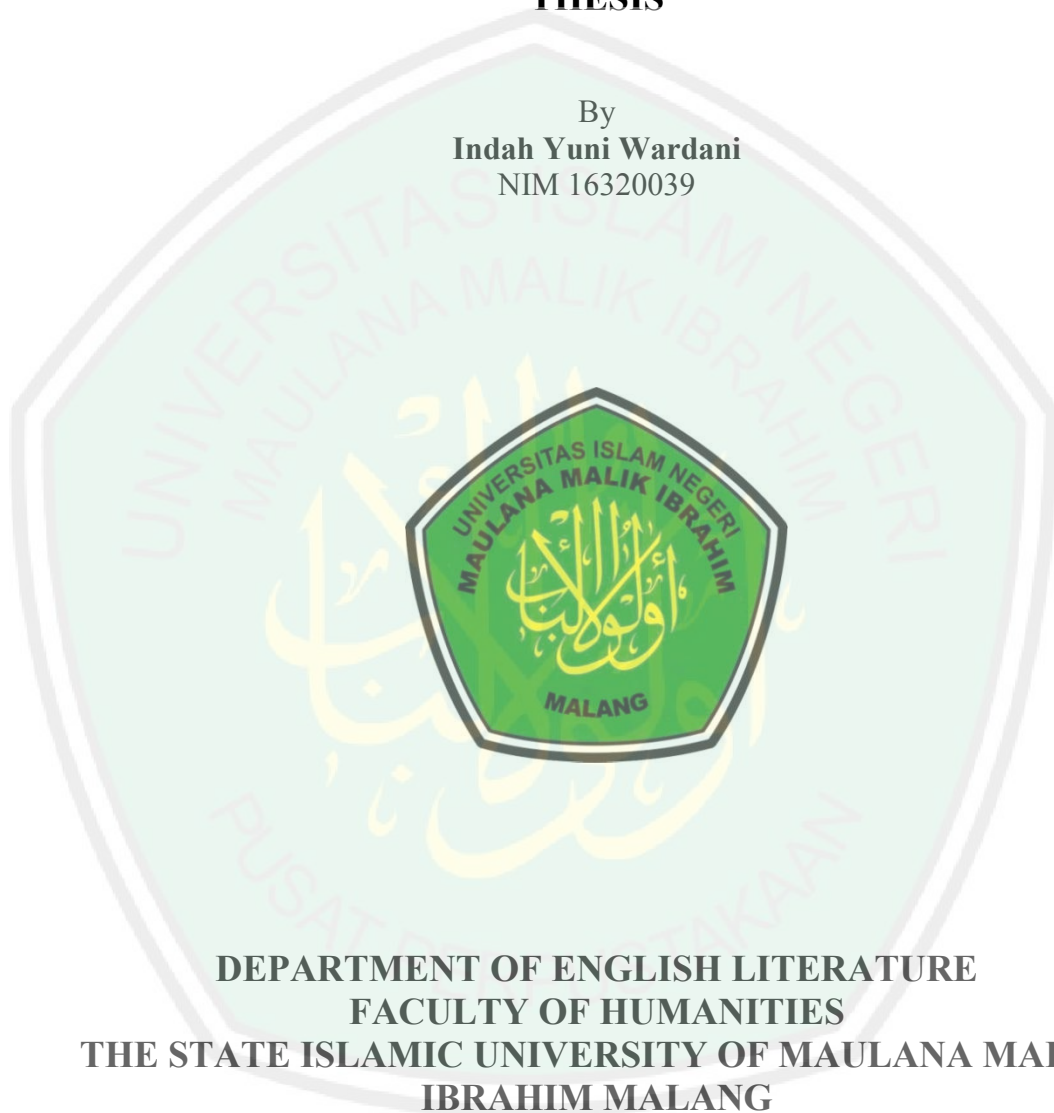


**SANG'S HIERARCHY OF NEEDS DESCRIBED IN CAMRON
WRIGHT'S *THE RENT COLLECTOR***

THESIS

By
Indah Yuni Wardani
NIM 16320039



**DEPARTMENT OF ENGLISH LITERATURE
FACULTY OF HUMANITIES
THE STATE ISLAMIC UNIVERSITY OF MAULANA MALIK
IBRAHIM MALANG**

2020

**SANG'S HIERARCHY OF NEEDS DESCRIBED IN CAMRON
WRIGHT'S *THE RENT COLLECTOR***

THESIS

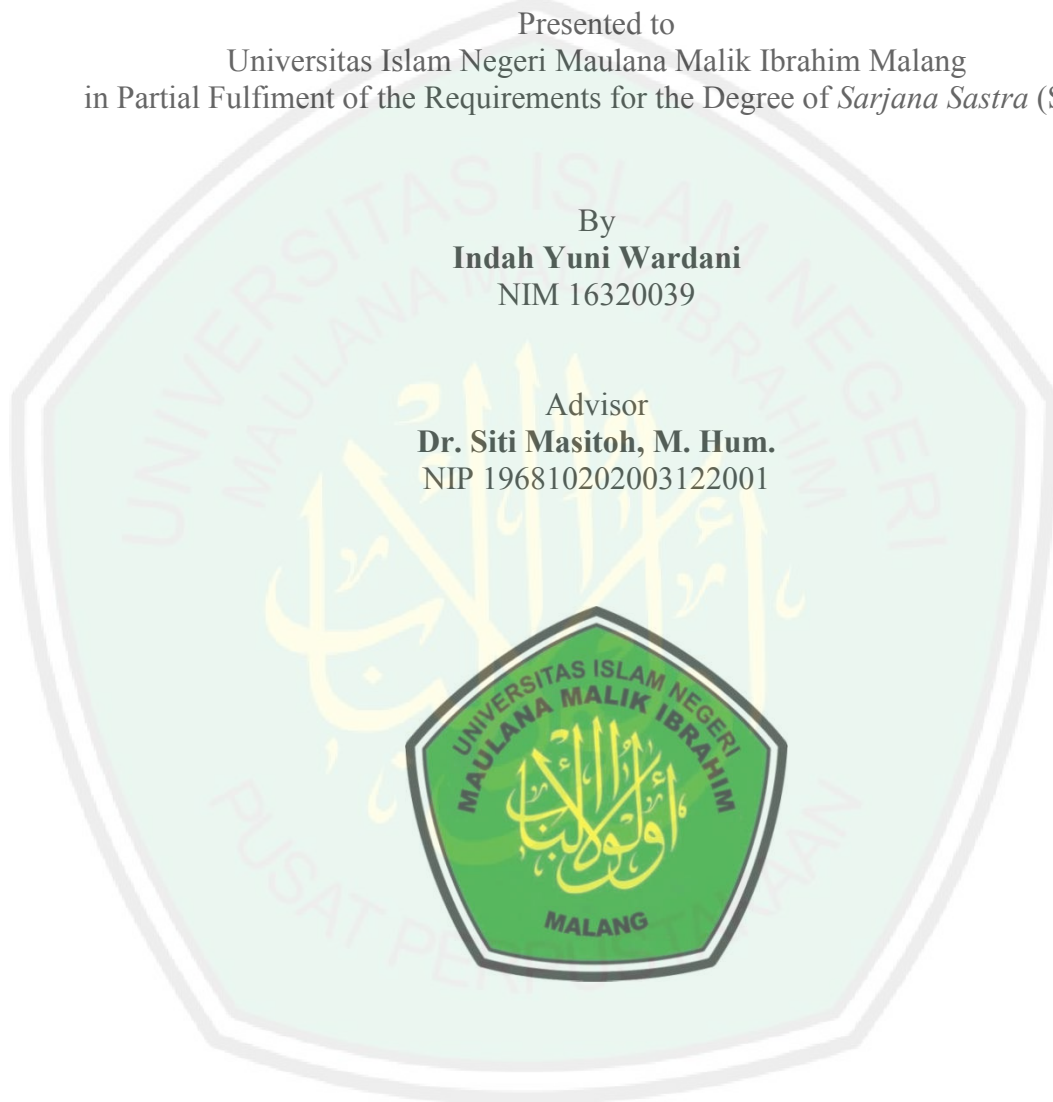
Presented to
Universitas Islam Negeri Maulana Malik Ibrahim Malang
in Partial Fulfillment of the Requirements for the Degree of *Sarjana Sastra* (S.S.)

By

Indah Yuni Wardani
NIM 16320039

Advisor

Dr. Siti Masitoh, M. Hum.
NIP 196810202003122001



**DEPARTMENT OF ENGLISH LITERATURE
FACULTY OF HUMANITIES
THE STATE ISLAMIC UNIVERSITY OF MAULANA MALIK
IBRAHIM MALANG
2020**

STATEMENT OF AUTHORSHIP

I state that the thesis entitled “**Sang’s Hierarchy of Needs Described in Camron Wright’s *The Rent Collector***” is my original Work. I do not include any materials previously written or published by another person, except those ones that are cited as references and written in the bibliography. Hereby, if there is an objection or claim, I am the only person who is responsible for that.

