

UNDERGRADUATE THESIS

**THE HIERARCHY OF HUMAN NEEDS OF THE MAIN CHARACTER IN
THE DRAMA *DEATH OF A SALESMAN* BY ARTHUR MILLER**



THESIS

*Submitted to the Faculty of Cultural Sciences Hasanuddin University in Partial
Fulfillment of the Requirement to Obtain Sarjana Degree In English Department*

BY:

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ENGLISH DEPARTMENT

FACULTY OF CULTURAL SCIENCES

HASANUDDIN UNIVERSITY

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LEGITIMATION

THESIS

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IN THE DRAMA *DEATH OF A SALESMAN* BY ARTHUR MILLER**

BY

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It has been examined before the Board of Thesis Examination on 11th August
2022 and is declare to have fulfilled the requirements.

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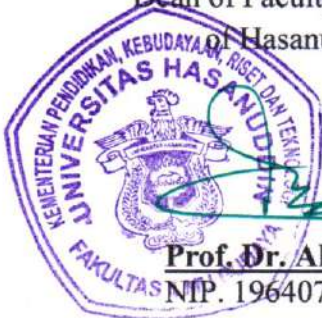
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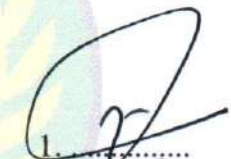





AGREEMENT

On Thursday , 11th August 2022, the Board of Thesis Examination has kindly approved a thesis by Nurul Khaerunnisa (F041181007) entitled **“The Hierarchy of Human Needs of The Main Character in The Drama Death of A Salesman”** submitted in fulfillment one of the requirements to obtain Sarjana Degree in English Literature Study Program, Faculty of Cultural Sciences, Hasanuddin University.

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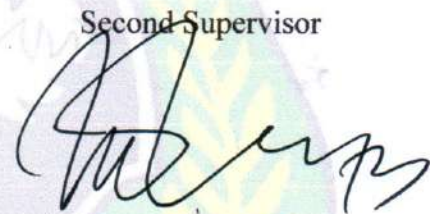
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Hereby, the writer declares that this thesis is written by herself. This thesis does not contain any materials which have been published by other people, and it does not cite other people's ideas except the quotations and references.

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Yang membuat pernyataan,



Nurul Khaerunnisa

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Makassar, 28th July 2022

The researcher,

Nurul Khaerunnisa

ABSTRACT

NURUL KHAERUNNISA. The Hierarchy of Human Needs of The Main Character in The Drama Death of A Salesman by Arthur Miller. (Supervised by Prof. Dr. Fathu Rahman, M.Hum and Dr. Muhammad Syafri Badaruddin, M.Hum).

This study aims to analyze the hierarchy of human needs of the main character, i.e., Willy Loman, in the drama Death of A Salesman by Arthur Miller and to identify Willy Loman's dominant needs using the theory of Abraham Maslow and also find the impact of Willy Loman's inability to improve his hierarchy of human needs.

The researcher uses a psychological approach. The data are collected through the comprehensive reading of the scripted drama, highlighting and classifying the words and dialogues in the scripted drama related to human needs, and analyzing them by Maslow's theory on the hierarchy of human needs. In addition, this thesis also uses the descriptive qualitative method. The primary data source is derived from the scripted drama Death of A Salesman by Arthur Miller, first staged in 1949 at the Broadway Theatre, New York.

Based on the result of the research, the researcher has found the needs level of Willy Loman by using Abraham Maslow's Theory of human needs, namely physiological needs, safety needs, love and belongingness needs, esteem needs, and self-actualization needs. Then the researcher found that the most dominant human needs of Willy Loman that cannot be improved are Esteem needs and self-actualization, causing internal conflict in Willy Loman.

