



## *Crash : an Analysis of Anger*

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### **Abstract**

*The objective of this study is to examine the anger in Paul Haggis's film Crash. The author of this study identifies the sources and manifestations of anger in the film Crash. The author employs a descriptive qualitative approach. In order to evaluate the data, and explain anger, and the reasons and styles of anger, the writer uses a number of theories that have been put forth by the experts as a foundation. According to the writer, "insult," "out of control," "social triggers," "physical threat," "stress," "being a recipient of another person's anger," and "disappointment" are the main causes of anger in the movie Crash. As the author looks into the causes of anger, he discovers that the "aggressive style," "passive style," and "assertive style" of anger are all present in the film Crash. The analysis's findings show that: (1) Most of the characters in the film Crash become angry when those around them do something intentionally wrong; and (2) The characters utilize "aggressive style," "passive style," and "assertive style" to vent their anger.*

**Keywords:** *movie, anger, crash movie*

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### **INTRODUCTION**

Everyone has the ability to become angry; but, doing so to the right person, to the right extent, at the right moment, with the right cause, and in the right style is not for everyone and is not simple; for this reason, goodness is both uncommon and laudable. (Aristotle). Anger is an emotional reaction to an occurrence that is viewed as a threat, a violation, or an injustice on the inside or out. Everyone experiences anger frequently during the day. Anger is a part of our daily lives, whether it is the frustration we feel when traveling in rush hour traffic or when we learn of societal injustices taking place halfway around the world. It is an emotion that, along with other emotions and acts, has been classified. Anger must be understood and learned. Uncontrolled anger has the potential to ruin relationships and even harm a person's health. People battle each other in fits of anger, often with fatal results. A nation fights among itself in anger, costing thousands of valuable and promising young lives. In other words, anger may sabotage all of life's positive aspects.

The author chose the film Crash because it can assist readers comprehend that people must establish a fulfilling social life in order to interact with one another. The movie Crash contains several overt life lessons, including anger. Threatening verbal and non-verbal behaviors are used in the settings in the film Crash to illustrate social interaction. Through the movie Crash, readers will learn how to identify anger, as well as the best method to deal with it. They will also learn how to use anger as a creative tool to express their emotions in response to threats and injustices. Due to these factors, the author has a strong interest in writing this paper, which will identify and analyze the origins and behaviors of anger.

Anger is a bad or unpleasant emotion, according to Averill (1982, referenced in Fischer 2000:12). It often happens in response to an actual or perceived threat, a change in ongoing conduct, or the perception of negligence or willful, unjustified harm. It is safe to infer that rage is an unfavorable reaction to anything negative that causes harm, and it may be detected by sending a signal to the human body.

Anger is "an overt feeling of hostility we believe we direct toward others," according to Sedesky (2000:13). But we also produce within ourselves whatever we think, feel, or act directly or indirectly toward others. When we are angry, it spirals out of control. In other words, anger can end up being a negative emotion directed at someone else. However, when

anger manifests, we permit ourselves to harbor it for a long time, which is why our subsequent behavior is hostile toward the other.

"Anger or irritation is a normal human emotion," claim Monti et al (2002:104). It happens when (a) things seem out of control, (b) we feel that someone has violated our rights, and (c) we don't obtain what we want or what we believe is right. Things that are unable to reach because they became stuck and uncontrollable are a source of frustration.

According to Fisher (2000:213), Ekman and Friensen (1975) suggested five antecedents to anger: (1) Frustration, most frequently due to some type of interference; (2) Physical threat; (3) Insult; (4) Witnessing, some other being violated; and (5) Being the target of another's anger. "In other words, being bothered, impatient due to inaction, suffering an injury, receiving an offense, becoming hurt, and getting angry at someone are the causes of anger.