Malang, June 1st, 2020

The Researcher



Indah Yuni Wardani
NIM. 16320039

APPROVAL SHEET

This is to certify that Indah Yuni Wardani's thesis entitled **Sang's Hierarchy of Needs Described in Camron Wright's The Rent Collector** has been approved for thesis examination at the Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang, as one of the requirements for the degree of Sarjana Sastra (S. S.).

Malang, June 1st, 2020

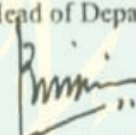
Approved by

Advisor



Dr. Siti Masitoh, M. Hum.
NIP. 196810202003122001

Head of Department of English Literature



Rina Sari, M.Pd.
NIP. 197506102006042002

Acknowledged by



Dr. H. H. Afriyah, M.A

NIP. 1969101991032002

LEGITIMATION SHEET

This is to certify that Indah Yuni Wardani's thesis entitled **Sang's Hierarchy of Needs Described in Camron Wright's *The Rent Collector*** has been approved by the Board of Examiners as the requirement for the degree of Sarjana Sastra (S.S.) in English Letter Department.

Malang, June 1st, 2020

The Board of Examiners

1. Dr. Syamsudin, M.Hum.
NIP. 196911222006041001 (Main Examiner)
2. Asni Furaida, M.A.
NIP. 19880711201802012182 (Chair)
3. Dr. Siti Masitoh, M.Hum.
NIP. 196810202003122001 (Advisor)

Signatures



Three handwritten signatures are present, each written over a horizontal line. The signatures are in black ink and appear to be cursive or stylized.

Approved by

Dean of the Faculty of Humanities



Dr. Hj. Saafiyah, M.A
NIP. 196009111991032002

MOTTO

“And a sign (the great power of Allah) for them is the death earth. Allah gives life to the earth and grows from it the seeds, then from there they eat.”

(Qs. Yasin/ 36: 33)



DEDICATION

This thesis is dedicated to

My beloved parents,

I am so grateful to be your child,

All my families and my fiance,

You are the biggest motivation and power of my life.



ACKNOWLEDGEMENTS

All praises to Allah SWT, the All-Loving and the All-Merciful, whom with His generosity has given the ease and opened the way as well as always guidance to the researcher, a human who is far from perfect, so that the researcher can complete this thesis entitled *Sang's Hierarchy of Needs Described in Camron Wright's The Rent Collector*. Prayers and greetings are always poured out to our Prophet Muhammad SAW, May peace be upon him, who has guided us from the wrong path into the blessed path, Islam.

I sincerely thank those who have helped me in the process of writing this thesis. The first is Mundi Rahayu, M.Hum. as my academic supervisor, who always gives motivation, encouragement, and constructive advise. It is undeniable that she is the first person who teaches me how to write a good journal, proposal, and thesis. Although many intellectual challenges she gave made me depressed and tearful, I am very grateful and thankful for her upbringing, without her encouragement I might not have reached this point. Second, Dr. Siti Masitoh, M.Hum. who has patiently guided me, provided criticism and advise, and put forward bright ideas. Without her direction it is very difficult for me to complete this thesis. Next, to Miftahul Huda, M.Pd. who at that time gave a little explanation and an overview of the research I was going to do. That day I was very lucky to meet him and ventured to ask questions, because the knowledge he provided was very helpful and made me understand regarding the theme I took.

I present this thesis to my family, especially to my mother (Laswati) who is always awake at one-third of the night to pray for my safety, health, and success

in the overseas land. She also always gives calm and warmth every time I tell the difficulties I face. My father (Joko Mulyono) who always prays and works hard to provide the material support I needed while studying in college. Then my sister (Wenny Eka Pratiwi) who also never forgets to pray for me, gives full support, and affection. In addition I want to thank my fiance who gladly helps to overcome my difficulties, gives reprimands and advice whenever I got wrong, gives a sincere smile and enthusiasm when I get tired, soothes me every time I feel confused and depressed, as well as love and affection that makes me thousand times more excited to finish this thesis.

The last, I want to say thank to my friends; Marisa, Cepin, Ifa, and Ulfa (relatives from Madura) who often invite to drink coffee together while working on college assignments and theses. Maya, Adiva, Fara, Indah, Sasa, dan Nancy (my comrades in arms) who are both struggling to finish the final project and often carry out it together and exchange ideas. Devi, Sucy, Vina, and Dara (my childhood friends) who always give long-distance support. Then all of my friends at UIN Maliki Malang, especially in English Literature Department. Thank you for all the prayers, support, and advice you have given.

Finally, I am very aware that my thesis still has many weaknesses, so I will gladly accept feedbacks and suggestions from the readers so that this research will be better. I hope this work can be useful for the researcher herself, readers, and further researchers.

Malang, June 1st, 2020

Indah Yuni Wardani

ABSTRACT

Wardani, Indah Yuni. 2020. **Sang's Hierarchy of Needs Described in Camron Wright's "The Rent Collector"**. Undergraduate Thesis (*Skripsi*) Department of English Literature, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang.

Advisor : Dr. Siti Masitoh, M.Hum.

Keywords : Humanistic Psychology, Hierarchy of Human Needs.

As living creatures, human beings have needs that must be fulfilled, these needs include physical and psychological needs. If these needs can not be fulfilled, it will affect the physical and psychological health of organism.

The aim of this study is to determine the living conditions, the hierarchy of needs, and the effects felt after fulfilling the hierarchy of needs on one of the characters in *The Rent Collector* named Sang. This research is analyzed using literary criticism method. Because the data of this research are in the form of narrative texts such as words, sentences, statements, and dialogues in the novel. This research uses a literary psychology approach. The literary psychology approach focuses on three aspects; the psychological aspects of characters in the literary works, the psychological aspects of the reader as the literatue connoisseurs, and the psychological aspects of the author. This research applies the psychological aspect of characters in literary works, it is about the study of literary texts, which through their character can reflect the reality of life. Besides that, the character's behavior in the novel illustrates the psychological condition. In this case, the research can be directed at psychological theories, for example, in this study, which applies the hierarchy of human needs theory of Abraham H. Maslow into *The Rent Collector* novel to obtain a complete description of the research conducted.

The results of the study show that Sang lives in an awful environment. She lives in a dirty, smelly, and harmful place. Many gangsters hanging around, they often make trouble and harm the community. Besides that, she lives amid a society whose concern level is less. They only think about their interests and leave other people in danger or misery. These conditions motivate her to fulfill the hierarchy of needs, including physiological needs (food, water, air, and shelter), safety needs (protection from elements, freedom of fear, and personal safety from crime), love and belonging needs (love, affection, support, and friendship from family, friends, and neighbors), self-esteem needs (internal and external appreciation), and self-actualization needs (become woman who is clever at reading and understand about literature). Some of these needs can be achieved with other people's help. After the entire hierarchy of needs was fulfilled Sang felt extraordinary changes in her life such as getting better, more valued, calmer, happier, and more prosperous.

ABSTRAK

Wardani, Indah Yuni. 2020. **Hierarki Kebutuhan Sang yang Digambarkan dalam Novel Camron Wright “The Rent Collector”**. Skripsi, Sastra Inggris, Fakultas Humaniora, Universitas Islam Negeri Maulana Malik Ibrahim, Malang.

Pembimbing : Dr. Siti Masitoh, M.Hum.

Keywords : Psikologi Humanistik, Hierarki Kebutuhan Manusia.

Sebagai makhluk hidup, manusia memiliki kebutuhan-kebutuhan yang harus dipenuhi, kebutuhan-kebutuhan tersebut meliputi kebutuhan fisik dan psikologis. Jika kebutuhan-kebutuhan tersebut tidak dapat terpenuhi, maka akan mempengaruhi kesehatan fisik dan psikologis organisme.

Tujuan dari penelitian ini adalah untuk mengetahui kondisi kehidupan, jenis-jenis hierarki kebutuhan, dan dampak yang dirasakan setelah memenuhi hierarki kebutuhan pada salah satu tokoh dalam *The Rent Collector* yang bernama Sang. Penelitian ini dianalisis menggunakan metode kritik sastra karena data-data penelitian ini berupa teks naratif seperti kata-kata, kalimat, pernyataan, dan dialog dalam novel. Penelitian ini menggunakan pendekatan psikologi sastra. Pendekatan psikologi sastra berfokus pada tiga aspek, yaitu aspek psikologis tokoh dalam karya sastra, aspek psikologis pembaca sebagai penikmat sastra, dan aspek psikologis penulis. Penelitian ini menerapkan aspek psikologis tokoh dalam karya sastra yaitu tentang kajian teks sastra yang melalui tokohnya dapat merefleksikan realitas kehidupan. Disamping itu perilaku tokoh dalam novel tersebut menggambarkan kondisi psikologisnya. Dalam hal ini studi dapat diarahkan pada teori-teori psikologis, misalnya pada penelitian ini yang menerapkan teori hierarki kebutuhan manusia Abraham H. Maslow kedalam novel *The Rent Collector* Untuk memperoleh deskripsi lengkap terkait penelitian yang dilakukan.

