

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

success are met because Willy tries to show his son that he is capable of being a successful person so that he gets respect and appreciation from Billy and Happy.

Willy : I don't know the reason for it, but they just pass me by. I'm not noticed

Linda : But you're doing wonderful, dear. You're making seventy to a hundred dollars a week.

In the dialogue above, Linda assures Willy that he has done his best and is achieving exemplary achievements as a salesman. Esteem needs in the form of appreciation validation from people have been fulfilled because Linda praised Willy's ability.

Linda : Darling....

Willy : I gotta overcome it. I know I gotta overcome it. I'm not dressing to advantage, maybe

Linda : Willy, darling, you're the handsome man in the world...

Willy : Oh, no, Linda.

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

Willy feels insecure about his appearance, and Linda says that Willy is the most handsome man in the world and he is also an idol for his children. Linda said this so Willy would not feel insecure. In this case, the esteem needs in the form of appreciation and self-confidence have been fulfilled because Willy has someone who can provide him with validation that he is the best.

Willy : Now pay attention. Your father in 1928, I had a big year. I averaged a hundred and seventy dollars a week in commissions

Howard : Now, Willy, you never averaged

Willy : I averaged a hundred and seventy dollars a week in the year of 1928! And your father came to me or rather, I was in the office here, it was right over this desk and he put his hand on my shoulder

The Esteem needs that Willy is trying to fulfill are also seen in the dialogue above, where Willy meets Howard and says that he can't go on business trips anymore and asks Howard to give him a position where he doesn't have to go on business trips. But Howard could not grant it because Willy had no suitable position. Willy feels unappreciated by Howard. Willy explains his most outstanding achievement during work, wildly before Howard succeeds his father. He said, "I averaged a hundred and seventy dollars week in the year of 1928" in this dialogue, Willy tried to show that in 1928 he was a successful salesman and "and your father came to me or rather, I was in the office here, it was right over this desk and he put his hand on my shoulder" Willy explained to Howard how his father used to value him as a co-worker. In this dialogue, it can be concluded that the esteem needs that Willy is trying to fulfill their respect, success, and a sense of being valued.

4.1.5 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. The researcher had collected the data related to the esteem needs :

Willy : Gee whiz! That's really somethin'. I'm gonna knock Howard for a loop, kid. I'll get an advance, and I'll come home with a New York Job. Goddamit, no I'm gonna do it.

Linda : Oh that's the spirit, Willy

Willy : I will never get behind a wheel the rest of my life!

Linda : It's changing. Willy, I can feel it changing

The dialogue excerpt above shows how optimistic Willy is about meeting his boss. He feels confident as a salesman and will get a better position considering his past achievements as a salesman.

Willy : Well, sure

Howard : oh yeah, yeah. I remember. Well, I couldn't think of anything for You, Willy.

Willy : I tell ya, Howard. The kids are all grown up you know. I don't need much any more. If I could take home well, sixty five dollars a week, I could swing it.

The conversation between Willy and Howard also shows Willy's self-actualization. Willy realized that he was too old to travel far, and his achievements were not as outstanding as when he was a young salesman. Willy said, "I don't need much any more. If I could take home well, sixty five dollars a week, I could swing it" here, self-actualization shows that Willy is aware of the extent of his abilities as a salesman.

Willy : Business is definitely business, but just listen for a minute. You don't understand this. When I was a boy eighteen, nineteen I was already on the road. And there was a question in my mind as to whether selling had a future for me. Because in those days I had yearning to go to Alaska. See there were three gold strikes in one

month in Alaskan and I felt like going out. Just for the ride, you might say

Howard : Don't say

Willy : Oh, yeah my father live many year in Alaska. He was an adventurous man. We've got quite a little streak of self-reliance in our family. I thought I'd go out with my older brother and try to locate him, and maybe settle in the North with the old man. And I was almost decided to go, when I met a salesman in the Parker House. His name was Dave Singleman. And he was eighty-four years old and he'd' rummed merchandise in thirty-one states. And ol Dave, he'd go up to his room, y'understand, put on his green velvet slippers. I'll never forget and pick up his phone and call the buyers, and without ever leaving his room, at the age of eighty-four, he made his living. And when I saw that, I realized the greatest career a man could want. 'cause what could be more satisfying to able to go, at the age of eighty four, into twenty or thirty different cities, and pick up a phone, and be remembered and loved and helped by so many different people?..."