According to Hill (2003), the following are examples of triggers that make people feel angry:

1. Social triggers are problems, misunderstandings, or conflicts people have with those who are closest to them, such as family, friends, or a social group. Social triggers frequently involve peer pressure, face-saving concerns, or the perception of an intrusion into someone's personal space. Anger can also be brought on by the perception of abandonment, neglect, or rejection.
2. Mental stimulation that affects how people think. Low intelligence, lack of education, poor problem-solving ability, poor time management abilities, and negative self-talk can all cause furious feelings to spiral out of control. The kind of restrictive thinking that restricts a person's ideas about the solution to problems is one of the weak cognitive abilities that causes anger.
3. Emotional upheaval brought on by a mental illness or traumatic event.
4. Stress.
5. Consuming alcohol or using drugs results in substance abuse.
6. People who were suddenly held accountable described prior lack of accountability as an additional source of anger.
7. Weak interpersonal skills. Some people lose their cool when others can't read their minds.
8. Making a stupid statement or decision. People occasionally become irate because they believe they have said or done something foolish, idiotic, or regrettable.
9. Control loss. When they feel that things do not go as they had hoped, many people become angry.

There is a difference between anger as an emotion and some behavioral outcomes of anger, such as violence, impulsive behavior, apathy, and passive-aggressive behavior, according to Monti et al. (2002:104). Anger in and of itself is neutral. It can be a strong emotion, and there are both positive and negative ways to respond to it.

1. Destructive effects:

- a. Anger leads to confusion of the mind. It results in rash decisions and impulsive behavior.
- b. Aggressive reactions to anger lead to emotional turmoil, hinder effective communication, and incite hatred in others.
- c. Passive reactions to anger make you feel helpless or despondent, lower your self-esteem, disguise true emotions with a façade of indifference, obstruct communication, and cultivate resentments that you can release in a tantrum at the slightest provocation.

2. Constructive effects:

- a. Feeling anger lets you know that there is a problematic situation and energize you to resolve it. Use anger as a signal that there is a problem that needs solving.

- b. Assertive responses to anger increase your personal power over unpleasant situations, help you communicate your negative feeling and their intensity, can be used to change destructive aspects of a relationship, helps you avoid future misunderstandings, and may strengthen a relationship. Affective response with appropriate assertiveness helps you to increase the constructive effects and decrease the destructive effects of angry feeling

The anger style described by Monti et al. (2002) can be inferred to be aggressive, passive, and assertive. Anger has a few psychological and behavioral repercussions. The outcome was divided into two categories: destructive and constructive. Both aggressive and passive behaviors are categorized as destructive since they have a negative effect on either the self or others. Particularly aggressive behavior has a detrimental effect on another person by making them feel out of control. However, passive person has a detrimental effect on themselves since they harbor their anger and use it to fuel resentment. Meanwhile, an assertive approach is considered beneficial because it is used in a constructive manner. The decision to settle difficulties through conversation does not harm anything. While destructive impact characteristics involve making poor decisions, constructive effect traits involve selecting the best course of action to address issues without taking any hot action.

People typically react to anger in one of three ways, according to Epstein and McCrady (2009): passively, aggressively, or assertively. Additionally, passive might develop into passive-aggressive behavior. It can be concluded like this:

1. Passive behaviors prioritize the rights of others because they believe their needs are less essential than those of the other person. On the flip side, passive behavior is called "passive-aggressive." It implies that a person feels angry but conceals their feelings, avoids direct communication with the aggressor, but nevertheless manages to ruin a project by, for example, procrastinating.
2. Aggressive behavior is sometimes linked to "losing your temper." By dominating and restraining others, one might obtain a fictitious sensation of control (usually lack of patience, impolite, impatient, and judgmental of others).
3. Assertive behavior is the "gold standard," and it entails considering what you and the other party, in your opinion, deserve and have a right to, as well as how to choose effective communication. Never, however, should you consider yourself to be superior to others or place blame on others during this process.

The author comes to the conclusion that there are four primary ways that people react to anger.

1. "Aggressive" externally is defined as being critical of others, impatient, domineering, controlling, impulsive, blowing hot and cold, and having explosive rages, among other behaviors.
2. "Passive" internally entails experiencing helplessness or depression, even fleeing, expressing demands through silence, losing the ability to judge others, refusing to respond to others' arguments, avoiding conflict, etc.
3. "Passive-Aggressive" is an indication of outward agreement, but anger shown through deceptive behavior denotes covert behavior, resentment storage, and postponement.
4. "Assertive" is suitably controlled and, if necessary, communicated. The expression is utilized in words, in a respectful manner, with consideration for what both parties are regarded to deserve, and by always choosing an effective communication.