Hasil penelitian menunjukkan bahwa Sang hidup di lingkungan yang buruk. Dia tinggal di lingkungan yang kotor, bau, dan tidak aman. Ada banyak preman yang berkeliaran disekitarnya, mereka suka berbuat onar dan merugikan masyarakat. Disamping itu dia hidup ditengah-tengah masyarakat yang tingkat kepeduliannya kurang. Mereka hanya memikirkan kepentingannya sendiri dan membiarkan orang lain dalam bahaya atau kesengsaraan. kondisi tersebut memotivasi Sang untuk memenuhi hierarki kebutuhannya, diantaranya kebutuhan fisiologis (makanan, air, udara, tidur, dan tempat tinggal), kebutuhan keamanan (perlindungan dari elemen-elemen dan kebebasan dari rasa takut), kebutuhan cinta dan kepemilikan (cinta, kasih sayang, dukungan, dan persahabatan yang didapat dari keluarga, sahabat, dan para tetangga), kebutuhan penghargaan (penghargaan dari dalam maupun luar diri), dan kebutuhan aktualisasi diri (menjadi wanita yang pandai membaca dan memahami sastra). Beberapa kebutuhan-kebutuhan tersebut dapat tercapai dengan bantuan dari orang lain. Setelah seluruh hierarki kebutuhannya terpenuhi Sang merasakan perubahan yang luar biasa pada hidupnya seperti menjadi lebih baik, lebih dihargai, lebih tenang, lebih bahagia, dan mendapat banyak keberlimpahan.

TABLE OF CONTENT

THESIS COVER
STATEMENT OF AUTHORSHIP	i
APPROVAL SHEET	ii
LEGITIMATION SHEET	iii
MOTTO	iv
DEDICATION	v
ACKNOWLEDGEMENT	vi
ABSTRACT	viii
TABLE OF CONTENT	x
CHAPTER I: INTRODUCTION	1
A. .Background of the Study	1
B. The Problems of the Study	5
C. Objectives of the Study	5
D. Significance of the Study	5
E. Scope and Limitation	6
F. Definition of Key Terms	6
G. Previous Studies	7
H. Research Method	9
1. Research Design	9
2. Data Source	9
3. Data Collection	10

4. Data Analysis	10
CHAPTER II: REVIEW OF RELATED LITERATURE	11
A. Literary Psychology	11
B. Psychology of Humanistic	13
C. Life Condition	15
D. Maslow's Hierarchy of Human Needs	16
1. Physiological Needs	17
2. Safety Needs	18
3. Love and Belonging Needs	19
4. Self-Esteem Needs	20
5. Self-Actualization Needs	21
E. The Effects of Fulfilling the Hierarchy of Needs	27
CHAPTER III: ANALYSIS	31
A. Sang's Life Condition Described in The Rent Collector	31
1. Environment	31
2. Culture	34
B. Sang's Hierarchy of Needs	36
1. Physiological Needs	36
2. Safety Needs	41
3. Love and Belonging Needs	44
4. Self-Esteem Needs	47
5. Self-Actualization Needs	51
C. The Effects of Fulfilling the Hierarchy of Needs on Sang's Life	56

CHAPTER IV: CONCLUSION AND SUGGESTION	59
A. Conclusion	59
B. Suggestion	60
BIBLIOGRAPHY	62
CURRICULUM VITAE	63



CHAPTER I

INTRODUCTION

In this chapter, the researcher describes the background of the study, problems of the study, the objectives of the study, the significances of the study, scope and limitation, definition of the key terms, previous studies, and research method.

A. Background of the Study

Human beings as creatures certainly have needs that must be fulfilled, either to be able to survive or for self-satisfaction. According to Maslow (in Minderop, 2011: 49), human behavior is determined by the tendency of individuals to achieve goals for their lives to be better, happier, and satisfying. Needs are all things that arise instinctively and required by humans to get comfort and prosperity in life. When these needs can not be fulfilled, humans will experience disturbances such as anxiety, hunger, illness, sadness, loneliness, and so forth.

In his book entitled *Motivation and Personality*, Maslow said that there are five levels of the hierarchy of human needs: physiological, safety, love and belonging, self-esteem, and self-actualization needs. As the name implies, “the hierarchy of human needs”, each individual must achieve the most basic needs before reaching other requirements. It means a person can not jump over the current needs before the basic needs are fulfilled. For example, humans can not achieve safety needs if physiological needs as the most fundamental basic needs have not been fulfilled.

Human needs are not only in the form of physical that is objective but also in psychological needs that are subjective. Human beings are motivated by many basic needs that are the same for all species, unchanging, and derived from genetic or instinctive sources (Goble, 1987: 70). Humans have different ways of fulfilling their needs, but their goals are the same, it is to actualize themselves.

In the process of fulfilling the needs and expressing potentials and talents, human beings often experience difficulties, so that prevent individuals from realizing their true self to achieve self-actualization. The existence of these obstacles sometimes makes their desire to actualize their needs become weak, and people will feel depressed then ultimately affect health. Maslow (in Rosmawati, 2019: 1) states that the needs are essential for the organism to be able to live healthily. Therefore human beings need to fulfill their daily needs.

In fulfilling their daily needs, human beings must work hard and struggle with all their abilities. That is why needs can be told as motivation in doing something. An ordinary person is motivated by a lack of everything, tries to fulfill the basic needs for physical, safety, sense of belonging, affection, appreciation, and self-esteem. Whereas healthy people are motivated by the need to develop abilities and self actualize (Goble, 1987: 60). A lot of needs that must be fulfilled motivated them to take any action to fulfill their requirement and desire.

After one need is fulfilled, usually other needs will arise, because humans have a desire and rarely achieve perfect satisfaction except for just a moment. Maslow (2018: 59) said that there are two significant facts of human needs; first, humans being are never satisfied except only for a short time. Secondly, desires

seem to organize humans in the prepotency hierarchy. People who can fulfill all their needs have what Maslow called psychological independence because they can make decisions even if they have to resist public opinion.

Human beings, as social creatures, will always require the need of others, especially in fulfilling needs. When someone gets aid or encouragement from others, it will be easier for them to meet their needs. For instance, the need for food can be obtained by working. Although work is an effort that is entirely carried out by each individual, the one who will pay for someone's hard work is the boss. After getting the money, they need food which is sold by someone else.

Literary work as a representation of life describes various phenomena that occur in human life. One of them is an illustration of the effort to fulfill the hierarchy of human needs by the fictional characters in literary work. A novel is one of several other literary works that talk about life. Most of the stories in novels are taken from reality, whether from the author's or other people's experiences. One of a novel that is extraordinary and tells about a person's struggle in fulfilling the hierarchy of human needs is *The Rent Collector*, a novel by Camron Wright.

The Rent Collector tells about Sang's life who lives in the largest landfill in Cambodia. A very uncomfortable residence and relatively poor living conditions encourage Sang to complete various needs, not only to survive but also to be able to get pleasure, prosperity, and a better life. Sang, a mother of a boy who is seriously ill and an illiterate woman, with all the abilities she tries to fulfill the hierarchy of needs that led to the achievement of self-actualization, which is

good at reading. Although her husband initially disfavored to Sang's desire for learning to read and was underestimated by those around her, she keeps trying in order to she can read. Sang thinks if she is good at reading, she will bring her family to a more feasible life, and there will be new hope for her son later. After the entire needs are reached, she does not want to stop at just reading, but she wants to learn about literature. Sang's ability to read and understand literature has saved her family and help others, even changing world views.

Research relating to fulfilling the hierarchy of needs is fascinating because although each character has the same needs, they have different ways to actualize it. Many ideas are each individual can do to achieve the desires and face all obstacles which become prevent in the process of achieving the hierarchy of human needs. In this research, the researcher is interested in studying *The Rent Collector* Novel. The stories in the novel are inspired by the real-life of people who live in the largest landfill, Stung Meanchey, Cambodia. Furthermore, Camron Wright quoted various works of great classical literary writers, then modified and integrated it into *The Rent Collector* novel so that it has an excellent story nuance. Additionally, the novel provides motivation for readers who want to fulfill their needs and express their potential. The last is because this novel has never been studied before.

In analyzing the novel, the researcher uses the hierarchy of human needs theory of Abraham Harold Maslow. Sang's living condition, needs and efforts in fulfilling the hierarchy of human needs, and the effects of achieving the human

needs on Sang's life will be discussed in this study using a humanistic psychological approach.

B. The problems of the Study

Based on the research background that has been described, the problems of this study are as follows;

1. How is Sang's life condition described in *The Rent Collector* novel by Camron Wright?
2. What are Sang's hierarchies of needs based on Maslow's hierarchy of human needs theory?
3. What are the positive effects of fulfilling the hierarchy of needs on Sang's life?

C. Objectives of the Study

Based on the problem formulation above, there are three objectives to be achieved of this research;

1. To know Sang's life condition described in *The Rent Collector* novel by Camron Wright.
2. To know Sang's hierarchies of needs based on Maslow's hierarchy of human needs theory.
3. To know the positive effects of fulfilling the hierarchy of needs on Sang's life.