Keywords: The Hierarchy of Human Needs, Death of A Salesman, psychological analysis, internal conflict

ABSTRAK

NURUL KHAERUNNISA. Hirarki Kebutuhan Manusia Pada Karakter Utama Dalam Drama *Death of A Salesman* karya Arthur Miller. (dibimbing oleh Prof. Dr. Fathu Rahman, M.Hum dan Dr. Muhammad Syafri Badaruddin, M.Hum)

Penelitian ini bertujuan untuk menganalisis hierarki kebutuhan manusia pada tokoh utama yaitu Willy Loman dalam drama *Death of A Salesman* karya Arthur Miller dengan menggunakan teori Abraham Maslow dan mengidentifikasi kebutuhan dominan serta menemukan dampak dari ketidakmampuan Willy Loman dalam meningkatkan hirarki kebutuhannya

Peneliti menggunakan pendekatan psikologis. Data dikumpulkan melalui pembacaan naskah drama secara komprehensif, penyorotan, dan pengklasifikasian kata, dan dialog dalam naskah drama yang berkaitan dengan kebutuhan manusia, dan menganalisisnya dengan teori Maslow tentang hirarki kebutuhan manusia. Selain itu, skripsi ini juga menggunakan metode deskriptif kualitatif. Sumber data utama berasal dari naskah drama *Death of A Salesman* yang pertama kali dipentaskan pada tahun 1949 di teater Broadway, New York.

Berdasarkan hasil penelitian, peneliti telah menemukan lima tingkat kebutuhan Willy Loman dengan menggunakan teori kebutuhan Abraham Maslow, yaitu kebutuhan fisiologi, kebutuhan rasa aman, kebutuhan cinta dan memiliki, kebutuhan harga diri, dan kebutuhan aktualisasi diri. Kemudian peneliti menemukan bahwa kebutuhan manusia yang paling dominant yang tidak bisa Willy Loman penuhi yaitu kebutuhan harga diri dan kebutuhan aktualisasi diri yang menyebabkan konflik internal pada Willy Loman.

Keywords: Hirarki kebutuhan manusia, death of a salesman, analisis psikologi, konflik internal

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CHAPTER I

INTRODUCTION

In this chapter, the writer discusses the introduction, which consists of background, identification of the problem, Scope of the problem, the objective of the problem, the significance of the study, and the sequence of writing.

1.1 Background of the Study

Humans are essentially living beings who are bound by needs from born. This need is important and must be fulfilled by humans to survive throughout their lives. To fill their needs, humans must know which needs must be met before meeting other needs. Human needs are divided into two, namely primary and secondary. Primary is the paramount need that must exist, such as food, shelter, and clothing, while secondary needs are needs that can be met when basic needs are met, such as vehicles, household furniture, and other needs that support life.

In the hierarchy of needs theory, Abraham Maslow explained that the human level is tiered, starting from the lowest (most important) to the highest level. Abraham H. Maslow stated, "that human needs are in the form of the pyramid from the bottom of the hierarchy upwards, the needs are: physiological, safety, love and belonging, esteem and self - actualization" (Mcleod, 2018: 1). Because humans grow, their needs will also increase. When one by one, the primary needs are filled and compared to the human ability to fulfill and seek their needs, the human needs do not focus on the primary needs anymore but on other life support needs. However, to fulfill all aspects of these needs, humans cannot do it alone. They still

need other individuals. For example, human safety needs do not necessarily protect themselves. They need other people such as friends, family, or people who must protect (police) to obtain safety needs.

This hierarchy of human needs theory is not only used in real life but can be implemented in analyzing fictional characters in a literary work. Because a literary work is not only born from the author's imagination, but social elements influence it, such as in the drama *Death of Salesman*, which presents the American Dream and the Great Depression phenomenon. This proves that literary works are also a form of social representation that the approach to literature also considers social aspects. The statement of Warren and Wellek also supports this:

"The term literature seems best if we limit it to the art of literature, that is, to imaginative literature. The imagination of the author also produces literature. Literature is not just a document of fact. Literature can create its world as a product of unlimited imagination." (1956: 11).

There are two elements that build literary works, intrinsic and extrinsic. Intrinsic is an element that builds a literary work from within, such as theme, plot, characterization, setting, message, and point of view. Extrinsic is an element that builds literary works from the outside, such as the background of religious, cultural, socio-economic conditions, and values adopted in society and the author's background.

In this thesis, the author will analyze The Hierarchy of Human Needs of the main character, Willy Loman, in Arthur Miller's drama *Death of Salesman*. *Death of Salesman* is one of Arthur Miller's famous works. This drama received many

awards, such as Pulitzer Prize, The New York Drama Critics' Circle Award, The Antoinette Award, The Theater Club Award, and "The Front Page Award. Death of Salesman was first staged in 1949 at the Broadway Theatre, New York.