In the dialogue excerpt above, Willy explains to Howard that when he was nineteen, he was already thinking about how to sell and had a future for himself. Willy also said that he met a successful salesman named Dave Singleman. Dave singleman's success in becoming a salesman even when he was old motivated and made him realize that the job as a salesman is the right job for Willy. He wants to enjoy old age like Dave Singleman, as he put it, "cause what could be more satisfying to be able to go, at the age of eighty four, into twenty or thirty different cities, and pick up a phone, and be remembered and loved and helped by so many different people?" So it can be concluded that the need for self-actualization has been fulfilled because Willy realizes his potential and knows he will become someone he wants to be: a successful salesman.

4.2 The Unimprove Hierarchy of Human Needs of Willy Loman's

In the previous explanation, the main character Willy Loman has fulfilled every hierarchy of needs. Still, as a human being, the needs that have been fulfilled must be increased to achieve satisfaction. Here the researcher found two hierarchies of needs for Willy Loman to unimprove. Namely, Esteem Needs and Self-actualization. These two hierarchies that Willy Loman failed to improve made him feel like a failure in his life, and he decided to commit suicide.

4.2.1 Esteem Needs

Esteem Needs in the form of appreciation from his co-workers and sons is something Willy fails to fulfill. This can be seen from the conversation below :

Willy : there was respect, and comradeship, and gratitude in it. Today, it's all cut and dried, and there's no chance of bringing friendship to bear or personality. You see what I mean? They don't know me any more

Howard : That's just the thing, Willy

Willy : If I had forty dollars a week, that's all I'd need. Forty dollars,
Howard

Howard : Kid, I can't take blood from a stone, I...

Willy : Howard, the year Al Smith was nominated, your father came to me and..

Howard : I've got to see some people, kid

Willy : I'm talking about your father! There were promises made across this desk! You mustn't tell me you've got people to see, I put thirty-four years into this firm, Howard, and now I can't pay my insurance! You can't eat the orange and throw the peel away. A man is not a piece of fruit. Now pay attention. Your father in 1928, I had a big year. I averaged a hundred and seventy dollars a week in commissions.

Here we see how Willy compares the treatment of Howard's father, who was the boss before Howard replaced his father. Willy asks Howard about compensation for the work he does. Willy also explained how he achieved what he had given to the company, but it was in vain because he realized that Howard did not value him.

Willy : The door of your life is wide open!

Biff : Pop! I'm a dime a dozen, and so are you

Willy : I am not a dime dozen! I am Willy Loman, and you are Biff Loman

Previously, the relationship between Willy and Biff was perfect until one day. Biff found Willy with a woman in the apartment so. Biff thought that Willy was a lousy father and betrayed the family, so Biff's respect and care for Willy were lost. Biff said he and Willy are "a dime a dozen," where this word is an expression that shows that Willy is not a special and worthless person. Willy feels Biff does not appreciate him, so he insists that he is not "a dime a dozen" but a Willy Loman to emphasize that he deserves respect.

From the two examples above, it can be concluded that although Willy Loman received validation, appreciation, and appreciation from Linda, he felt it was not enough because he did not receive appreciation and respect as a colleague and a father. That makes Willy Loman feel like a failure and jealous of people's achievements, including his neighbor Charley because he doesn't get the awards he wants. This is shown in the dialogue below :

Charley : ..but I'll give you a job because just for the hell of it, put it that way. Now what do you say

Willy : I just can't work for you, Charley.

Charley : What're you, jealous of me?

Willy : I can't work for you, that's all, don't ask me, why

Charley : You been jealous of me all your life, you damned fool! Here, pay your insurance.

Charley offers Willy a job that his boss has just fired, but Willy cannot accept it because it will hurt his self-esteem and make him look like a failure to those around him. This Esteem need in the form of self-esteem is what Willy tries to maintain and makes him jealous of the achievements of the people around him.