D. Significance of the Study

The expected benefits of this study are two folds. Those are theoretical and practical stand. Theoretically, this study is supposed to be able to add knowledge and insight to the readers and provide motivation in developing literature,

especially in literary psychology studies relating to the hierarchy of human needs, a theory of Abraham H. Maslow.

Practically, this study is intended to develop research at *The Rent Collector* novel by Camron Wright and present further information for future researchers who are interested in studying the hierarchy of needs using humanistic psychology theory.

E. Scope and Limitation

In order to do the analysis can be centered on the main problems in *The Rent Collector* novel, the researcher focuses on analyzing Sang's life, the way Sang fulfills the hierarchy of needs, and the effect obtained after filling up the hierarchy of needs reflected in the novel.

This study has limitations. It is only examining Sang's character, which is analyzed using humanistic psychological theory, the hierarchy of human needs theory of Abraham H. Maslow's.

F. Definition of Key Terms

To avoid any misinterpretation of terms used, the researcher defines essential terms in this study, including;

1. Psychology of Literature: a branch of literary study that views the literary work as a psychiatric activity.
2. Humanistic Psychology: an approach that emphasizes the individual's inherent motivation to assist humans in realizing and expressing their abilities and creativity as a whole.

3. Hierarchy of Human needs: motivation theory consists of five levels, including physiological needs, safety, love and belonging, esteem, and self-actualization, which are described in the form of a pyramid.

G. Previous Studies

Some similar studies have been found, but with a variety of different object. The first is a thesis entitled *A Child's Struggle In Dave Pelzer's A Child Called It* by Hasan Basri (2018). This study discusses efforts to fulfill the self-actualization of the main characters in *A Child Called It* novel based on Maslow's theory. Except using psychological theories about personality, the researcher also uses new criticism as a supporting theory. To explain Dave's life, the researcher used a qualitative descriptive method. Based on the result of the study, Dave continued to struggle to survive under the pressure of his family despite many obstacles. Hasan Basri's research is used as a previous study because it provides a deeper understanding of the basic concepts of Maslow's humanistic psychology toward current research. So the researcher is very helpful in explaining general theories about humanistic psychology.

Second, a thesis by Zahara Sari Wardhani (2017) entitled *Self Fulfillment as Portrayed in Truman's Breakfast at Tiffany's*. This research focuses on how the person can achieve self-actualization and explain what obstacles are encountered in the process of self-fulfillment. By using the literary psychology theory of Maslow's self-actualization, it found the needs of the characters in the novel include; physiological, safety, love and belonging, esteem, and self-actualization needs. However, there are three obstacles in fulfilling the needs of

physiology, safety, then love and belonging. This research is used as a previous study because it provides a new perception related to the achievement of the hierarchy of human needs. With this, Zahara's study can be a comparison and benchmark in compiling this research.

Third, a thesis entitled *Need Fulfillment of The Main Character in Andy Weir's The Martian* by Rosmawati (2019). The purpose of this research is to find out the main character's effort in meeting his needs based on Maslow's theory of human needs. By using note taking techniques, the researcher found the results of the analysis, which showed that Watney could fill his physiological needs, including; food, oxygen, vitamins, and shelter. Safety needs are security, stability, and freedom of disaster and fear. The needs of appreciation and self-actualization were also fulfilled, but love and belonging needs were not reached. This study provides new knowledge for the researcher about the methods and techniques of analysis. So this makes it easier for the researcher to identify the research problem. That is why this study conducted by Rosmawati was made as the previous study in this research.

In this study, the researcher wants to analyze the hierarchy of needs in Sang's character as one of the main characters in *The Rent Collector* novel. By using the literary criticism method, the researcher will identify Sang's life condition, kinds of the hierarchy of needs, and the positive effect of fulfilling the needs for her life which are reflected in the novel based on humanistic psychological approach, the hierarchy of human needs theory of Abraham H. Maslow.

H. Research Method

This part describes the research design, data source, data collection, and data analysis.

1. Research Design

The research design of this study is literary criticism because the data of this study are in the form of narrative texts in the novel. According to Willian and Addison (in Atar, 2013: 4), literary criticism is the description and truth analysis in a literary work. Duroche (in Atar, 2013: 5-6) also expressed an opinion regarding literary criticism, that literary criticism is evaluation and interpretation. Literary criticism is intended to analyze, assess, justify analysis, interpret, and evaluate literary works.

In this study, the literary criticism design is used to derive a detailed description of Sang's life condition, Sang's hierarchy of needs, and the positive impact obtained after fulfilling the needs. In analyzing this study, the researcher used psychoanalysis to learn Sang's mental condition to fulfill physiological needs, safety, love and belonging, esteem, and self-actualization.

2. Data Source

The primary source of this research is the literary work itself, *The Rent Collector* novel by Camron Wright, who has a master's degree in writing and public relations from Westminster College. This novel consists of thirty chapters and 288-pages. It was published in 2013 by Shadow Mountain. Data presented in the novel is in the form of words, sentences, statements, and dialogue. To support the primary data, the researcher used several other books, journals, articles, etc.

3. Data Collection

In the process of collecting data, the data sources needed are primary and secondary data. The steps to collect data:

1. Get *The Rent Collector* novel as the main data of this research.
2. Read the whole novel carefully.
3. Understand the whole story in order to get a general description of the data.
4. Reread it to make sure the data in the novel is appropriate with the research problem.
5. Mark words, sentences, dialogues, statements, and various other relevant information relating to the study to facilitate the researcher in the process of analysis.

4. Data Analysis

The data were analyzed by using the humanistic psychology approach based on the hierarchy of needs theory of Maslow. The data analysis process includes:

1. Identify and classify the data that has been collected relating to five levels of the hierarchy of needs, especially about Sang's life condition, kinds of the hierarchy of needs, and the positive effect that Sang gets of fulfilling the hierarchy of needs.
2. Analyze the data using the hierarchy of human needs theory.
3. Describe the results of data analysis.
4. Draw the conclusions.

CHAPTER II

REVIEW OF RELATED LITERATURE

In this chapter, the researcher explains the theories used in this study. These theories have an important role in this research, particularly as a basis for identifying, classifying, and analyzing the data. Theories that will be presented include; literary psychology, humanistic psychology, and Maslow's hierarchy of human needs.

A. Literary Psychology

Literature and psychology have a very close relationship. Because both literature and psychology are studying about human life, especially studying one's mental state. Endraswara (2013: 96) said that the psychology of literature is a study of literary works as processes and psychiatric activities. Literary psychology does not study the plot or events in the works, but the spiritual, emotional, and mental figures (characterization). Literary works display the character of the figures. Although they are imaginative, they can show psychological problems so that literary works allow research through psychological approaches.

Studying the psychology of literature is the same as exploring the inner side of human beings. It is appropriate with the statement of Minderop (2011: 59) that studying psychology in literature as is wonderful, we can understand the depth side of the human psyche, very clear, broad, and deep. In creating literary works, the author often adds his own experience, but the event he experiences is often also experienced by others. In other words, the author's psyche can represent the psyche of another person.

Literary psychology aims to understand the psychological aspects of the characters in literary works. We can understand the psychiatric of the author, fictional figures in literary works, and the readers in understanding the relationship between psychology and literature. Two things that influence the psychology of literature: first, literary works are the mental processes and thoughts of the author in an unconscious situation, which is presented in the conscious form (Endraswara, 2013: 96). Second, the psychology of literature examines the fiction characters' psychiatric presented in such a way in literary works that the readers feel involved in the story because they are lulled by psychological problems in the literary works (Minderop, 2011: 55).

Understanding the theory of literary psychology (Endraswara in Minderop, 2011: 59) suggests three ways; first, understanding psychological theories, then examining literary works. Second, determine the literary works first, then decide the psychological theory relevant to the works. Third, find theories and literary works simultaneously. From here, the researcher must reveal whether the text displayed through fictional characters can reflect the psychiatric element or not, then identify the psychological causes reflected in the characters. Besides that, researcher needs to examine whether the literary text is related to reality or not.

Literary works are a reflection of human behavior, and through literary psychology, we can understand the world and personality of a person. Without the psychology of literature, it is possible that the understanding of literary works will be lame. The process of creating literary works does not escape the author's thoughts and psychology.

B. Psychology of Humanistic

Before Maslow, there were already many sects that put forward psychological thinking. For example, William James developed Functionalism in America, Gestalt's Psychology was present in Germany, Freud's Psychoanalysis was famous in Vienna, and Watson with Behaviorism theory in America (Goble, 1987: 17). After these streams emerged, Maslow was moved to conduct study, even devote himself to find a comprehensive theory related to human behavior based on facts that could be accepted by the whole nation, psychology that contained positive aspects of human behavior such as happiness, satisfaction, peace, well-being, kindness, virtue, friendship, and other abilities and strengths.