"Crash" is a film about racial and social tension in Los Angeles that depicts self-image and character reactions to racism, rage, and peace. Since this film was conceptualized by Paul Haggis to connect stories that are in conflict with one another, it lacks a clear primary character. As characters, the people seem to have no connection at all. However, as the opening line of the movie suggests, they inevitably crash with one another.

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The movie "Crash" suggests that people live in a society in which everyone is interconnected. Our actions always have the potential to affect others. Harmony is what happens when people handle a situation well. People have complicated human nature as well. Because humans are so easily irritated by others, one action cannot be used to condemn a person. The main emotion in this film that transforms into wisdom, compassion, understanding, and love is anger.

## METHOD

The research being done is qualitative and descriptive. Using this research strategy, which is a part of the qualitative approach, the researcher can describe a phenomenon by supplying the facts in great detail without attempting to analyze them. Quantitative research prioritizes facts, whereas qualitative research focuses on the complex connections between the topics under investigation (Semi, 2012: 28).

Descriptive qualitative research was chosen because the data for this study came from the script of Paul Haggins's movie "Crash." For this investigation, the researcher consults two sources. For the study of anger, they act as both primary and secondary sources of data. The movie itself is the main source of information. The strongest piece of proof comes from the writer's discovery of specific phrases, conversations, and scenarios in motion pictures. Additionally, the additional data includes a number of scenario segments.

## RESULTS AND DISCUSSION

### *Result*

The purpose of this study is to examine the origins and expressions of anger in the events and characters from the film Crash. The author will talk about six characters and seven causes from all of the angry scenes. The following shows an angry scene that will be examined.

The writer will describe the root causes of anger in the theorist's order. They are Hill, Chapman, Monti, and Ekman, and Friensen, among others. According to Ekman and Friensen from the film Crash, the writer discovered that insult, physical threat, and being the target of another person's anger are the reasons for anger in this area.

Character	Scenes	Cause	Style
Farhad (Runs a corner shop)	At a gun store, a Persian man Farhad and his daughter Dorri are buying a handgun to protect their business, and the owner is offering a gun. Farhad returns and finds his shop trashed and covered with anti-Arab graffiti because the door was not fixed – exactly as the locksmith had said. Farhad, therefore, blames him.	Insult  Out of control	Aggressive
Anthony (A car robber)	Anthony and Peter, as they leave a restaurant because of poor service seem to be racist.	Social Perception	Trigger: Aggressive
Daniel (A locksmith)	Daniel replaces the lock but Farhad needs a new door. Farhad thinks the locksmith is cheating him and argues about the bill. Daniel just up the bill and leaves.	Social Misunderstanding	Trigger: Aggressive
Jean Cabot (A wife of L.A District Attorney)	The victim of a car robbery by Antony and Peter. At the house, she is still upset and even though a locksmith has already changed the door locks, she wants it	Physical threat	Aggressive

	done again the next day.		
	During the next morning day, Jean Cabot is still angry because of a bad event that she had on the previous day. So, she shows her anger to her maid for not emptying the dishwasher.	Stress	Aggressive
Cameron (Christine's husband and A movie Director)	At home, his wife Christine asks Cameron for not standing up to the polices and become over angry with him.	Being the recipient of another's anger	Passive
John Ryan (L.A.P.D Police)	After calling the HMO last night, the next day, Ryan comes to the HMO office and sees Shaniqua to find out a solution to his father's suffering.	Disappointment	Assertive

### Insult

An insult is an expression, a statement, or conduct that is insulting, demeaning, or causes someone to feel insulted. A Persian guy named Farhad and his daughter Dorri can be seen purchasing a firearm for their business' protection in one of the scenes.

