanting to wear sunglasses anymore, and having the courage to talk to other people or new people, and having the courage to meet the people who bullied her in the past.

B. Social Environment Affecting Audrey's Behavior Changes Based on Observational Learning

In the earlier section, we learned that Audrey's behavior began to change since she met Linus. Linus showed Audrey that the things she used to be afraid of no longer held any power over her. This is why Linus became the main reason for Audrey's transformation, causing her to become more open and less introverted.

According to Albert Bandura (1986), individuals have the ability to acquire new behaviors through observation and imitation of others. In this context, Audrey has the opportunity to observe and mimic the actions of extroverted individuals in her surroundings. Consequently, Audrey began to experience feelings of anxiety when it came to expressing her thoughts to others, mirroring a similar situation depicted in the novel.

I'm not sure what makes me happier – the T-shirt or the our thing. I've never had an our thing with a boy before. Whichever it is, I'm still glowing. Mum and Dad are out and Frank is doing homework and Felix is in bed and I feel fired up. I feel restless. I'm wandering around the house in my T-shirt, feeling like I want to share all this. I want to talk to someone. I want to see someone.

“Natalie. I want to see Natalie. The thought is like a light ray in my brain, so positive, it makes me blink. I want to see her. I want my friend back. Yes. I'm going to do it. Right now.” (Kinsella 2015:167)

Audrey's anxiety becomes evident when she finds herself alone. In the past, Audrey preferred solitude and avoided social interactions. Albert Bandura (1986)

proposed four stages of observational learning: attention, retention, reproduction, and motivation. Audrey's interest in Linus grabs her attention, leading her to observe and analyze his behavior. As a result, she starts to remember and retain memories of Linus. In the third stage, Audrey is able to imitate Linus' behavior by seeking out social interactions and expressing her thoughts.

The final stage in observational learning is motivation. According to Albert Bandura (1986) students must have a reason or motivation to carry out this behavior. It involves reinforcement, punishment, social approval, disapproval, or other incentives. The novel portrays numerous instances where different motivations are evident, like the time Audrey and Linus were at Starbucks.

“My heart is pounding even harder, but I’m on a high. Look at me! In Starbucks! Back to normal! I mean, OK, I’m still in dark glasses. And I can’t look at anyone. And my hands are doing weird twisty things in my lap. But I’m here. That’s the point.” (Kinsella 2015:138)

When Audrey was at Starbucks she tried to fight her fear. Even though he felt trembling and didn't dare to look at anything because it was too crowded. But he tried to get out of her fear. This is what supports her motivation to change for the better. We can also see that at several moments Audrey feels like her progress is going up, as in the following dialogue;

Which just proves it: I’m in charge of my graph. Me. And if I want a straight graph, I’ll have a straight graph. (Kinsella 2015:185)

According to the novel's content, Audrey's motivation to be responsible with her graphics is evident. She aspires for her graph to depict progress, symbolizing her desire for improvement. By actively engaging in her social life once more, Audrey experiences a sense of well-being. She exhibits courage in exploring new encounters and embracing risks. Surprisingly, these risks prove to be less intimidating than Audrey had initially anticipated. In fact, she even ventures into further daring endeavors, resulting in a continuous upward trajectory of her graph. One such audacious act involves reconnecting with the woman who previously bullied Audrey.

Starting with Frank, his mother threw away his computer, leaving him without one. In order to complete his school assignments, Frank resorted to using his father's computer. Little did he know that this decision would lead him to stumble upon his father's email, filled with the various problems Audrey had been facing. Among them, there was a particular email that revealed the disappointment Audrey's parents felt towards Izzy's mother, one of the women who had bullied Audrey. The email made it clear that while they were sorry, they were not willing to risk Audrey's psychological well-being by allowing a meeting with Izzy. Audrey's parents also emphasized the serious consequences that

Audrey had endured after the incident, including her absence from school and a lengthy recovery period in the hospital. Despite her parents' disapproval, Audrey's desire to meet Izzy remained strong, as depicted in the novel.

"In the end, I can't rest till I've had it out. So, I march downstairs, way past eleven when I should be asleep, and catch Mum and Dad in the kitchen making herbal teas. 'Mum, I read your email and I think I should go and see Izzy,' I say. There. Done." (Kinsella 2015:204)

Regarding the novel quote above, we can see that Audrey has her own desire to meet Izzy. This has proven that Audrey can fight her fear which is motivated by her desire for the graph to continue to rise or improve. And then Frank arranged a meeting with Izzy through an email sent by Frank on behalf of Audrey's parents, who prohibited their child from meeting the woman, causing their child to suffer from this mental illness. And the content of the email Frank wrote was about apologizing to Izzy's mother for the anger expressed in the previous email, and wanting to meet Izzy at Starbucks to hear what she wanted to say, namely her apology to Audrey for what she had done before.