4.2.2 Self-Actualization Needs

Although Willy is aware of what he wants and wants to become what he is, he has not been able to maximize his potential. Willy also failed to accept that all his achievements and hard work when he was a young salesman were not necessarily enough to allow him to enjoy success when he was old. He benchmarks his success like Dave Salesman, who was a successful salesman he met when he was young. He wanted to live like Dave Salesman, who was respected by many even after he died. Researchers collect data related to self-actualization. This is illustrated in the dialogue below:

Willy : Business is definitely business, but just listen for a minute. You don't understand this. When I was a boy eighteen, nineteen I was already on the road. And there was a question in my mind as to whether selling had a future for me. Because in those days I had yearning to go to Alaska. See there were three gold strikes in one month in Alaskan and I felt like going out. Just for the ride, you might say

Howard : Don't say

Willy : Oh, yeah my father live many year in Alaska. He was an adventurous man. We've got quite a little streak of self-reliance in our family. I thought I'd go out with my older brother and try to locate him, and maybe settle in the North with the old man. And I was almost decided to go, when I met a salesman in the Parker House. His name was Dave Singleman. And he was eighty-four years old and he'd' rummed merchandise in thirty-one states. And ol Dave, he'd go up to his room, y'understand, put on his green velvet slippers. I'll never forget and pick up his phone and call the buyers, and without ever leaving his room, at the age of eighty-four, he made his living. And when I saw that, I realized the greatest career a man could want. 'cause what could be more satisfyng to able to go, at the age of eighty four, into twenty or thirty different cities, and pick up a phone, and be remembered and loved and helped by so many different people? Do you know? When he died, hundreds of salesmen and buyers were at his funeral. Things were sad on a lotta trains for months after that..."

Charley also told Willy that although Willy is a salesman, Willy doesn't realize the true meaning of "sell," so he can't maximize his potential. This can be seen in the dialogue below:

Charley : Howard fired you?

Willy : That snotnose. Imagine that? I named him. I named him Howard

Charley : Willy, where you gonna realize that them things don't mean anything? You named him Howard, but you can't sell that. The only thing is that you're a salesman, and you don't know that

This is also seen in the requiem section, where Linda says that Willy is a man who was so wonderful with his hands. Although Biff says that Willy has the same dream, Charley says that Willy is a salesman, and no one can doubt this. No one knows what kind of difficulties Willy Loman has experienced. As in the dialogue below:

Charley : He was a happy man with a batch of cement

Linda : He was so wonderful with his hands

Biff : He had the wrong dreams. All, all, wrong

Happy : Don't say that!

Biff : He never knew who he was

Charley : Nobody dast to blame this man. You don't understand : Willy was a salesman. And for a salesman, there is no rock bottom to the life. There is no rock bottom to the life. He don't put bolt to a nut, he don't tell you the law or give you medicine. He's man way out there in the blue, riding on a smile and a Shoeshine.

In the example above, it can be concluded that Willy Loman, realizing the potential that exists in him, wants himself to be a successful salesman. Still, on the other hand, he also fails to accept that no matter how big his efforts were in the past, no one can guarantee that he will be able to become a successful salesman. A successful salesman when he is old. Self-actualization in the form of acceptance is what Willy Loman fails to fulfill.

4.3 The Impact of Willy Loman's inability to improve his hierarchy of human needs.

In The Death of a Salesman, several internal conflicts can be found. Internal conflict can be understood as a conflict that occurs in the story's character, which causes a feeling of reluctance in character to achieve the goal because of obstacles, thus hindering it. Some of the internal conflicts in the Death of a Salesman film can be described through the following dialogues:

Linda : Why? What Happened? Did something happen, Willy?

Willy : No, nothing happened

Linda : You didn't smash the car, did you?

Willy : I said nothing happened. Didn't you hear me?

Linda : Don't you feel well?

Willy : I'm tired to the death. I couldn't make it. I just couldn't make it,
Linda.

Linda : Where were you all day? You look terrible

From the conversation above, it is illustrated that Willy Loman returns home tired. His wife Linda was worried and asked him what had happened all day, but Willy Loman just replied nothing had happened. But Linda realized that something terrible had happened to Willy, so Linda kept asking about Willy's condition and feelings. Willy finally answered by saying, "I'm tired to the death" and "I just couldn't make it, Linda" those words proved that something was wrong, which meant a conflict was going on with him. That sentence shows how stressed and depressed he is at work. This refers to a problem between the boss and his son. Willy Loman expects his first son Biff to be able to follow in his footsteps to become a successful Salesman, trying to become a father figure that his children admire. Still, in the end, his children hate him because he can't prove his dream. Willy's actions are considered betraying his family, which causes his son to be suspicious and disrespectful of himself as a father. So, Willy feels like a failure to be a father figure.