- Dirk : You get one free box of ammunition. What kind do you want?  
 Farhad : (in Farsi) What did he say "ammunition"?  
 Dorri : (in Farsi) He asked what kind of bullets you want.  
 Farhad : (in Farsi) The kind that fit in the gun!  
 Dorri : (in Farsi) There's more than one type.  
 Farhad : (in Farsi) How do I know? I don't know anything about bullets.  
 Dorri : (in Farsi) Which is a really good reason not to buy a gun.  
 Farhad : (in Farsi) You don't use that tone of voice with me.  
 Dirk : Yo, Osama! Plan the jihad on your own time, what do you want?  
 Farhad : (in Farsi) What is he saying about Jihad? (to Dirk, in English) Are you making insults at me?  
 Dirk : Am I making insult "at" you? Is that the closest you get to English?  
 Farhad : Yes, I speak English! I am an American citizen.  
 Dirk : Oh, God, here we go.  
 Farhad : I have right like you. I have the right to buy a gun.  
 Dirk : Not in my store, you don't!  
 Dorri : Go wait in the car, Dad.  
 Farhad : (to Dirk) You are an ignorant man!  
 Dirk : Yeah, I'm ignorant, you're Liberating my country and I'm flying 747 g into your mud huts and incinerating your friends. Get the fuck out of my store.

Farhad comments on line 11 by asking, "You making insult at me?". This sentence demonstrates Farhad's sense of offense. Farhad is a Persian, as the dialogue indicates. As mentioned in lines two through eight, he spoke to his daughter in Farsi. Farhad gets angry by the assumption that the speaker of Farsi is an Arab because of the 9/11 incident.

According to Epstein and McCrady, aggressive anger generally manifests as disregard, criticism, and impatience. The author discovered that in line 18, Farhad shouts, "You are an ignorant man." The author assumed Farhad was hostile. He speaks angrily, criticizing and disrespecting the proprietor of the gun store.

### Physical Threat

A threat to someone's personal security is one that was made by someone who was carrying a weapon or other potentially harmful object. The author discovered that Jean Cabot was facing a physical threat in this film. It is what makes her angry.

- Jean : I need to talk to you for a second.  
 Rick : Yes, honey?  
 Jean : I want the locks changed again in the morning.

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Rick : You what? Look, why don't you just go lie down, huh? Have you checked on James?

Jean : Well of course I've checked on James. I've checked on him every five minutes since we've been home. Do not patronize me. I want the locks changed again in the morning.

Rick : Shhh. It's ok. Just go to bed, all right?

Jean : You know what, didn't I just tell you not to treat me like a child?

The maid (Maria) comes to ask permission to go home.

Jean : I would like the locks changed again in the morning. And you know what, you might mention that next time we'd appreciate it if they didn't send a gang member...

Rick : A gang member?

Jean : Yes, yes.

Rick : What do you mean? That kid in there?

Jean : Yes. The guy in there with the shaved head, the pants around his ass, the prison tattoos.

Rick : Those are not prison tattoos.

Jean : Oh really? And he's not gonna go sell our key to one of his gang banger friends (Jabbing her finger into Rick's chest). The moment he is out the door? We've had a tough night.

Rick : It'd be best if you went upstairs

Jean : And wait for them to break in? I just had a gun pointed in my face.

Rick : You, lower your voice.

Jean : And it was my fault because I knew it was gonna happen. But if a white person sees two black men walking toward her and she turns and walks in another direction, she's racist, right? Well, I got scared and I didn't say anything. And the second later I had a gun in my face. Now I am telling you, your amigo in there is gonna sell our key to one of his homies and this time it'd be really fucking great if you acted like you actually gave a shit!

You may say that a physical threat or effect on someone causes anger. Getting injured and being dissatisfied are the fundamental causes of anger. The discourse of Jean Calbot contains all of the hints. She received a physical threat with a gun, which made her enraged. Jean says, "I just had a gun pointed in my face," in line 25. Similar to this, Jean states in line 30 that "later I had a gun in my face." She was taken out of the car during a car robbery and forced to the ground before being shot with a revolver.

According to Ekman and Friensen, one of the reasons of anger is a physical threat. Considering the dialogue, even though the incident has already happened, Jean continues to feel outraged. As demonstrated by Jean, who is still sad despite being in her safe haven of home but has developed a negative attitude toward the locksmith. It suggests that Jean is acting violently when she is angry. According to Epstein and McCrady, an aggressive anger style is associated with dominating, controlling, and judging other people.