The drama Death of Salesman tells the story of Willy Loman, who is a Salesman and Father. In the drama, Willy Loman dreams of becoming a successful salesman, but to fulfill all his needs, he must face several realities that lead to a tragedy. Willy, a salesman with good performance and a responsible father, faced conflicts as his career neared retirement, his income as a salesman decreased, and the conflict between Willy and his son. Because the conflict encountered had too much psychological impact on Willy, he could not distinguish between hallucinations and reality until finally, Willy decided to commit suicide because he felt he had failed to fulfill his dream and responsibility as a father. The drama Death of Salesman not only presents tragedy in the family but also tackles the larger issue of American national values, especially the Great Depression. The researcher is interested in researching the drama Death of a Salesman because the researcher wants to know the level of the main character's hierarchy of needs and what hierarchy of needs cannot be filled so that the main character decides to commit suicide.

1.2 Identification of the Problem

After reading the drama *Death of Salesman* by Arthur Miller, the researcher finds and identifies several problems below :

- a) The relationship between Willy Loman and other characters
- b) The era of the great depression reflected in the drama *Death of A Salesman*
- c) Willy Loman's hierarchy of human needs is reflected in the drama *Death of A Salesman*.
- d) The Unimprove hierarchy of human needs of Willy Loman in the drama *Death of A Salesman*
- e) The Impact of Willy Loman's inability to improve his hierarchy of human needs.

1.3 Scope of the Problem

To guide this research to the object of writing, the researcher focuses on this research on the character of Willy Loman by analyzing the hierarchy of needs using Abraham Maslow's theory and how Willy Loman fulfills his needs and the impact of Willy Loman's inability to fill his hierarchy of human needs.

1.4 Research Questions

Based on the problem, the authors formulate the formulation of the problem as follows bellow:

- a) What is the hierarchy of human needs of the main character reflected in the drama *Death of A Salesman*?

- b) What the unimprove hierarchy of human needs of Willy Loman in *Death of A Salesman*?
- c) What impact does Willy Loman have when he fails to imrpove his hierarchy of human needs?

1.5 Objective of the Research

The objectives of the research can be stated as follows:

- a) To find out the Hierarchy of human needs of the main character reflected in the drama *Death of A Salesman*
- b) To find out the unfulfill hierarchy of human needs of Willy Loman in the drama *Death of A Salesman*
- c) To explain the impact when Willy Loman fails to improve his hierarchy of human needs

1.6 Significance of the Research

The writer hopes to get two meanings theoretically and practically with the problems and objectives above. First, this research can theoretically contribute by increasing understanding of some practical and substantial problems, such as psychology represented in literary works. Second, practically this research is expected to be a reference for further similar research. However, this research is expected to provide further understanding to readers about aspects of psychology in society.

1.7 Sequence of Writing

This research is *entitled The Hierarchy of Needs of The Main Character in Drama Death of Salesman by Arthur Miller* and consists of five chapters. The chapters are organized as follows: The first chapter consists of the Background of the Research, which contains several explanations of the reason for choosing the drama and the title of the research, Identification of the Problem, Scope of Problem, Research Questions, Objective of the Research, Significance of the Research, and Sequence of the Study.

The second chapter consists of the Previous Studies of the Research, Theoretical Background. The third chapter consists of the Method of Research, which contains Methodology Design, Data Sources, Method of Collecting Data, and Method of Analysing Data.

The fourth chapter consists of the analysis of the novel, which describes the internal conflict faced by the main character, five levels of the hierarchy of needs met by the main character, and finds the dominant needs in the main character.

The fifth chapter consists of a Conclusion which consists of the conclusion of all the analysis, Criticism, and Suggestions.

CHAPTER II

LITERATURE REVIEW

In this chapter, the writer presents, Previous studies, Literature and Psychology, Intrinsic Elements, and Abraham Maslow's theory of hierarchical human needs

2.1 Previous Studies

The author found previous research related to this research, as below:

The first is a research journal entitled *The Hierarchy of Needs in Weiner's Little Earthquakes* by Andi Inayah Soraya (2018). This journal explains the hierarchy of needs of each character in the novel using the Hierarchy of Needs Theory by Abraham Maslow with a qualitative descriptive research method. The results of this analysis indicate that each character has the power to meet the needs of the hierarchy.

The Second research is from a journal entitled *The Illusion of Willy Loman's in Arthur Miller's Death of A Salesman*, written by Irwan Sumarsono (2019). In this journal, he focuses his research on the characterization of Willy Loman and his relationship with other characters, as well as analyzing the causes of Willy Loman. The latter lives in illusion and cannot accept reality. To analyze this research, the writer used a psychological approach.