Nevertheless, the efforts made by both individuals proved to be futile. The encounter with Mr. and Mrs. Lawton, along with Izzy's involvement, unexpectedly transformed the situation into a fateful clash between Izzy and Audrey. This significant turn of events is explicitly depicted in the novel;

'Let's put this in context,' says Mr Lawton heavily. 'We, like you, have gone through some pretty hellish months. We've asked ourselves Why? over and over. Izzy has asked herself Why? too. Haven't you, darling?' He looks gravely at Izzy. 'How could such a thing happen? And, in a way, what did happen and who, in actual fact, was at fault?'

'Izzy has been through a pretty tough journey.' Mr Lawton continues on what is clearly a prepared speech. 'As you know, she's homeschooled for now, and she's undergone a fairly rigorous programme of counselling.'

But she's finding it hard to move on.' Mr Lawton clutches Izzy's hand, and she looks imploringly up at him. 'Aren't you, darling? She unfortunately suffers from clinical depression.'

'So what?' says Frank scathingly. 'So's Audrey.' He addresses Izzy directly. 'I know what you did to my sister. I'd be depressed if I were you too.'

Both Lawtons inhale sharply and Mr Lawton puts a hand to his head. 'I was hoping for a more constructive approach to the meeting,' he says. 'Perhaps we could keep the insults to ourselves?'

'This will be hard for Izzy,' says Mrs Lawton coldly. 'She is very fragile.'

'So we ask you to listen to her piece in silence, without comment. Then we can move into the discussion phase of the meeting.' There's silence as Izzy unfurls a wad of A4 pages. She still hasn't looked at me properly. Still.

As I listen to the words, I'm waiting for some strong, visceral reaction. I'm waiting for some part of me to rise up and hate her or attack her or something. I'm waiting for the big moment; the confrontation. But it's not coming. I can't get traction. I can't feel it. (Kinsella 2015:219)

As can be seen in the conversation above, Izzy's parents also defended their child who was also homeschooled because of Audrey's incident. And Izzy didn't even apologize like Frank and Audrey had hoped. In fact, Izzy's parents asked Frank and Audrey to listen to what Izzy had written, namely a poem. Audrey anticipates a strong emotional response when listening to the poems read by Izzy, and expects strong feelings of hatred or aggression towards them. However, this reaction never materializes, leaving Audrey feeling disconnected and unable to engage emotionally. And all the expectations that Audrey had imagined before meeting Izzy changed instantly as written in the novel;

"Since the moment I stepped through the door, this hasn't been what I thought it would be. I'm not the warrior I imagined. I'm hollow and vulnerable and kind of lesser. I'm not winning any battle, sitting here, silently clutching the table, unable to speak, just thinking my own rapid, restless thoughts." (Kinsella 2015:219)

Since Izzy and her parents do not seem to show any respect towards Audrey, she realizes that her past experiences of standing up against bad people are not valued as she had thought. Audrey believes that there is no point in fighting anymore, as the Lawton family doesn't seem interested in her, except when it comes to protecting her child, Izzy. The Lawtons have their own little narrative where Izzy apologizes and becomes the hero, and Audrey allows them to carry on with it. Izzy avoids looking at Audrey, as it makes her feel inferior. This made Audrey feel disgusted as she noticed Izzy's lowered head. Suddenly, Linus' voice echoed in Audrey's mind.

Out of nowhere, Linus's voice comes into my head: *Why would you even give her the time of day? Why would I? Why am I giving her the time of day? What am I doing here?*

"... but bad forces come from every direction, no affection, just affliction . . ." (Kinsella 2015:246)

Based on the novel mentioned earlier, it can be inferred that Audrey had a deep affection for Linus. This led Audrey to believe that if Linus were with her, he would question why she was investing her time in someone else. It was a sudden realization for Audrey that giving her time to Izzy was a mistake. Nevertheless, this realization served as a motivation for Audrey to strive for

personal growth. And amidst all this motivation, Linus continued to play a pivotal role in transforming Audrey's behavior.

From all the events described by researchers, it can be seen that the four stages of observational learning by Albert Bandura (1986) influenced changes in Audrey's personality. In the previous explanation, the researcher provided an explanation of observational learning that a person must go through in order to imitate someone's behavior.

The first stage of observational learning is attention. In this context Audrey learns through her eyes. The point is to consider the process of the models for learning. In this case Audrey is attracted to Linus who catches her attention. This interest causes Audrey to observe Linus' behavior.