### **Being Recipient of Another's Anger**

When someone threatens you verbally or nonverbally, one of the less pleasant emotions that can result is anger. In other terms, it may be claimed that someone permits someone to confront them with anger. When someone experiences unhappiness or receives unfair treatment, anger can quickly take hold and the recipient may react violently.

Cameron : Who are you calling?

Christine : I'm gonna report their asses. Sons of bitches.

Cameron : You actually believe they're gonna take anything you have to say seriously?

Christine : Do you have any idea how that felt? To have that pig's hands all over me? And you just stood there! And then you apologized to him?

- Cameron : What did you want me to do? Get us both shot?
- Christine : They were gonna shoot us on Ventura Boulevard! Pathetic.
- Cameron : Well, maybe you would've been satisfied with just being arrested.
- Christine : Oh, I get it. Much better to let him shove his hand up my crotch than get your name in the paper.
- Cameron : You finally got me figured out, 'cause see, that's exactly what I was worried about right there.
- Christine : Oh? You weren't afraid that all your good friends at the studio were gonna read about you in the morning and realize he's actually black?
- Cameron : You need to calm down right now.
- Christine : What I need is a husband who will not just stand there while I am being molested!
- Cameron : They were cops for God's sake! They had guns! Maybe I should've let them arrest your ass. Sooner or later you gotta find out what it is really like to be black.
- Christine : Fuck you, man. Like you know. The closest you ever came to being black, Cameron, was watching The Cosby Show.
- Cameron : At least I wasn't watching it with the rest of the equestrian team.
- Christine : You're right, Cameron. I got a lot to learn 'cause I haven't quite learned how to shuck and jive. Let me hear it again. Thank you, mister Policeman. You sure are mighty kind to us poor black folk. You be sure to let me know next time you wanna finger-fuck my wife.
- Cameron : How the fuck do you say something like that to me?
- Christine : You know, fuck you!
- Cameron : That's good. A little anger. It's a bit late, but it's nice to see!

It is implied that Cameron gets angry because his wife doesn't quit blaming him. Even though Cameron has explained why he did nothing when Christine was being embarrassed, this makes him the target of her wrath. When anger has been separately arousing, the individual experience of anger may be affected by the individual's arousal of anger from another. In this instance, Cameron allows Christine's anger to influence him and then independently prompts him to become angry.

According to Monti et al., a passive response to rage can make someone feel hopeless or depressed. In other words, passive anger is defined as the feelings of disregard and disappointment experienced by a person who adopts a passive approach. They get into a heated debate, and Cameron tries to explain why he did nothing. Christine then wonders and becomes anxious. She accuses Cameron of allowing his wife to be embarrassed in front of him by someone.

It implies that Cameron is a person who avoids conflict and uses passive rage expression techniques like walking away. Everything suggests that Cameron feels humiliated or powerless by his wife since she constantly assigns blame. Additionally, he loses hope and leaves his wife. These are traits of the passive style.

### **Social Triggers**

Anger is a rational emotion in social situations. It functions as a tool for considering the behavior, words, and attitude of others, including ourselves. The author identified social triggers as the root of the anger in the film Crash. The social factors include misunderstanding and perception.

### **Social Triggers: Perception**

The author will talk about Anthony's anger, which appears to be caused by perception. He believes that he is treated differently from those around him. In this situation, Anthony is seen differently by people around him. The scene depicts Anthony and Peter, two young black men, exiting a restaurant. Anthony asserts that the racism in the restaurant is the source of their poor treatment.

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- Anthony : Did you see any white people waitin' an hour and minutes for a plate of Spaghetti? And how many cups of coffee did we get?
- Peter : You don't drink coffee and I didn't want any.
- Anthony : Man, that woman poured cup after cup to every single white person around us. But did she even ask you if you wanted any?
- Peter : We didn't get any coffee that you didn't want and I didn't order, and that's evidence of racial discrimination? Did you notice that our waitress was black?
- Anthony : And black women don't think in stereotypes? You tell me. When was the last time you met one who didn't think she knew everything about your lazy ass before you even opened your mouth, huh? That waitress sized us up in two seconds. We're black, and black people don't tip. She wasn't going to waste her time. Somebody like that? Nothing you can do to change their mind.