The third is from an Undergraduate Thesis entitled *Conflict as Reflected in F. Scott Fitzgerald's "The Great Gatsby" as A Structuralism*

Study by Ummi Kalsum (2012). This thesis analyzes the characterization of the novel's main character, setting, plot, and conflicts. The researcher uses structuralism theory to analyze and identify every intrinsic element and conflict in the drama.

The Four is from the journal entitled *Analysis of The Main Character Needs in Life of Pi Movie Using Maslow's Theory* by Yohanes Truman AM, Singgih Daru Kuncara, Ririn Setyowati (2017). This journal analyzes the Hierarchy of Needs manifested in the main character. Two questions were designed to discuss this topic. The first is about the needs displayed by the main character, and the second is about the main character's desire to fulfill his needs. This research used a descriptive qualitative method to explain and describe the data. This research uses Maslow's Theory, which is appropriate for this research.

The latest research is from an undergraduate thesis entitled *An Analysis Of The Main Character In The Fault In Our Stars Novel by John Green* by Khasina Nisa Soraya (2018). This research focus on the study was aimed on analyzing conflict and the process of how the conflict is contained in the novel by John Green entitled *The Fault in Our Stars*. In this study, the writer tried to explain how the conflict developed. The reseacher applied an objective approach. There were two conflicts which are internal conflict and external conflict. Internal conflict is a conflict between the individual with himself, and external conflict is a conflict among individual with another character, nature, society, supernatural, and destiny

This research is different from the five studies above. The purpose of this study is to explain the hierarchy of needs for the main character and which hierarchy is dominant to be fulfilled, even though the same theory is used, namely the Hierarchy of Needs Theory by Abraham Maslow. Still, the object of study is different, so researchers are interested in doing this research.

2.2 Theoretical Background

The author describes the related theories used in the research as follows:

2.2.1 Literature and Psychology

Literature and psychology are two branches of science that study human beings. Psychology studies human behavior, while literature describes human behavior through fiction. To understand the relationship between literature and psychology, a literary work is needed to study it. Literary works are not only works of fiction born from the author's imagination, but literary works are manifestations of human social events such as conflicts, life struggles, feelings, and behaviors packaged into fiction. As stated by Warren and Wellek (1956: 11):

"The term literature seems best if we limit it to the art of literature, that is, to imaginative literature. Literature is also produced by the imagination of the author. Literature is not just a document of fact. Literature can create its world as a product of unlimited imagination."

Psychology can be used to study fictional characters in literature, and psychology can also provide many examples from life to clarify the characters' actions and reactions that may be difficult for readers to understand. This psychological aspect is interesting to study and reveal to find out the author's motives or goals in creating characters in a work of fiction. As stated by Endaswara (2003: 96), "Literature is a psychological activity in which the author uses his creativity, feelings, and inspiration."

Thus, literary psychology is a study that treats literature as a psychological activity (Endaswara, 2003: 97). In a broad sense, where literature cannot be separated from life, it describes a variety of different human personalities. According to Albertine (2010:11), psychoanalysis is a discipline that was introduced around 1900 by Sigmund Freud. Psychoanalysis is very useful for analyzing the psychological elements that exist in characters in literary works. Authors can sometimes enter into the psychological theory without realizing it. Besides that, psychoanalysis can also be used to analyze the influence of the causes of a literary work on its readers.

Literature and psychology have a close relationship, either directly or indirectly. Psychology and literature have the same object, namely human life. From a functional point of view, literature and psychology study the psychological state of humans. The difference is that literature studies humans as imaginary creations of the author, while psychology studies humans as actual creations of God. However, the human personality in

psychology and literature has similarities, so literary psychology is something that needs to be considered.

2.2.2 Intrinsic Elements

There are many kinds of intrinsic elements, especially in prose. Those are the theme, plot, character, characterization, setting, conflict, etc. However, the writer focuses only on the drama's characters, characterization, and conflict.

2.2.2.1 Characters and Characterization

Characters play an essential role in the story. Without characters, a story cannot be a story. Because the characters are part of the plot. According to Holman (1980: 74), the character is a brief description of an individual. Character does not describe the character's attitude, occupation, personality, and appearance, but the type of character.