His superiors also caused feelings of pressure and hopelessness. Since he was a young salesman, he received praise from his leaders. But when the previous boss's son replaces his boss, he faces difficulties, such as getting a meager salary

for long trips, and Willy realizes he is old and not young anymore. It can be seen how Willy had told Linda the day before that he was daydreaming while driving, forgetting what he was doing a few minutes ago. Willy also mentioned a strange thought in his mind. The reason shows that Willy feels very tired and frustrated. It affects his emotions, and he thinks that what he has done will not work, so he feels insecure about his actions which makes him say those words to show how tired and depressed he feels.

Another internal conflict is when Biff finds out that Willy is with a woman in the apartment. Willy tried to explain to Biff, as shown in the dialogue below:

Willy : Oh, my boy..

Biff : Dad...

Willy : She's nothing to me, Biff. I was lonely. I was terrible lonely

Biff : you- you gave her Mama's stockings!

From this dialogue, it can be concluded that there is an internal conflict that occurs to Willy, he has a wife who is very caring for him, but he still can't express what he feels and feels lonely, so he looks for something that can make him feel better

Howard : Where are you, sons? Why don't your sons give you a hand?

Willy : They're working on a very big deal

Howard : This is no time for false pride, Willy. You got to your sons, and you tell them that you're tired. You've got two great boys, haven't you?

This dialogue also shows Willy's internal conflict, where he wants to go to Boston, but Howard doesn't allow it because Howard sees how tired and depressed Willy Loman is. He suggests Willy to ask his son for help so he can rest.

Internal conflict is also found at the end of the story, which is described in the dialogue below:

Ben : A perfect proposition all around

Willy : Did you see how he cried to me? Oh, if I could kiss him, Ben!

Ben : The boat. We'll be late.

Willy : Now when you kick off, boy, I want a seventy-yard boot, and get right down the field under the ball, and when you hit, hit low and hit hard, because it's important, boy. There's all kinds of important people in the stands, and the first thing you know... Ben! Where do I... Ben how do I...

After an argument between Willy and Biff, they finally reconciled by hugging each other. After the situation calmed down, they decided to sleep, but Willy stayed in the room for a while. But he said, "did you see how he cried to me? Oh, if I could kiss him, Ben!" this shows that Willy returns in a hallucinatory state and talks to Ben, his brother. He then said, "Now when you kick off, boy, I want a seventy-year boot, and get right down the field under the ball when you hit, hit low and hit hard, because it's important, boy. There are all kinds of important people in the stands, and the first thing you know...."

At this moment, Willy realized he was talking to himself and hallucinating about Ben. Linda then calls Willy to sleep, but he chooses to kill himself. He realized that his son no longer hated him enough to make him happy, but Willy also couldn't deny that he had failed as a successful salesman and couldn't fulfill the American Dream. At the beginning of the scene, Willy also said how tired he wanted to die, so he thought this was the right moment. He hopes they can fulfill the American Dream from the death insurance provided to his wife and children.

CHAPTER V

CONCLUSION AND SUGGESTION

After analyzing and interpreting the data, the researcher presents a conclusion and suggestion as the final result of the study of the hierarchy of needs of the main character in the drama *Death of A Salesman* by Arthur Miller. The conclusion is drawn based on the research problem. At the same time, the suggestion is intended to give the information for the next researcher interested in further study in the same area.

A. Conclusion

Based on the research problem and discussion of the data presentation and analysis, the following conclusion can be described as dealing with the kinds of human needs according to Maslow's Hierarchy of Needs and the ways of fulfilling those needs as creatures as seen in the main character in the drama *Death of A Salesman*.

Willy begins to fulfill his needs by fulfilling need psychology, where Willy drinks coffee when he needs coffee, rests when he is tired, and Linda makes his food. After that, Willy fulfills his safety needs where he has an apartment to live in, and he has Linda, who always cheers him up when he feels worried and desperate. The need for love and belongingness can be seen when Linda always accompanies and loves Willy, whatever the circumstances. In this case, Willy's need for love and belongingness is fulfilled because he has a partner who loves him. Esteem's needs are also fulfilled when his wife Linda always validates that Willy has done his best.