The exchange suggests that Anthony's anger is brought on by how other people are perceived. When Anthony realizes that his sense of self-worth isn't treated fairly or according to the standards of treating everyone in a social group equally, he gets angry. It aggravates him.

When people make assumptions about other people in daily life or social situations, this is known as a social trigger. Because of how other people perceive him, Anthony has himself inserted in the distinction. He feels uncomfortable and enraged by it. Additionally, it prevents him from achieving his goals in terms of social life because his self-esteem is not respected or rewarded for doing the correct thing in a group of people. Aggressive responses to anger, according to Monti et al, lead to emotional turmoil, undermine effective communication, and incite hatred in others. Anthony, who has worked up such a temper, and Peter are blowing hot with anger in this moment. It implies that they are inciting animosity and stirring up emotions.

Being hostile toward others and having a negative impact on another person while feeling out of control are signs of aggressiveness.

#### **Social Triggers: Misunderstanding**

Understanding something or someone incorrectly is characterized as misinterpreting it. The author discovered that Daniel had communicated his anger over the misunderstanding. Locksmith Daniel is. Farhad manages a corner store. Farhad contacted a locksmith since his wife claimed that the door could not be locked. Farhad accepts the misunderstanding as his own. Daniel becomes incensed by it. Daniel fixes the lock at the corner store before informing Farhad that a new door is necessary.

Daniel : Excuse me. Excuse me. Sir?

Farhad : You finished?

Daniel : I replaced the lock. But you got a real problem with that door.

Farhad : You fix the lock?

Daniel : Nah, I replaced the lock. But you gotta fix that door.

Farhad : Just fix the lock!

Daniel : Sir, sir, sir. Listen to me. What you need is a new door.

Farhad : I need a new door?

Daniel : Yeah.

Farhad : Okay. How much?

Daniel : I don't... Sir, you're gonna have to call somebody that sells doors.

Farhad : You try to cheat me, right? You have a friend that fix door?

Daniel : Nah, I don't have a friend that fixes doors, bro.

Farhad : Then go and fix the fucking lock, you cheater.

Daniel : You... You know what? Why don't you just pay for the lock and I charge you for the time.

Farhad : You don't fix the lock! I pay! You think I'm stupid? You fix the fucking lock, you cheater!

Daniel : I'd appreciate it if you'd stop calling me names.



Farhad : Then fix the fucking lock!  
 Daniel : I replaced the lock! You gotta fix the fucking door!  
 Farhad : You cheat! You fucking cheater!  
 Daniel : Fine. Don't pay. Have a good night.  
 Farhad : What? No. Wait! Wait! You come back here! You fix the lock! Come here!  
 You fix my lock! Fix the fucking lock!

Daniel's anger has an aggressive attitude. Reaction bullets are fired as the situation keeps showing Daniel and Farhad shouting at one another. He immediately develops an aggressive style in response to the circumstance. Also in line 18, Daniel adds, "I'd appreciate it if you stopped calling me names." Farhad, however, is determined. Daniel is then shown wadding up the bill as the camera pans up to capture his reaction. It explains Daniel's aggressive attitude. Epstein and McCrady claimed that impatience has frequently been a factor in aggressive behavior. The circumstances suggest that Daniel starts to lose patience.

### **Stress**

Stress is the tension or emotional strain that results from difficult or demanding situations. Through Jean Cabot's persona, the author discovered that stress is an angry emotion. According to the earlier justification that Jean experienced physical threats, Jean's stress is brought on by physical threats.

Maria : Sorry take your car, Miss. Jean. I turn key to my car, but nothing. James wanted to take this school. But I don't want the kids to fight over it.  
 Jean : Are these clean or dirty?  
 Maria : All clean, Senora!  
 Jean : You know, Maria, just once I would like to wake up and find these dishes in cabinet.  
 Maria : Si, Senora. No problem.

Stress is the next factor that makes people feel angry. Through the visual, we can see that Jean still exhibits signs of distress and rage following her negative encounter. After experiencing something stressfully handled poorly, one can tell if someone is still angry.