According to Abrams (1999: 33), the character is a short description of a person in prose. He also talked about characteristics. Fiction characters represent characters other than humans in prose, namely pointing and telling. In the show, the characters are described how they talk and act. This is what prompts the reader to deduce the motive and composition behind what the characters say and do. On the other hand, in narrative writing, the writer intervenes to describe and illustrate the reasons and tendencies of quality. Abrams (1999: 33-34) also stated :

Characterizing (i.e., establishing the distinctive characters of) the persons in a narrative: showing and telling. In showing (also called "the dramatic method"), the author simply presents the characters talking and acting and leaves the reader to infer the motives and dispositions that lie behind what they say and do ... In the telling, the author intervenes authoritatively to describe, and often to evaluate, the reasons and dispositional qualities of the characters.

Characters have various personalities in a literary work, especially drama. According to Wellek and Warren (1963: 23), "Flat and round characters are two types of characters." Flat characters are examples that are represented by being displayed in a variety of styles. For example, an officer, a farmer, or parents. They usually have a unique relationship with the characters towards the novel's end. Meanwhile, round characters are individuals depicted in different contexts—for example, Personality and Social life.

2.2.2.2 Conflict

Conflict is one of the intrinsic elements in a literary work. This is a battle between two opposing forces. A character may experience conflict. These are the elements that can turn a story into a drama. Kress stated (1993: 12-13) that conflict is divided into character versus personality, character versus nature, and character versus society. Conflict in the story can be on a smaller scale—for example, family problems, relationships, or personal economic problems.

Conflicts can be divided into two categories. In particular, internal conflicts and external conflicts. According to Lamb (2008: 11-16), internal

conflict is a conflict that is focused on the character. This usually involves making character decisions. Meanwhile, external conflict is a conflict that focuses on external characters and factors. For example, one character has problems with other characters (main and supporting characters), and another has issues with the community.

2.2.3 Abraham Maslow's Hierarchy of Human Needs

Maslow (1943: 5) stated that the hierarchy of human needs is a theory in psychology proposed in his 1943 paper "A Theory of Human Motivation," which was later expanded to include his observations of innate human curiosity. The theory states that when humans satisfy their basic needs, they seek to satisfy the next higher need occupying a defined hierarchy. The theory of the hierarchy of human needs is not the same as the theory of behavior. The hierarchy of human needs is only one type of behavior determinant. While behavior is almost always motivated, it is also biologically, culturally, and situationally determined.

The foundation of Abraham Maslow's theory of motivation is the statement that humans have primary motivations or needs at the organismal level. However, Reeve (2004: 311) said this basic need is the need for weak biological motivation, often confused and easily ignored in daily tasks. This means that individuals seek to satisfy higher and higher needs in a hierarchical structure. Maslow's hierarchy of needs is often described as a pyramid consisting of five levels. The lower four levels understand it as deficiency needs (actions) related to physiological needs, safety needs, love

and belonging needs, and esteem needs. At the same time, the top level is called the need for growth, which is related to self-actualization. Although needs must be met, growth needs continue to shape behavior. The basic concept is that the needs higher up in this hierarchy only come into focus after all the lower needs are in large or total quantity satisfied. Power creates an upward movement in the hierarchy, whereas regressive power pushes stronger needs further from the bottom hierarchy.

2.2.3.1 Physiological Needs

Physiological needs usually come from the bottom of the hierarchy of needs. According to Feist (2005: 279), "physiological needs are the most important needs among other needs in the pyramid because of the needs for breathing, air, food, sex, and sleep." Maslow (1943: 5) also stated, "The physiological needs is the strongest of all needs." Furthermore, Feist (2005: 279) also stated, Physiological needs are different from other needs. This has two differences. First, physiological needs are the only ones that can be fully or overly satisfied. Like, people who eat more may experience nausea or stomach pain. Second, needs are characterized by people repeating their habits. If they are hungry, they will eat. If they are thirsty, they will drink, etc.

2.2.3.2 Safety Needs

When all physiological needs are satisfied, thoughts and behavior are no longer controlled, and the need for safety can become active (Boeree,

2009: 183). This need for security or a sense of safety in the environment. Like, physiological needs, safety needs are primarily triggered during an emergency situation. Higher needs become unimportant when someone's life is in danger, and our behavior will reflect our efforts to stay safe.