Maslow's humanistic psychology appears because of the incongruity of Freud's psychoanalysis which only examines people who have mental disorders and were fascinated by the unconscious power as a determinant of human behavior. He does not pay attention to the patients wishes and does not give them an opportunity to explain the reason for their behavior. Besides that, Maslow also objected to Behaviorists who made animals such as rats and pigeons as objects of research and only provided descriptions of a passive human without power who could not speak about their destiny (Goble, 1987: 38). But Maslow did not necessarily reject Freud and Watson's work. Rather it is an effort to examine the useful and meaningful aspect so that it can be applied to humanity in both psychologies.

Maslow (in Goble, 1987: 38) says that in studying human behavior, we must not ignore its subjective aspects. We can study human behavior by

considering its objective and subjective aspects. We must consider a person's feelings, desires, aspirations, and hopes in order to understand their behavior. The study of mentally ill people is valuable, but it is not enough. The study of animals is also precious, but it is also not enough. Because to understand the symptoms of mental illness, we must understand the mental health as a whole (Maslow in Goble, 1987: 40). By studying healthy and mature people, we will learn many things about human behavior and all its abilities. So the theories about human behavior must include internal and external factors.

Humanistic psychology supports education, awareness development, and human potential (Graham, 2005: 113). Maslow's psychology views humans as intact and unique species. He sees human nature as mastery of dynamics to grow and self-actualize. People who actualize themselves are more assertive, understand better what is right and wrong, have more harmonious personalities, can see the complex hidden realities quickly, and also creative. Creative people are flexible, able to adapt to certain situations and conditions, able to deal with doubts, and can stop bad habits (Goble, 1987: 55).

Maslow's theories are generally very different from those of Freud and Watson. But for Maslow, the theory of humanistic psychology is a continuation of preliminary studies that have been carried out by Freud and Watson. He considers himself not a critic. All his intellectual work is only to expand modern trends in psychology. Maslow did not think that he was the leader of the revolution against Freudians and Behaviorists, but rather as part of both. It is appropriate with

Maslow's confession in his book entitled *Motivation and Personality* (2018: 405) "I am Freudian, I am Behaviorist, I am Humanist".

C. Life Condition

Human needs for love, knowledge, or philosophy are frail. Besides that, those needs are whispering, so they are easy to escape from hearing. Therefore, before knowing what is needed by humans, it is necessary to know certain conditions in human life that can encourage the emergence of these needs. Especially the environmental and cultural conditions in which they are born, grow, and develop.

a. Environment

To achieve perfect health requires a good environment. However, in research conducted by Maslow, the condition is not as good as that. We may be able to find a healthy individual in society, but they are still far from perfect. However, it is not impossible if people who live in a less healthy environment can also have a good personality. These people can be better than the conditions in the environment they live in. It is caused by the urge and the ability to escape from their environment. These people live by following the laws in themselves, and not because of the environment (Maslow, 2018: 219). People who have a good and healthy personality are usually not visible from the outside. This can not be seen from the appearance or how to dress. People with healthy personalities typically have a freedom that comes from within. They do not depend on the approval and rejection of others because they are individuals who are psychologically and culturally independent.

b. Culture

Culture can also influence the formation of individual personalities. However, healthy people often oppose culture, because they have freedom in a certain social environment (Maslow, 2018: 306). Individuals with good personalities use logic, common sense, fairness, honesty, and reality to accept or express opinions, even if it is contrary to their own interests. According to Maslow (2018: 307), opposition to culture is good, especially if the culture is bad and dubious. Culturally and psychologically healthy people do opposition by withdrawing from cultures they disagree with.

D. Maslow's Hierarchy of Human Needs

According to Maslow, human needs can be arranged in a hierarchy. Maslow divides the hierarchy of basic needs into two parts; those are Deficiency needs and Being needs (Maslow in Juninada, 2007:47). The needs that are included in Deficiency needs are those related to survival efforts such as physiological needs, safety, love and belonging, and esteem. Deficiency needs must be fulfilled based on the lacking, and the human body will usually signal itself if it is deficient. Every individual must be able to adapt to the environment that is a source of satisfying Deficiency needs because the satisfaction of Deficiency needs comes from outside the individual self. While the needs included in Being needs is self-actualization. Being needs include the desire and encouragement to develop the potential within each individual (Maslow in Juninada, 2007: 48). To be better, the individual will continue to develop the potential they have as their wishes.

Human needs will always increase. Because if one needs is satisfied, then it will emerge new needs that are higher and so on. Maslow (in Minderop, 1987: 72) argues that humans are animals who desire and rarely feel perfect satisfaction, except for a moment.

If all needs (lower and higher) have been satisfied, the individual will prioritize the higher needs (Maslow, 2018: 129). In this case, a person is willing to sacrifice more to get higher satisfaction and is ready if the lower needs are not fulfilled. They consider that self-esteem as subjective experience is more valuable than filling the stomach. They will sacrifice money and prestige for self-actualization.

The following is a more detailed explanation of the hierarchy of human needs from the lowest to the highest level;

1. Physiological Needs

The starting point needs for motivation is physiological drive (Maslow, 2018: 69). Furthermore, Maslow (in Goble, 1987:71) also argues that the most basic, strongest, and most obvious needs are the need to survive physically. In humans who want everything in life, physiological needs are likely to be the main motivation than other needs. Physiological needs include food, drink, air, shelter, warmth, clothes, sleep, and sex.

If people experience a shortage of food, love, and self-esteem simultaneously, the first one they will hunt for is food. They will ignore other needs until their physiological needs are satisfied. They will only think about food, even dream about food.

Although physiological needs can be sorted out and easily identified than other higher needs, physiological needs can not stand alone (Goble, 1987: 71). Various human needs are interconnected. People who think they are hungry can be just looking for comfort, affection, dependency, or other needs. Conversely, the need for hunger might be satisfied with other activities such as smoking and drinking water.

Physiological needs have two characteristics that differentiate them from other needs. First, physiological needs are only needs that can always be satisfied. Second, these needs can reappear continuously (Feist in Hasan, 2019: 16). Humans can get so much food at a particular time so that they lose the desire for food. However, physiological needs occur repeatedly. After a person feels full, they will be hungry again after a while, and these needs continue to arise periodically.

2. Safety Needs

After physiological needs are fulfilled, the safety needs will naturally emerge. These needs include; personal safety, protection from the elements, free from fear and anxiety, stability, order, and protection. The safety needs can act as a regulator of behavior, exerting its abilities for its own sake, then we can describe humans as mechanisms that seek safety (Maslow, 1984: 43).

Maslow (in Goble, 1987: 73) explains that safety needs are usually satisfied in normal, healthy, and stable adults. So to understand these needs, we need to observe children or adults who have neurotic disorders and to those who are economically and socially weak. Healthy and lucky people, then a peaceful

and stable society, will always be satisfied by the safety needs. For example, we are feeling safe from wild animals, extreme temperatures, crime, chaos, tyranny, and so on.

People who are mentally ill (obsessive-compulsive neurosis) will try to bring order and stabilize the world so that uncontrolled and undesirable dangers will never arise (Maslow, 2018: 75). Obsessive-compulsive personalities will try to organize their world neatly, orderly, discipline, and avoid strange things to maintain their balance and avoid danger.

The safety needs can also be an active booster of human resources when faced with real emergencies such as war, natural disasters, epidemics, social chaos, authority collapse, or situations in life get worse (Maslow, 2018: 74). In addition, safety needs can be very urgent if there is a real threat to law and order (Maslow, 2018: 75). This chaos threat can certainly strengthen the safety needs and diminish the higher needs.

3. Love and Belonging Needs

Maslow (2018: 76) the love needs involve the giving and receiving of affection. Someone will feel lost the friends, partners, and family if the love needs are not satisfied. People thirst for affection, especially that comes from their group (family), so they will struggle to satisfy the needs of love.

Thirst for love and affection is a type of deficiency disease, such as a body that lacks salt and vitamins (Maslow in Goble, 1987: 75). A person's ability will be difficult to grow and develop without love. Love involves a healthy

relationship between two individuals. Loving relationships and intimacy that implicate mutual trust without fear.

According to Maslow (in Goble, 1987:76), the love needs must be based on sincerity. Love must give and receive one another so that we can understand love and avoid hostility and hatred. To understand love, we must be able to create and teach it.

Maslow refuted Freud's idea that love originated from sex. According to Maslow, love is not synonymous with sex, because although human sexual behavior is generally determined by many things, sex can be learned as physical needs (Maslow, 1984: 50). It means sexual needs can be determined by other needs. For example, the need for love and affection.

4. Self-Esteem Needs

Maslow (1984: 50-51) classifies esteem needs into two categories. First, appreciation obtained from outside. It is an accolade that comes from other people. Second, self-esteem gained from within individuals. Appreciation from outside includes the thoughts and reactions of others to us such as position, popularity, success in society, authority, appreciation, attention, recognition, and acceptance. While self-esteem illustrates the desire to gain strength to achieve success, sufficiency, ability, independence, and self-confidence in public.

Every person must recognize themselves well in order to be able to assess the weaknesses and strengths in themselves objectively so that it can foster true self-esteem. Individuals who can satisfy their self-esteem needs will have high self-confidence, abilities, capacities, values, and strengths. So they will feel that

their existence is useful and needed in the world (Maslow, 1984: 51). Conversely, if someone fails to fill esteem needs, then they will feel inferior, weak, and helpless. They become discouraged and then inflict neurotic tendencies (Maslow, 2018: 78).