Everything points to Jean being angry and she displays her anger in an aggressive manner. According to Epstein and McCrady, an aggressive approach is frequently irritable and judgmental. The evidence suggests that Jean gets frustrated with Maria and receives criticism when she notices something is not going according to plan.

Disappointment as a catalyst for anger is presented here. The emotion of sadness or annoyance brought on by not having one's wishes or expectations fulfilled is known as disappointment. Chapman is one of the anger theorists. Chapman asserted that disappointment fuels anger.

### **Disappointment**

Disappointment can lead to anger. Dissatisfaction with a person, a thing or a situation can lead to disappointment. A feeling of dissatisfaction may cause anger to surface. When outcomes do not live up to expectations or hopes when they appear, disappointments follow. The scene involving John Ryan, an L.A.P.D. police officer, and Shaniqua Johnson, a supervisor and administrator of a Health Maintenance Organization (HMO).

Shaniqua : Mr. Ryan my name is Shaniqua Johnson. I believe we spoke last night.  
 Ryan : Yeah, I wanted to apologize for that crack. I haven't been sleeping a lot. My father is in a lot of pain.  
 Shaniqua : I'm sorry to hear that.  
 Ryan : This doctor he's been going to tell him he has this urinary tract infection, and he's been taking this medicine for a month now, and he's just getting worse.  
 Shaniqua : And he's been back to see Dr. Robinson?

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- Ryan : Yeah, and between me and you the man is an idiot.  
 Shaniqua : Really?  
 Ryan : No offense, but the guy sees a hundred patients an hour. I think his nurses do most of the work.  
 Shaniqua : If you're unhappy, your father is welcome to see a doctor outside the network.  
 Ryan : And if this new doctor says it isn't an infection, says it's his prostate and it needs to be operated on, is that covered?  
 Shaniqua : No. Not unless Dr. Robinson  
 Ryan : What good would that do?  
 Shaniqua : I'm sorry but there is nothing else I can do.  
 Ryan : Do you know what I can't do? I can't look at you without thinking of the five or six better qualified white men who didn't get your job.  
 Shaniqua : Time for you to be going.  
 Ryan : I'm saying this because I'm really hoping I'm wrong about you. I'm hoping that someone like yourself, who may have been given a helping hand, might have a little compassion for someone in similar situation.

Based on the dialogue, it can be concluded that Shaniqua said it wouldn't be covered by the HMO if Ryan wants to get another for his father even if his father needs to be operated on. Moreover, it indicates that Ryan is disappointed because points in line twenty-four he said, *"I'm saying this because I'm really hoping I'm wrong about you. I'm hoping that someone like yourself, who may have been given a helping hand, might have a little compassion for someone in a similar situation."* In other words, Ryan feels disappointed since the HMO does not support the goals or expectations that he had for his father.

This event demonstrates Ryan's effective anger management skills. He disappoints him, which makes him angry with his father. Due to a health issue, his father had trouble sleeping the entire night. When necessary, assertiveness is properly controlled and communicated.

In the words of Epstein and McCrady, assertiveness is the gold standard for good communication, never thinking negatively when engaging in a situation. Ryan follows a "gold standard" approach. He doesn't act negatively toward anyone. Anger style is divided into two categories by Monti et al. (2002): destructive impacts and positive benefits. Ryan has a positive impact. Using anger as a sign that an issue needs to be fixed has a positive outcome. In this film, Ryan is depicted as being aware of his father's suffering and the urge to assist and find a solution. He attempts to discover a new treatment for his father as his condition is becoming worse and his father is experiencing more discomfort.

Anger can get out of control when tasks aren't accomplished or when controls aren't employed. When things go as they were not expected to, many individuals become furious. Anger is a reaction to situations that seem out of control, according to Monti et al.

### **Out of Control**

A scenario that is out of control is one that no one anticipates occurring. We cannot think about it or control it. The author identified this factor in Farhad, a character who owns a corner shop. He then had a disagreement with the locksmith, Daniel, after being insulted by the store's owner. His corner shop ownership spiraled out of control after that. When Farhad comes back in the morning, his store has been vandalized. The shop is chaotic as he moves around it.