The need for security is often great for infants and young children. For example, infants cannot recognize people who will hurt them. So they can't protect themselves. They also didn't do anything because they were still kids. In this case, they need parents to protect them from harm. On the other hand, adults can protect themselves from threats because they have been taught to be able to fight back as a form of self-defense. (Maslow, 1943: 17).

2.2.3.3 Love and Belongingness Needs

Suppose the physiological and safety needs have been satisfied. In that case, there will be a need for love and affection, and belongingness needs (Maslow, 1943:26). These needs include the desire to have a romantic relationship with other people, the need to feel part of a group, or a feeling of "belongs"... This need is not equivalent to a sexual need (physiological), although sexual intimacy can help satisfy one's needs (Petri, 2003: 290). Maslow also said that individuals seek to overcome feelings of loneliness. It involves giving and receiving love, affection, and belonging. Humans, in general, need to feel belonging and accepted, even if they come from large social groups (work culture, religious groups, organizations, gangs) or small

social connections (family members, close friends, spouses). Humans need to love and be loved by others (sexual and non-sexual).

2.2.3.4 Esteem Needs

If the need for love has been fully met, humans will begin to fulfill other needs, and behavioral orientation and esteem needs become dominant. The need for self-esteem drives individuals to seek success, strength, self-confidence, independence, and freedom. The need for esteem relates to the desire for fame, status, recognition, respect from others for one's stability, and a sense of being valued.

Furthermore, Maslow (1943: 28) classified them into two groups of subsidiaries. These are primarily aspirations for strength, success, fulfillment, faith in the world, independence, and freedom. Second, we thirst for fame or prestige (which is respect or appreciation from others). people), recognition, attention, importance, or appreciation.

2.2.3.5 Self-Actualization Needs

Self-actualization is the highest need in Maslow's pyramid theory. Even when all of the above needs are met, people still think there will be unhappiness and instability unless they do what they want and make themselves happy. For example, a poet must write poetry, an artist must draw, etc. (Maslow, 1943:29). Boeree (2006: 8) also stated that self-awareness is a person's potential to turn into reality, "Self-awareness turns potential into reality." Everyone involved wants to reach their full potential

to become who they want to be. Maslow created the self-actualization trait, which consists of fifteen features. However, the researchers focused on three features: a more effective perception of reality, acceptance of self and others, and creativity.

The first perception is the more effective reality. This means that people perceive reality more effectively than most people, "they perceive the highest values more clearly than others" (Feist, 2005: 289). In other words, people can accept reality even when they do not want to.

Second, accept yourself and others. People can accept themselves as they are, "they can accept themselves and their different traits with little guilt or anxiety, and at the same time, they can easily accept others" (Zimbardo, 1979: 88).

Lastly, creativity. Maslow believed that humans were always creative. Not everyone is creative, but they have a right: "Not all self-actualizes are gifted or creative in the arts, but all are creative in their way." (Feist, 2005: 293).

CHAPTER III

METHOD OF RESEARCH

In this chapter, the researcher discussed the method of this research. This chapter included Methodological Design, Sources of Data, Method of Collecting Data, and Method of Analysis of Data.

3.1 Methodological Design

Methodological is a study method for the research that considers the content from the nature of literature as the subject of study. There are two types of methods which are regarded quantitative and qualitative research. To analyze the hierarchy of human needs in the main character in *Death of A Salesman*, the researcher applies the descriptive qualitative method, which analyzes the relation among words or sentences that process particular meaning.

3.2 Sources of Data

The primary data will be taken from the *Drama Death of A Salesman*. It was first staged in 1949 at the Broadway Theatre, New York, by Arthur Miller. The data are derived from the drama script's words, sentences, dialogues, and statements, which directly concern the study's objective.

3.3 Method of Collecting Data

There are some steps that the researcher did while analyzing the scripted drama. First, the researcher reads and understands the story to catch the general picture of the data. The second is reading the scripted drama supported by the opening dictionary. Third, the researcher reads the scripted drama

comprehensively. The researcher will underline the data relevant to the study during the reading process. The researcher identifies the text of the potential dialogue that shows Willy's internal conflict and human needs and his ways to fulfill those needs and the dominant. In this step, the researcher classifies the levels of needs based on Maslow's theory and explains his ways to meet those needs. Then, the researcher understands the data. Lastly, the data were identified and comprehended deeply.