5. Self Actualization needs

The highest level of the hierarchy of human needs is self-actualization. Self-actualization is psychological needs to grow, develop, and use self-potential. This tendency is a desire to be oneself, be anything according to ability, and find the meaning of life that is important to them (Maslow, 1984: 52). The manifestation of the self-actualization needs of each person might be different. For example, some people want to be good parents, athletes, singers, or maybe artists. These needs will generally arise if all deficiency needs (physiological, safety, love and belonging, and esteem needs) are satisfied.

According to Maslow (2013: 237), people who actualize themselves have a motivation called growth motivation, not deficiency motivation. In this case, the individuals who actualize themselves act on the impulse for growth, not because of the deficit. They no longer struggle, but rather develop their needs because people who actualize themselves do not experience any shortcomings. Even so, they have impulses, so they keep working, trying, and being ambitious. For them, the motivation is as a process of character development, self-maturity, and expressing oneself (the process of self-actualization).

Based on Maslow's study, it is found that there are several characteristics of self-actualization, in which these characteristics do not only appear when

someone wants to start to actualize themselves, but have become a part of them.

The following characteristics in people who are actualizing themselves;

a. Perception of Reality

The first characteristic is the ability to observe reality. Individuals who actualize themselves have the ability to recognize lies and evaluate someone properly and efficiently (Maslow, 1984: 174). They are better able to distinguish between the specific and the general, the concrete and the abstract, the idiographic and the categorical than other people in common.

b. Reception

Besides being able to observe reality efficiently, self-actualizing people can also accept their nature and personality without feeling disappointed, complaining, or even overthinking. They tend to be able to accept human nature with all the deficiencies even though it does not fit into their ideal image by correcting assumptions about self-satisfaction. Those who self-actualize like children who see the world with open eyes, without criticism and demands, they only see and observe the real situation without questioning the problem (Maslow, 2018: 233).

According to Maslow (1984: 177), individuals who are actualizing themselves tend to be at an animal level. They seem to have a good appetite, can sleep soundly, and enjoy their sex life without obstacles. Individuals who develop themselves can be resigned at every level (safety, love, a sense of belonging, respect, and self-esteem) that they receive without questioning its function. They tend to accept the work of nature and do not mind it. Whereas most people,

especially those suffering from neurotics, often feel reluctant or disgusted with something, so they often experience sleep disturbances, eating disorders, disgust in body products or body odor, even in bodily functions (Maslow, 1984: 178).

c. Spontaneity

People who are trying to achieve self-actualization are described as being a spontaneous personality in their behavior, psychology, thoughts, and impulses (Maslow, 2018: 235). They always show emotions honestly and behave openly, simply, naturally, and without pretending. Their honesty is accompanied by wisdom so that when they express their honesty, no heart will be hurt.

d. Concentration of Mind

Generally, people who actualize themselves focus on problems outside of self. They are not concerned with the ego but more focused on the problems. Usually, they have several goals in life, a job that must be complete, and other conflicts outside of the self that must be overcome (Buhler & Massarik, 1968; Frankl, 1969 in Maslow, 2018: 238).

Developing people love their tasks and work. They do their job not solely to earn income, popularity, and power, but because the work is suitable for their abilities, is challenging, and can fill their meta-needs. For people who self-actualize, the tasks are obligations that become their responsibility (Maslow, 1984: 181).

e. Silence

Self-actualizing people need privacy, so they tend to like solitude and are introverted. These individuals rarely need other people because they think that

being needed or ignored is common in social relationships. Such an attitude makes others think that they are arrogant, ignorant, and unfriendly (Maslow, 2018: 240).

f. Independence

One of the characteristics of self-actualizing people is independence. They who have growth motivation do not depend on real-world satisfaction, other people, and culture. They are more dependent on the growth and development of their potential (Maslow, 2018: 242). People who have growth motivation are not too concerned with honor, status, reward, fame, and prestige (Huxley, 1944; Northrop, 1947; Rand, 1943; Rongers, 1961 in Maslow, 2018: 242). The nature of independence makes developing people able to face trials, calamities, deficiencies, and frustration, so they can maintain peace of mind in any conditions.

g. New Appreciation

C. Wilson (in Maslow, 1984: 185) argues that people who are developing their potential always appreciate and are grateful for their worldly conditions with great joy. They always appreciate every experience in their life and never feel bored even though the experience occurs repeatedly.

h. Peak Experience

According to Maslow (in Juninada, 2007: 53), people who are self-actualizing have peak experiences (mystical experiences) at their best condition, it is when they feel calm, happy, and peaceful. Peak experiences can be experienced through books, music, and intellectual activities. These experiences are able to

change individuals to be stronger and more assertive in setting their life goals so that they can face challenges.

People who are healthy and self-actualizing but do not feel the peak experience, most will be activists, politicians, social workers, reformers, and fighters for world life while they who have peak experiences tend to be poets, musicians, and philosophers (Maslow, 1984: 188).

i. Sense of Community

Individuals who actualize themselves have a deep sense of sympathy and affection. They are always sincere in helping humanity, both those who are members of families and other than families (Maslow, 2018: 246). They have many differences with other people in general, especially in the way of thinking, impulses, behavior, and emotions. They have a great interest in social relations because it can make them feel they have a family relationship with all humans in the world.

j. Humility and Honor

People who develop themselves have democratic character, be friendly with anyone, especially with people who have the same character regardless of class, education, political beliefs, skin color, and nation (Maslow, 1984: 191). One example of humility; someone can learn from anyone who is considered capable of teaching something regardless of the person's status. When learning from others, they do not try to elevate themselves by showing their status, position, age, and so on. Even if people who teach them have a lower position or younger than

them, they will admit that they have less knowledge than people who are more knowledgeable or have skills.

k. Interpersonal Relation

What meant by having deep and strong interpersonal relations are those who are able to transcend themselves, have deep affection, and are able to control the ego. Based on Maslow's observations (2018: 248) those who have an interpersonal relationship are healthier and closer to self-actualization. But there are only a few people who have relations with them because, for individuals who actualize themselves, loyalty can not be obtained in a short time.

l. Ethics

Almost all individuals who actualize themselves have strong morals. Besides, they are very ethical and act according to the truth. They never hesitate to distinguish between right and wrong (Maslow, 1984: 192). Furthermore, they rarely experience conflicts related to ethics because they always obey the applicable regulations.

m. Humor

Humor on healthy and developing people is different from humor in less healthy people. They who try to realize self-actualization will never laugh at things that can hurt others (the humor of hospitality), nor laugh at the deficiencies of others (the humor of superiority), or even laugh at things that are perverted (the humor of rebellion). Because for actualizers, humor is closer to philosophy in the form of a pleasant education, and it is not a joke that can hurt others' feeling (Maslow, 2018: 251).

n. Creativity

Creativity is a common trait that is possessed by all of them who self-actualize. Creativity is a basic character owned by all humans. But when people become adults, frequently the activity will disappear from within them. It can be caused by cultural influences. However, individuals who actualize themselves rarely loses creativity. Even if they lose it, they will definitely get it back one day. Traits related to creativity are flexible, spontaneous, brave, extrovert, and humble (Maslow in Goble, 1987: 53). People who have creativity are never afraid of making stupid mistakes. They can ignore criticism and ridicule, and also not easily influenced by culture.

o. Resistance to Enculturation

Self-actualize individuals have certain principles that can not be swayed, even by cultural influences. They will not hesitate to oppose the general public and their own culture, which is a barrier in the process of achieving self-actualization. These people are always disciplined because what they want to do is parallel with what they think is right, not referring to what others say to them (Maslow in Goble, 1987: 60).

E. The Effects of Fulfilling Hierarchy of Needs

People who have achieved all their needs will feel the effects of satisfaction that affect their lives. According to Kurt Goldstein (in Maslow, 2013: 96), needs satisfaction can improve, strengthen, and provide healthy development for each individual. The point is the satisfaction of each need make someone healthier and far from the neurotic direction.

People who experience neurotic disorders are people whose basic needs are not fulfilled and are often rely on other people, are less independent, and can not determine their destiny. He/ she tends to be governed by the nature of his/ her environment and does not follow the original character within him/her (Maslow, 2013: 102). So individuals who successfully fulfill their needs are not only able to satisfy their basic needs but also improve their psychological health.

Positive effects that are created from satisfying needs are physical affluence or physical satisfaction, feeling safe and protected, feeling love and being loved, gaining affection from people around, happiness, peace of mind and soul, self-confidence, respect, and self-appreciation. Besides that, psychological condition will also improve, feel affection, and gain abundance and prosperity. The core is the more excellent the opportunity for the excitement intensity, humans will get the more productive and more positive emotional life (Maslow, 2013: 109).