Receptionist : Sir, I spoke to our employee and he told you need to replace or repair the door.

Farhad : He say he fix the lock. You come here, see how "fixed" it is!

Receptionist : You're yelling again.

Farhad : I am not yelling! I'm upset!

While he is calling for a locksmith company, his wife trying to wipe out the graffiti on the door. Then comes their daughter. Her mother turns to her daughter and said look what they wrote, they think we are Arab, when did Persian become Arab.

*Continued to Farhad*

Farhad : I want his name. Yes, I want his name! Give me his name.  
 Receptionist : I'm not giving you his name, Sir.  
 Farhad : Not fix my lock! I want his name!  
 Receptionist : I'm gonna hang up now, Sir.  
 Farhad : Don't hang up! Shit!

The situation shows that Farhad gets upset when things seem out of control. He discovers the devastation of his store. He has no control over it. He left his store and when he returned the next morning, it was clear that everything had changed in his small corner store. He assumes that the locksmith is to blame when he realizes that the door hasn't been fixed yet. Since the locksmith could only change the lock, not the door, according to the prior explanation in Social Triggers: Misunderstanding, he had already advised Farhad to change the door, but Farhad had misunderstood. One could argue that the rage in this scene was out of control. In other words, the door hasn't been fixed, so anything could happen afterward that would be uncontrollable or secret.

Farhad displays strong anger when he is angry. Aggressive responses to anger, according to Monti et al., reduce the effectiveness of communication, elicit emotional reactions, and ignite hatred in others. According to Epstein and McCrady, people that are aggressive tend to be disrespectful, critical, impatient, and have limited tolerance for other people.

The author draws the conclusion that everyone will become angry upon discovering anything out of control. When rage spiraled out of control, it adopted an aggressive attitude.

### **Discussion**

Finding the reasons and types of anger is the aim of the anger research in the film Crash. Although anger is difficult to manage, learning how to do so quickly might help you avoid causing damage. The author discovered that the movie Crash emphasizes anger. Some characters have distinct characterizations and exhibit anger. Anger is a feeling that is marked by antagonists and animosities toward someone or something that has done something wrong on purpose.

This study generates a number of conclusions. First, as the previous explanation demonstrated, the author identified seven factors as the root reasons for anger in the film Crash. The theories were split into seven points. According to Ekman and Friensen, insult, physical danger, and being the target of someone else's anger are the three main causes of anger. According to Hill, social triggers (misperceptions and misunderstandings) and stress are also factors. Chapman, a different theorist, proposed disappointment as a factor in anger. In addition, Monti et al. claimed that losing control is the root of anger.

The author came to the conclusion that environmental factors play a role in some of the causes of people's anger. It can originate from nearby neighbors. Environmental factors like insults, social triggers (misperception and misunderstanding), physical threats, receiving someone else's anger, and disappointment escalate out of control in the film Crash. While we all experience stress as an anger trigger. Stress causes people to experience emotional pressure while also enduring anger.

Anger can be shown by facial expressions, postural cues, and verbal inflections. People may be able to convey their inner style and unfavorable feelings through it. Additionally, it is impossible to separate the reason for anger from the anger style. In other words, the source of the anger comes first, then the style. The three types of anger the author identified in the film Crash are assertive, passive, and aggressive. According to Epstein and McCrady and Monti et al, an aggressive and

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assertive technique was used. While Monti et al. claimed that passive style was. Aggressive behavior was characterized by antagonism, disdain, and criticism of others. Passive communication was characterized by silence, a sense of disappointment, and disregard. The best method to communicate anger is in an assertive manner, which was demonstrated by taking adequate time to speak seriously and exhibiting regret.

## CONCLUSION

Some conclusions for the future study have been established based on the analysis and their findings. The author advises finding a different prospective subject that sparks readers' competing interests. The movie *Crash* merits additional consideration since it can help learners develop their analytical skills. There are other areas where the next author might concentrate on a lot of issues that the film *Crash* brought up in addition to anger, such as racism, gaffes, political issues, and the relationship between race and ethnicity.

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