3.4 Method of Analyzing Data

After the data are collected, the researcher begins to analyze them by reading the scripted drama and selecting every part of the data related to the psychological conditions of Willy Loman in the drama. Then, the paragraph consists of psychological, safety, love and belongingness, esteem, and self-actualization needs. In addition, the researcher studies information from the paragraph more deeply, and the researcher arranges the paragraph appropriately with the chronological time. Furthermore, the researcher explains the data about Willy's psychological condition viewed from Maslow's hierarchy of human needs theory. Moreover, the data are analyzed and arranged. Finally, the writer concludes line with the statement of the problems.

3.5 Research Procedures

To analyze the data, this study takes specific steps from both primary and secondary data as follows :

1. The researcher decides on the literary work as the main object of this research and reads it closely and intensively.

2. The researcher scoped the problem discussed in this research to be more specific.
3. The researcher selects the appropriate theory and approach to analyze the problem.
4. Collect all data and information about the topic of this study as much as possible from both the main object and the other related resources.
5. The researcher analyzes and describes all of the data by applying the selected theory and approach.
6. The researcher concludes the result of the data analysis and puts it into a thesis form.

CHAPTER IV

ANALYSIS

In this chapter, the researcher analyses and discusses three problems that are already stated in the first chapter of this research. The first part reveals every form of the hierarchy of human needs in Willy Loman's character, and the second part discusses the most dominant human needs of Willy Loman's character. Lastly part explains the internal conflict of Willy Loman in the drama Death of a Salesman by Arthur Miller.

4.1 Willy Loman's Hierarchy of Human Needs

4.1.1 Psychological Needs

Physiological needs are the basic needs of all needs on Maslow's theory of needs. Those needs are the needs for oxygen, water, food, sleep, and sex. In this drama, Willy can fulfill psychological Needs such as food, sleep, and sex. As reflected in the dialogue below :

Linda : Where were you all day? You look terrible

Willy : I got as far a little above Yonkers. I stopped for a cup of coffee.
Maybe it was the coffee

Here it is explained that Linda asks Willy where he has been all day because he looks terrible, then Willy answers "I got as far a little above Yonkers" and "I stopped for a cup of coffee," here shows that Willy fulfills his psychological needs in the form of food. Psychological needs fulfilled by Willy Loman are also illustrated in the dialogue below:

Willy : Keep up the good work. God, remember that Ebbets Field game?
The championship of the city?

Linda : Just rest. Should I sing to you?

Willy : Yeah. Sing to me. When that team came out-, He was the tallest,
remember?

The dialogue explains what Willy said about the Ebbets Field game, but Linda told Willy to rest and offered to sing Willy a song. Here it can be seen that Willy has fulfilled their psychological needs in the form of rest/sleep.

Willy : Wonderful coffee. Meal in itself

Linda : Can I make you some eggs?

Willy : No, take a breath

Linda : You look so rested, dear

Willy : I slept like a dead one. First time in months. Imagine sleeping till
ten on Tuesday morning. Boys left nice and early, heh?

The opening scene in Act two shows Willy and Linda sitting at the kitchen table, and Linda offers Willy some eggs. Linda also said that Willy looks so rested. From this conversation, it can be concluded that Willy's psychological needs in the form of food and rest have been met.

4.1.2 Safety Needs

After the physiological needs are met, the second need will emerge. This is a safety need. Examples of security needs are security, protection, freedom from fear, and freedom from anxiety. The need for security arises primarily for protection or someone who can provide a sense of security. In this drama, the safety needs that

have been met and the safety needs that have yet to be completed by Willy Loman.

As illustrated in the dialogues below :

Linda : We should've bought the land next door

Willy : The street is lined with cars. There's not a breath of fresh air in the neighborhood. The grass doesn't grow anymore, you can't raise a carrot in the backyard. They should've had a law against apartment houses. Remember those two beautiful elm trees out there? When I and Biff hung the swing between them?

Linda : I don't think there's more people. I think

Willy : There's more people! That's what's ruining this country! Population is getting out of control. The competition is maddening! Smell the stink from that apartment house! And another on the side...

This dialogue illustrates that Willy and Linda are planning to buy land next to their apartment. Willy said there were already too many people in the apartment, but Linda thought that not many people had made Willy angry. Willy said that there were too many people and that it was ruining this town. He wanted a place where he felt safe and comfortable. From this dialogue, it can be concluded that Willy has fulfilled their safety needs in the form of an apartment, but they need a much more comfortable apartment. In this case, Willy is trying to improve his safety needs.