Maslow (2013: 107) states that after reaching a higher level of needs, all those needs become autonomous, no longer dependent on satisfying lower needs. So people will tend to disparage and refuse the satisfaction of lower needs that previously become a motivation for achieving higher needs.

These are lists of phenomena determined by the positive effects of satisfying the hierarchy of human needs based on conative-affective, cognitive, character traits, and interpersonal:

a. Conative-Affective

1. Feelings of fullness and physical prosperity.

2. Feeling safe, peaceful, and protected.
 3. Feelings of belonging, being accepted, and exploring the love.
 4. Feeling confident, competent, achieving success, honored.
 5. Self-satisfaction, mature, healthy, feeling integrate, and perfection.
 6. Have a more abundant and more positive emotional life.
 7. Conversion in the level of aspiration and frustration.
- b. Cognitive
1. All types of deeper understanding, more efficient, and more realistic.
 2. The power of intuition is getting stronger.
 3. More focused on reality, objects, and problems. Then do not put the ego first.
 4. More knowledgeable and more integrated.
 5. Higher creativity, art, music, wisdom, and science.
- c. Nature and Character
1. Calmer.
 2. Kind, sympathetic, and not selfish.
 3. Generous.
 4. Great soul.
 5. Friendly.
 6. More able to accept a sense of disappointment.
 7. Be brave and not cowardly.
 8. Honest, sincere, and always forthright.
 9. Responsible.

10. Psychological health

d. Interpersonal

1. Better citizens, neighbors, parents, friends, and partners.
2. Mature and open in terms of politics, economics, social, religion, and education.
3. Respect for the younger and older.
4. Away from hostility and sociable.
5. It's better to evaluate people.
6. Attractive and good looking.



CHAPTER III

ANALYSIS

In this chapter, the researcher presents data analysis related to research problems. The results of the study will be divided into three parts and presented in narrative form, including Sang's life conditions, Sang's hierarchy of needs, and the impact of fulfilling the hierarchy of needs on Sang's life. To analyze the data that has been collected, the researcher uses the humanistic psychological theory of Abraham H. Maslow, called the hierarchy of human needs theory. Maslow divides the hierarchy of human needs into five levels (physiological, safety, love and belonging, esteem, and self-actualization). These needs are the motivation for human behavior.

A. Sang's Life Condition Described in *The Rent Collector*

1. Environment

According to Maslow, a good environment will also produce good individuals. But people who live and grow up in an unhealthy environment also possible to create healthy individuals. This is pushed by the ability and desire to be able to escape from their environment.

In *The Rent Collector*, Sang lives in an unhealthy environment. She lives in the largest landfill in Cambodia. It can be proven by the narration in this novel:

“When people ask where we live, I tell them we reside alongside the bank of a beautiful river called Stung Meanchey. After all, the name does mean River of Victory. If they know the place at all, they hesitate, smile quizzically, and then we both break-out into tremendous laughter, for despite being named river, Stung Meanchey is the largest municipal waste dump in Phnom Penh, indeed, in all of Cambodia.” (Camron, 2013: 5)

Because of Sang lives in a landfill, the place is certainly very dirty, smelly, and uncomfortable, it can be seen from the following quotes:

“The place is mountainous, covering over 100 acres. Piles of putrid rubbish tower hundreds of feet high, surrounded by constantly shifting valleys that weave and connect like the web of a jungle spider.” (Camron, 2013: 5)

“When the rains come, they leach through the rotting trash, causing foul liquids to ooze, mix, trickle into noxious streams. The waters splash and then dry, leaving ugly, black stains that won’t go away for days. They cause our skin to the rash. Mostly they just stink.” (Camron, 2013:6)

The quotations above clarify that the environment where Sang lives is not only dirty, smelly, and uncomfortable, even it is not suitable place to live. We can see in the quotes above, the environment resembles mountains of rubbish, and when it rains, the rubbish will decay and create a foul stream of dirty water, and it frequently can cause itching for the people around there.

Unhealthy environmental conditions motivate Sang to bring her family out of the rubbish dump to get a better life. But her wish receives a bad response from those around her. It can be evidenced by the narration and conversations between Sang and Sopeap:

*“What’s wrong with the dump?” she asked as if we lived in paradise.
 “Was she serious? Could she not glance around? Were her eyes blind from the smoke? Was her nose dead from the smell? I couldn’t say for certain why this set me off, but it did.” (Camron, 2013: 30)*

*“The only way to get a better life is if I get my son out of Stung Meanchey.”
 “If you’re looking for hope,” she said, sarcasm hardening her voice, “you should know that it died at Stung Meanchey.”
 “Perhaps hope did die at Stung Meanchey” I answered, as I scooted closer to be sure that she wouldn’t miss my point. “But before hope died, it could beat luck.”
 (Camron, 2013: 31)*

It can be seen that there is a debate between Sang and Sopeap. Sopeap expresses that living in a landfill is not a bad thing as if the place so comfortable. While, in fact, the place is very unhealthy, there is thick smoke from burning rubbish, pungent odor, and dirty place. This situation will affect someone’s health, both physically or psychologically. That’s why Sang wants to bring her family out of that place. But Sopeap mocks Sang’s hope by saying that the hope in Stung Meanchey was dead. No matter how hard she tries, it would only be in vain.

Besides being opposed by Sopeap, her desire to learn to read in order to can get out of Stung Meanchey also received a negative response from her husband, Ki. This situation can be proven in the following dialogue between Sang and Ki:

*“What will happen once you know how to read?”
 “What do you mean?”
 “How will it change things?”
 “I hope it changes many things,” I answer softly. “I hope it will somehow get us out of the dump.” (Camron, 2013: 50)*

In the quotations above, Ki is doubtful how reading ability can change their lives. But Sang tries to convince him that somehow reading could chang

everything, including leading them to a better life. At least if it were not for them, then that would be a way out for their children later.

According to Maslow, in order humans able to know the needs they require, it is necessary to look at the living conditions of the character, especially the environmental conditions where the person lives and grows. Therefore, those needs will be exposed by themselves.

Sang lives in a landfill that is not feasible to be a place to live. Because to be able to survive, and having a comfortable and prosperous life, humans must be in the best conditions. The environmental conditions where Sang lives can affect growth, health, and behavior. This condition becomes a motivation for Sang to get out of the environment.

2. Culture

The next factor that can affect an individual's personality is culture. Maslow said that people with healthy personalities would use logic, common sense, and justice in the act. So they will not be reluctant to oppose culture, especially if the culture is bad.

In the novel, we can see that the culture where Sang lives is terrible. Because their culture teaches them not to care about other people's problems. This is illustrated in the following section:

“Since that genocide, those who managed to survive have raised an entire generation of children who have been taught that to stay alive in the world, it's best to lie low, mind your own business, and let others do the fighting.”
(Camron, 2013: 80)

In the description above, it can be seen that they teach the wrong culture to their generation. They educate their children not to intervene with other people's problems. Even though they know it is wrong, but they choose to keep silent when other people do resistance. Because they think that silence is the best way to survive.

Even though they look at other people getting problems, but as long as the problems do not happen to themselves, they are reluctant to act. Because if they meddle with other people's businesses, such as protecting or defending, they will get the impact. It can be seen in the following quote:

"Lately, however, the gangs have been getting more aggressive, more brazen, and nearly deadly. It is an interesting irony. It's because they are getting violent, something must be done. For the very same reason, fear for violence, many of those living here refused to get involved." (Camron, 2013: 80)

The Stung Meanchey society does not care at all even though the thugs always make mischief and endanger others. They keep quiet and reject putting up a fight against the thugs. It shows that Sang lives in a society that embraces the wrong culture. To survive, they should act and do resistance, is not just letting others in trouble. They should unite, care for each other, and help one another. Because without the help of others, the humans can not survive.

According to Maslow, cultural opposition is good if the culture is bad for the community. A person who is culturally and psychologically healthy will resist the wrong cultures.

Sang does not only live in an unhealthy environment but also trapped in the wrong culture where people only care about their own interests. As a good

personality individual, Sang uses her logic and common sense in thinking and behaving. She does what she thinks is right although it is contrary to her interests.

B. Sang's Hierarchy of Needs

1. Physiological

According to Maslow, the most important needs that must be fulfilled are physiological needs. When these basic needs are not satisfied, motivation for other needs will not emerge. For example, when someone feels a deficiency in food, love, and self-esteem concurrently, the first thing that will be fulfilled is the food. It means they will ignore other needs until their psychological needs are satisfied. Physiological needs include food, shelter, sleep, water, and air.

In *The Rent Collector*, Sang fills her food needs assisted by her husband. This is explained in the following dialogue:

"Now take the money I have," he continues, "and go buy pork and papaya for dinner, and some of the good rice. I'll be home later. Who knows what else I'll find?" (Camron, 2013: 14)

In the dialogue spoken by Ki Lim, it can be seen that Ki, Sang's husband works as a scavenger. After scavenging, Ki would hand over the money to Sang to buy food. It means Sang filled the food needs with the help of others.