In this case, Willy Loman has fulfilled the need for care and appreciation. Willy also fulfills his self-actualization needs

Although Willy Loman fulfills all of the hierarchy of needs, there are two most dominant hierarchies that Willy Loman cannot improve: esteem needs and self-actualization. Although his esteem needs in the form of appreciation were obtained from his wife, it was not enough to make Willy able to fulfill his esteem needs. He is not appreciated as a salesman by his boss and co-workers, and his children do not respect him as a father figure, so he feels he has failed to get validation that he is appreciated, respected, and seeks success from the people around him. For self-actualization, although Willy realizes his dreams and potential, Willy fails to accept the fact that he too can fail. He failed to realize his dream of becoming a successful salesman when he was old, but what motivated Willy to become a Salesman was Dave Singleman, he was a successful salesman, and all salesmen and buyers respected him. Willy made the figure of Dave Singleman a benchmark for his success. When he didn't succeed, Willy couldn't accept it. The two hierarchies of needs, Esteem needs, and self-actualization, which Willy failed to fulfill, caused internal conflicts, so he decided to commit suicide because he could not reach his American dream.

The impact of Willy Loman's failure to improve his hierarchy of human needs caused an internal conflict in Willy Loman's psychology, when he is tired of his job as a Salesman, but Willy refuses to take a break and always says that he is fine. Willy also says he is terribly lonely, indicating that even though he has a family, he cannot show or express the conflict he is going through. The climax is

when Willy starts hallucinating about Ben, which indicates that Willy can no longer stem the conflict within him, so he can't tell the difference between reality and hallucinations

B. Suggestion

The drama *Death of A Salesman* still offers many aspects of literature that have not been explored. Therefore, it is recommended for further researchers to analyze other elements that appear in the drama. However, other researchers may keep using Maslow's Hierarchy of Needs. Still, they can have different objects to analyze, such as poetry, drama, and short stories, to get findings to further research on this personality theory.

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APPENDIX

A. Drama Synopsis

The story of *Death of a Salesman* is told partly through the mind and memory of Willy Loman, the protagonist. The times of the play's action fluctuate between 1942 and 1928, making a simple narration of the plot impossible and probably not very meaningful thus, a summary of the action, not necessarily in the order of the play, is much more helpful:

Willy Loman has been a traveling salesman for thirty-four years, and he likes to think of himself as being vital to the New England territory he works. He constantly compares himself to Dave Singleton, a salesman who would go into a town, pick up a phone, and place many orders without ever leaving his hotel room. When Dave died, people from all over the country came to his funeral.

But, as the play opens, Willy has just come back home after having left for New England that morning. He tells his wife, Linda, that he just can't seem to keep his mind on driving anymore. He asks about his son, Biff, who has just come home for a visit after being away for a long time. Willy thinks about Biff when Biff was a senior in high school some fourteen years ago. Biff was playing in a great football game, and people were coming from all over the country to offer him scholarships. But then something happened to Biff. He never fulfilled the potential Willy felt he had. Later, Willy reveals through his disjointed memories that Biff had caught him with another woman in his motel room in Boston. After this episode, Biff seemed to hold a grudge against his father and could never again bring himself to trust him.

Now, after some fourteen years of wandering and working odd jobs, Biff returns home. He and his brother, Happy, decide to ask Bill Oliver, whom Biff used to work for, for a loan of \$10,000 to begin a business of their own. The boys tell Willy about their plans, and Willy thinks that together the two could absolutely conquer the world. He goes on to explain that the important thing in life is to be well-liked.

The next day, Willy is to meet the boys for dinner in a restaurant. He is so pleased to have his boys with him that he decides to ask his boss for an office job in New York City to get him off the road. But his boss tells him there is no room and then fires him instead. Thus, suddenly, Willy's day has reversed, and he has to go to an old friend, Charley, to borrow enough money to pay his insurance premium. We then find out that Willy has been borrowing fifty dollars a week from Charley for quite some time and then pretending that this amount is his salary.

Trying to explain that he has been living an illusion, Biff meets Happy in the restaurant early and claims he wants to make everyone (especially Willy) understand Biff is not the man Willy thinks he is. But when Willy arrives, he tells the boys that he has been fired, and he refuses to listen to Biff's story. Willy simply pretends that Biff has another appointment the following day. Willy gets furious and is about to make a scene. Suddenly, when Willy goes to the bathroom, Biff, out of frustration, leaves the restaurant. Happy, who has picked up two girls, follows him and leaves Willy alone.

Later that night, Biff comes home and finds Willy out in the backyard, apparently losing his wits, planting seeds, and talking to his brother, Ben, who has been dead

for nine months. Biff explains to Willy that it would be best if they break with each other and never see one another again. He tries once again to explain that he is no leader of men and that he is a common person. But Willy refuses to believe him and tells Biff once again how great he could be. He then resolves on suicide, which he has hinted at before, because, with \$20,000 in insurance benefits, Biff could be such a magnificent person. Thus, Willy commits suicide. But he dies a forgotten man, and nobody but his family attends the funeral.