Willy : There's no question, no question at all. Gee, on the way home tonight, I'd like to buy some seeds.

Linda : That'd be wonderful. But not enough sun gets back there. Nothing'll grow anymore.

Willy : You wait, kid, before it's all over, we're gonna get a little place out in the country, and I'll raise some vegetables, a couple of chickens....

Linda : you'll do it yet, dear.

Willy : And they'll get married, and come for a weekend. I'd build a little guest house. 'Cause I got so many fine tools, all I'd need would be a little lumber and some peace of mind.

In the dialogue above, in act two, Willy again talks about his desire to have the house he dreams of. In this case, Willy is trying to increase his safety needs by owning a house far from the country where he can grow vegetables and have a chicken farm. He also wants to build a little guest house and do the work he wants to have peace of mind. This dialogue also shows that Willy is trying to fulfill his safety needs through peace of mind and freedom from fear and worry.

4.1.3 Love and Belongingness Needs

Suppose the physiological and safety needs have been satisfied. In that case, there will be a need for love, affection, and belongingness needs (Maslow, 1943: 26). These needs include the desire to have a romantic relationship with other people, the need to feel part of a group, or a feeling of "belongs." The researcher collected the data related to the need for love and belongingness.

Linda : You've got too much on the ball to worry about

Willy : You're my foundation and my support, Linda

Linda : Just try to relax, dear. You make mountains out of molehills

In the dialogue above, Linda tries to calm Willy's worries, and Willy says that Linda is someone who consistently supports him. From this, it can be concluded that Willy has fulfilled the love and belongingness needs from his wife.

Willy : He said "morning," and I said, "you git a fine city here, Mayor."
And then he had coffee with me. And then I went to Waterbury.
Waterbury is a fine city. Big clock city, the famous Waterbury clock.
Sold a nice bill there. And then, Boston is the cradle of the
revolution. A fine city. And a couple of other towns in Mass, and on
to Portland and Bangor and straight home

Biff : Gee, I'd love to go with you sometime, Dad

Willy : soon as summer comes

The dialogue between Willy and Biff shows that his love and belongingness needs have been met when he says he will take Biff to visit Waterbury, Boston, and Portland. Then Biff said, "I'd love to go with you sometime, Dad" from this conversation, Willy had fulfilled the love and belongingness needs from his son before the conflict between Willy and Biff.

Linda : And the boys, Willy. Few men are idolized by their children the way you are

Willy : You're the best there is, Linda. You're a pal, you know that? In the road I want to grab you sometimes and just kiss the life outa you

Love and belongingness needs are also shown in the dialogue above, where Willy is impressed when Linda says that Willy is an idol for her children, so Willy says that Linda is the best. Willy felt he was loved and cared for by Linda.

4.1.4 Esteem Needs

If the need for love has been fully met, humans will begin to fulfill other needs, and behavioral orientation and esteem needs become dominant. The need for self-esteem drives individuals to seek success, strength, self-confidence, independence, and freedom. The need for esteem relates to the desire for fame,

status, recognition, respect from others for one's stability, and a sense of being valued. The researcher had collected the data related to esteem needs.

Linda : But you didn't rest your mind. Your mind is overactive, and the mind is what counts, dear.

Willy : I'll start out in the morning. Maybe I'll feel better in the morning. These goddam arch supports are killing me

Linda : Take an aspirin. Should I get you an aspirin? It'll soothe you

Willy : I was driving along, you understand? And I was fine. I was even observing the scenery. You can imagine, me looking at scenery, on the road every week of my life. But it's so beautiful up there, Linda, the trees are so thick and the sun is warm.

From the dialogues above, it can be concluded that the esteem needs that Willy Loman wants to fulfill are validation from his wife that he is capable and fine even though his wife worries about Willy Loman's condition.

Willy : You and Hap and I, and I'll show you all the towns. America is full of beautiful towns and fine, upstanding people, and they know me, boys, they know me up and down New England. The finest people. And when I bring you fellas up, there'll be open sesame for all of us, 'cause one thing, boys : I have friends, I can park my car in any street in New England, and the cops protect it like their own.

Biff and Happy : Yeah! You bet!

From the dialogue above, Willy told Biff and Happy ".. and they know me, boys, they know me up and down New England. The finest people" and "I have friends, I can park my car in any street in New England, and the cops protect it like their own" You bet!". Here the esteem needs in the form of respect and seeking