In this second stage, Audrey remembers Linus' behavior which she has observed so that she can produce Audrey in the future. This stage is called retention. Audrey reaches this stage by establishing a romantic relationship with Linus and begins to actively fight mentally to reflect on the behavior she has observed. Once the retention stage has been reached, Audrey continues to produce the behavior she has observed and remembered. This third stage is called the reproductive stage. In this stage, Audrey may imitate Linus' actions and perform them similarly based on what she observes and remembers.

Apart from that, in this novel it is explained that Audrey acts bravely by being at Starbucks, which reflects the reproductive stage. Audrey has succeeded in observing and remembering and then producing them to interact socially and express her thoughts.

On the other hand, motivation is the most crucial stage for Audrey. Because at this stage Audrey decides whether the behavior she produces from her observations and memories has succeeded in taking herself in the direction she wants or not. And in this case, Audrey experienced a little problem in her progress because what she expected in meeting Izzy did not match what she thought. However, her mistake became a motivation for Audrey to achieve personal growth.

C. Chance Encounters and Fortuitous Events Influencing to Audrey's Behavior

In the previous chapter it was explained that Linus was the most important part in changing her personality after her family. This could have happened because of an accident that occurred at that time. Bandura (1986) states that a chance encounter is a situation where someone accidentally meets and with certain stimuli the meeting can influence someone's behavior. And these accidental encounters can be caused by natural events, consequences of actions by authorities, or events caused by human action.

Audrey also experienced a fortuitous event, which was not intentional by Audrey. Because when Audrey felt insecure and embarrassed about who she was now, there was someone who occasionally came to Audrey's house to play with her younger brother, his name was Linus.

A friend from school. I haven't met him before. Linus, I think he's called . . .' Linus. I remember Linus. He was in that school play, *To Kill a Mockingbird*, and he played Atticus Finch. Frank was Crowd. (Kinsella 2015:13)

From the novel quote above, Audrey seems to have seen this boy at school. Then Audrey suddenly remembered that he was Linus, a boy who used to play theatre at her school. Linus is a friend of her younger brother who often plays LOC games at Audrey's house. And from then on Audrey often saw Linus at her house. Then at one point, Linus suddenly greeted Audrey and Audrey was shocked and afraid. Her heart was pounding fast, Audrey started to panic and she didn't answer Linus' greeting. Because at that moment Audrey began to be curious or interested in Linus.

"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.

"Do you always wear those?" He nods at my dark glasses. My chest is pumping with terror. Somehow I manage to edge past him.

"Sorry," I gasp, and tear through the kitchen like a hunted fox. Up the stairs. Into my bedroom. Into the furthest corner. Crouched down behind the curtain. My breath is coming like a piston engine and tears are coursing down my face. I need a Clonazepam, but right now I can't even leave the curtain to get it. I'm clinging to the fabric like it's the only thing that will save me." (Kinsella 2015:18)

Linus tried to greet Audrey again, but Audrey still panicked and couldn't answer Linus' question. And Audrey was asked a question about her sunglasses which Audrey always wears. But Audrey just apologized and ran to her room crying.

From the paragraph above, it can be seen that Audrey's introduction to Linus is not like introductions in general. Audrey is still afraid to get to know new people, especially in her current situation. Even though Audrey was like that, Frank, his younger brother, wanted Audrey to get to know Linus better, because Linus would often come home to practice the LOC game with her younger brother.

And with her sister demanding that Audrey get to know Linus better, Audrey was also able to reduce her fear because she was supported by her brother. Then, one day when Audrey was talking to Felix, suddenly her brother came

with a letter from Linus to Audrey. The letter contains Linus's apology which previously made Audrey scared and cry, even though it was not entirely Linus' fault.

That's where their introduction started, Audrey and Linus talked by exchanging papers because Audrey couldn't speak directly. And finally, Audrey, who was making a documentary video, wanted to invite Linus to just be interviewed and so they could get to know each other better. Linus also invited him to make the video out of his house, namely Starbucks.

"I press SEND, and this time there's a bit of a wait before he replies:

No, let's meet at Starbucks.

A jolt of panic goes through me like white fire. Starbucks? Is he nuts?

Then a second text comes through:

You have to go there anyway, right? Isn't that your project?

But . . . but . . . but . . .

Starbucks?

Tomorrow?

My fingers are trembling. My skin feels hot. I'm breathing in for four counts and out for seven and trying to channel Dr Sarah. How would she advise me? What would she say?" (Kinsella 2015:134)

It can be seen in the novel quote above that Linus took Audrey to Starbucks to meet and make a video of the interview. Linus is trying to get Audrey to leave her house and see the outside world again. It could be seen that Audrey was very surprised to hear that the place she was going to was Starbucks. This place was like hell for Audrey, who had social anxiety and didn't want to interact with other people. However, Audrey still agreed to Linus' offer. Another thing that supports Audrey agreeing to Linus' offer is none other than her psychiatrist, Dr. Sarah. At that time, Audrey suddenly heard Dr. Sarah's voice telling Audrey to take big steps and to force herself to take big risks because Audrey wouldn't know until she tried.