Adapted by [Synopsis: Death of a Salesman | Utah Shakespeare Festival \(bard.org\)](#)

B. Arthur Miller Biography

Arthur Miller, in full Arthur Asher Miller (born October 17, 1915, New York, New York, U.S.—died February 10, 2005, Roxbury, Connecticut), an American playwright who combined social awareness with a searching concern for his characters' inner lives. He is best known for *Death of a Salesman* (1949).

Miller was shaped by the Great Depression, which brought financial ruin to his father, a small manufacturer, and demonstrated to the young Miller the insecurity of modern existence. After graduation from high school, he worked in a warehouse. With the money he earned, he attended the University of Michigan (B.A., 1938), where he began to write plays. His first public success was with *Focus* (1945; film 1962 [made-for-television]), a novel about anti-Semitism. *All My Sons* (1947; film 1948), a drama about a manufacturer of faulty war materials that strongly reflects the influence of Henrik Ibsen, was his first

important play. It won Miller a Tony Award, and it was his first major collaboration with the director Elia Kazan, who also won a Tony.

Miller's next play, *Death of a Salesman*, became one of the most famous American plays of its period. It is the tragedy of Willy Loman, a man destroyed by false values that are in large part the values of his society. For Miller, it was important to place "the common man" at the center of a tragedy. As he wrote in 1949

Miller had been exploring the ideas underlying *Death of a Salesman* since he was a teenager when he wrote a story about a Jewish salesman; he also drew on memories of an uncle. He wrote the play in 1948, and it opened in New York City, directed by Kazan, in February 1949. The play won a Tony Award for best play and a Pulitzer Prize for drama, while Miller and Kazan again each won individual Tonys as author and director, respectively. The play was later adapted for the screen (1951 and several made-for-television versions) and was revived several times on Broadway.

Miller based *The Crucible* (1953) on the witchcraft trials in Salem, Massachusetts, in 1692–93, a series of persecutions that he considered an echo of the McCarthyism of his day when investigations of alleged subversive activities were widespread. Though not as popular as *Death of a Salesman*, it won a Tony for best play. It was also adapted numerous times for film and television. In 1956, when Miller was himself called before the House Un-American Activities Committee, he refused to name people he had seen ten years earlier at an

alleged communist writers' meeting. He was convicted of contempt but appealed and won

A Memory of Two Mondays and another short play, *A View from the Bridge*, about an Italian-American longshoreman whose passion for his niece destroys him, was staged on the same bill in 1955. (A year later, *A View from the Bridge* was performed in a revised, longer form.) *After the Fall* is concerned with failure in human relationships and its consequences, large and small, by way of McCarthyism and the Holocaust; it opened in January 1964, and it was understood as largely autobiographical, despite Miller's denials. *Incident at Vichy*, which began a brief run at the end of 1964, is set in Vichy, France, and examines Jewish identity. *Price* (1968) continued Miller's exploration of the theme of guilt and responsibility to oneself and to others by examining the strained relationship between two brothers. He directed the London production of the play in 1969.

The Archbishop's Ceiling, produced in Washington, D.C., in 1977, dealt with the Soviet treatment of dissident writers. *The American Clock*, a series of dramatic vignettes based on Studs Terkel's *Hard Times* (about the Great Depression), was produced at the 1980 American Spoleto Festival in Charleston, South Carolina. Miller's later plays included *The Ride Down Mount Morgan* (1991), *Mr. Peters' Connections* (1998), and *Resurrection Blues* (2002).

Miller also wrote a screenplay, *The Misfits*, for his second wife, the actress Marilyn Monroe; they were married from 1956 to 1961. *The Misfits*, released in 1961, was directed by John Huston and also starred Clark Gable; its

filming served as the basis for Miller's final play, *Finishing the Picture* (2004). *I Don't Need You Anymore*, a collection of his short stories, appeared in 1967, and a collection of theatre essays in 1977. His autobiography, *Timebends*, was published in 1987. In 2001 Miller received the Japan Art Association's Praemium Imperiale prize for theatre/film.

Adapted by [Arthur Miller | Biography, Plays, Books, The Crucible, Marilyn Monroe, & Facts | Britannica](#)