This is the same as what was said by Albert Bandura (1986) who said that situations that are accidentally encountered can stimulate a person and influence her behavior. And Bandura also highlights the importance of being open to these chance encounters, because they can bring major changes in life (Zinger, 2023). That's where Audrey takes situations and opportunities that she considers risky to change them for the better and change her behavior. This can

be proven by Audrey becoming more open about many things to the people around Audrey.

“I need to begin building relationships outside the family again.” (Kinsella 2015:155)

In fact, a lot making me feel better at the moment. Seeing Linus is definitely making me feel better. We text all the time and he comes over every day after school, and we started playing tennis in the garden. (Kinsella 2015:166)

Feeling like I want to share all this. I want to talk to someone, I want to see someone. (Kinsella 2015:167)

From the several novel quotes above, it can be concluded that Audrey has changed from before and after meeting Linus. It was mentioned above that Audrey meeting Linus made her feel better and they did many activities together, such as playing tennis. Apart from that, Audrey also wants to meet her friend, who Audrey left behind because of her social anxiety. This change in behavior is caused by the accidental meeting of Linus and Audrey.

From the conditions described by the author above, if Audrey had not met Linus and agreed to go to Starbucks with him, Audrey's life and her behavior would probably not have changed. Audrey and Linus' meeting was an accident which is called a fortuitous event. She could have ignored Linus and Linus could have ignored Audrey. But her younger brother Frank told Audrey to mingle with Linus because Linus would often play at his house and Audrey was starting to be fascinated by Linus, making Audrey's behavior get better day by day because Audrey got to know Linus.

IV. Conclusions

In this chapter the researcher concludes the behavior changes of the main character, Audrey Turner, from being an introvert to returning to the way she was before she was bullied. In the previous chapter, problem solving was divided into three parts.

In the first part the researcher examines reciprocal causation. Based on this, the researcher concluded that Audrey's behavior was the result of her past experiences, namely being bullied by her friends which made her an introvert. Audrey was diagnosed with Social Anxiety Disorder, General Anxiety Disorder by her psychiatrist. So, the people around Audrey, including her family, were worried about Audrey and tried various ways to cure her of social fears, including taking her to a psychiatrist. Apart from that, there is Linus who is Audrey's boyfriend. Linus was the one who really made Audrey's graph rise and Audrey dared to take many risks to meet new people and also met Izzy, the woman who bullied her before.

From the explanation above, it can be concluded that Audrey's introverted behavior

and mental illness were caused by the bullying that happened to her. Then, her environment, namely her parents, her younger brother, and Linus, her boyfriend, provided support to Audrey and ultimately influenced her personal factors which then influenced her to carry out new behavior. Audrey wants to change her behavior by not wanting to wear sunglasses anymore, and having the courage to talk to other people or new people, and having the courage to meet the people who bullied her in the past.

In the second part, namely regarding the social environment that influences Audrey's behavior which is based on the four stages by Albert Bandura (1986). Albert Bandura proposed four stages of observational learning: attention, retention, reproduction, and motivation. Audrey's interest in Linus grabs her attention, leading her to observe and analyze his behavior. As a result, she begins to remember and retain memories of Linus. In the third stage, Audrey is able to imitate Linus' behavior by seeking out social interactions and expressing her thoughts. Furthermore, motivation is the last stage that is also crucial for Audrey. At this stage Audrey decides whether the behavior she produces from her observations and memories has succeeded in taking herself in the direction she wants or not. In this case, Audrey experienced a little problem in her progress because what she expected in meeting Izzy did not match what she thought. However, her mistake became a motivation for Audrey to achieve her personal growth.

The last part is about chance encounters and fortunate events. In this section the author has analyzed, if Audrey had not met Linus and agreed to go to Starbucks with him, Audrey's life and her behavior might not have changed. Audrey and Linus' meeting was an accident which is called a fortuitous event. He could have ignored Linus and Linus could have ignored Audrey. However, her younger brother Frank told Audrey to mingle with Linus because Linus would often play at his house and Audrey was starting to be fascinated by Linus, making Audrey's behavior improve day by day because Audrey got to know Linus.

Based on the findings analyzed by the researcher, the researcher concluded that the novel provides an example of how a person's behavior develops from being an introvert and having social anxiety to being able to recover from her anxiety and change her behavior through Audrey's interactions with the environment around her. Audrey's development shows several connections between the influence of the surrounding environment and Audrey's observations of the people around her which support changes in her behavior.

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