In certain conditions, Sang will replace Ki for working. In other words, Sang does not always depend on her husband in fulfilling food needs. This is explained clearly in the following quotations:

“Considering that we are out of rice, I see no other opinion. Since Ki is in no shape to pick, I will go today instead. “I’ll be back with food. Watch the baby, Ki. I’m going to pick.”(Camron, 2013: 23)

“I have filled a canvas bag half full of discarded plastic and metal cans that I balance on my shoulders. I carry it to the buyers, where it is sorted and weighed. They offer less than I expect, but I am too tired to barter. I take my money, then go to the home of the rice vendor, where I purchase two kilos of rice and some vegetables.” (Camron, 2013: 25-26)

When her husband was sick, Sang inevitably replaces Ki to scavenge to be able to keep eating. Based on the quote above, Sang is collecting trash that may be sold, such as plastics, cans, and metals. The money from the scavenging is used to buy food.

Besides scavenging, Sang also fulfills the physiological needs for food by looking for snails in the swamp, this is illustrated, in the following paragraphs:

“I grab one of the bags we use to gather recycled trash, ask him to watch Nisay, and tell him that I’ll be back home shortly with dinner.” (Camron, 2013: 129)

“I work an area where the water reaches my knees but where there are still patches of reeds, and there I pluck snails the size of errant limes.” (Camron, 2013: 130)

“I shake my disgusted head, bend down, and transfer our dinner into a cooking pot.” (Camron, 2013: 132)

When Sang does not get enough money from scavenging, she will look for slugs in the swamp, boil them with water and salt, and then serve them with warm rice. It means Sang can satisfy the physiological needs of food both by herself and with the others’ help.

The second physiological need is water. This is narrated in the paragraph below:

“We don’t have running water unless you count my pouring it out of a cup. Instead, we purchase our water from a vendor several huts to the west. About once a week, I carry water to our home in two large jugs that hang from a stick draped across my shoulders. It’s an arduous, three trip effort that, by necessity, requires I stare down at the path as I walk to not lose balance, trip, and spill my precious load.” (Camron, 2013: 41)

Getting clean water at Stung Meanchey is not easy. Therefore, once a week Sang would buy water from a seller located quite far from her hut. So she has to travel quite tiring and walk extra carefully in order to not spill the precious water a single drop. In this case, Sang can fulfill the physiological needs of water well.

The next physiological need is air. This need illustrated in the following quote:

“It hasn’t rained for several days and the heat still stifling. Before bed, I pull back our canvas tarp to provide some air.” (Camron, 2013: 35)

Clear air is tough to get in Stung Meanchey. However, at least when it rains, they will feel a little fresh air than usual days. Unfortunately, it has not rained for several days, so the air in Stung Meanchey feels very hot and stuffy. To fill the air needs, Sang opens the canvas, which she made as a door so that the air could enter the room. Next is the shelter needs. This is narrated in the following quotation:

“I tie my hair behind my head and step outside the structure that we call home: a three-walled shed or sorts that were once used to protect bags of concrete from the rain. It sits atop a small mound at the dump’s northeastern perimeter, slightly elevated above the shacks that lie distant on each side.” (Camron, 2013: 5-6)

Sang and her family live in a small hut that is deliberately built along the side of a landfill. Sang's residence only has a narrow room with a canvas as a cover. To be able to stay in the hut, Sang must pay rent every month. To fill the physiological needs for home, Sang needs help from others, as has been described in the dialogue between rent collector and Sang.

"Sopeap collects rent for several landowners from the poor families who live in the huts that circle Stung Meanchey."
"You have my money? She demands, sounding like an angry schoolmaster."
"I reach into my pocket and pull out our entire fortune, all the money we have."
"This is not enough. I need the rest! If you can't pay I will have no choice but to move others into this spot."
"We will have our rent today, I assure you. Ki Lim is already out working the trucks. He will gather more than enough." (Camron, 2013: 8-9)

Every month, Sopeap will come to collect rent. If Sang can not pay it, Sopeap will drive her out of the hut very cruelly. Every time She can not pay the rent in full, she will ask for leeway and tries to convince Sopeap that her husband will come home soon with enough money to pay it. In means, Sang fills the shelter needs with the help of her husband. This is appropriate with the following dialog:

"It was the second truck this morning. It is carried a load of bent pipe connectors. "I was right there and gathered up a good number of them. Do you know what this means?" Ki asks.
"We get to eat tonight?" I say wryly.
"We will have enough to pay the Rent". (Camron, 2013: 13-14)

Sang's shelter needs are reached well, even though with the help of other people. All the money collected is always left to Sang to be used for various needs. One of them is to pay rent of the house.

The last physiological need is sleep. This is illustrated in the conversations between Sang and Ki:

“Sang Ly, wake up. The trucks are here. It’s time for me to go.”
“As my husband, Ki Lim rocks me awake, it isn’t my grandfather who is sucked away from the safety of a child’s dream. Rather it is me.”
“I nod, still groggy, want to close my eyes, and coax dream about Grandfather back into my head.” (Camron, 2013: 3-4)

When Ki wants to go picking trashes, he wakes Sang up who is sleeping soundly. She finally awakes and immediately ushers Ki to the door while waving goodbye. After her husband left, she closes her eyes again, hoping that her dream could adorn her sleep anymore. The physiological needs of sleep have also been fulfilled. Sang can sleep well, even in a narrow house.

According to Maslow, physiological needs are very easily fulfilled because these needs are constant. But after being satisfied, these needs can reappear continuously.

Sang’s physiological needs are fulfilled well. Her physiological needs include food need that is fulfilled by scavenging to be able to buy food. In this case, She does not struggle alone, but she is assisted by her husband. Furthermore, her food needs is also fulfilled by looking for snails in the swamp to be used as a side dish The need for water is fulfilled by buying clean water from the seller once a week. The air need is satisfied by opening the canvas which becomes the cover so the fresh air can enter the house. Shelter need is satisfied by renting a hut located on the side of a landfill. The last is the sleep need. She can sleep everywhere, even in an uncomfortable place.

2. Safety

Further needs that will emerge after physiological needs are safety needs, which include protection from the elements, and freedom from anxiety and fear. We need to observe children, people who have a neurotic disorder, and people who have an economic limitedness to understand the safety needs.

As a person who is in a low economy, Sang demands safety needs. She who lives in a landfill is most likely threatened by many dangers. For example, the danger of elements such as dirty water caused by rainwater which is mixed with garbage, a fire that comes from naturally burning trash, shards glass, and other sharp objects.

“Even though it is not wise to touch such polluted waters, they’re difficult to avoid. You see we haven’t yet figured out a way to move around this place without touching the ground. It is not only toxic water that becomes our greatest danger, but also fire.” (Camron, 2013: 7)

Live in Stung Meanchey is very difficult. Almost the entire area is covered by rubbish, and it is inundated by polluted water. Even almost every day, there is a fire at Stung Meanchey. This makes Sang must be extra careful when walking so as not to touch polluted water, fire, and sharp things that can hurt her. The fire which often occurs at Stung Meanchey is caused by rotting garbage. This is explained in detail in the following paragraph:

“There is both smoke and fire because as the mountains of garbage around us decompose, they form and trap methane gas. Beneath the weight of the piles, the temperature rises until the gas ignites and burns. Stung Meanchey is always on fire, and it is almost impossible to put out the flames.” (Camron, 2013: 7)

At Stung Meanchey, fires are complicated to avoid. Piles of rubbish that decompose and turn into gas make it burn and create large fires that are difficult to extinguish. Sometimes, the bulldozers will push the rubbish heap to various points to reduce the risk of danger.

To protect herself from the elements that might be dangerous, Sang always uses protective equipment when she wants to go scavenging. Besides that, she prefers to keep her distance from the garbage trucks to stay safe. This can be evidenced by the quotations below:

“The sun’s heat is especially hard on the pickers, those who sort through the garbage. Since most wear long-sleeved shirts and full-length pants, tucked into heavy rubber boots, to protect themselves from the flies, filth, and smoldering fires.” (Camron, 2013:10)

“I pull on my pants, long socks, and boots, and then reach for my gloves and straw hat.” (Camron, 2013: 23)

“The last picking method that I prefer. It is working away from the trucks, in open areas that have been stirred up by passing bulldozers. It’s a method that is less hectic, less dangerous, and unfortunately also the least fruitful”. (Camron, 2013: 25)

Based on the quotations above, the scavengers at Stung Meanchey use special protective equipment to maintain their safety. Like Sang, she also fulfills the safety needs from the elements by using particular protective tools such as boots, long socks, trousers, gloves, and straw hats to avoid elements such as fire, sunlight, dirty water, shards glass, and the other things that might injure her body. Besides that, she scavenges in a location that is not crowded and far from the trucks. This scavenging method is quite safe, but the results obtained are also small. She thinks that it is better than having to risk her safety.

Except for protecting herself from the dangerous elements, Sang also needs freedom of fear. Everyone has a phobia and something feared, so has Sang. She is very afraid of small blood-sucking animals called leeches. To rid herself of fear, Sang does not struggle alone. She needs other people's aid. This is illustrated in the following section of the novel:

*"Girls! Come quick!" I scream. When they finally reach me, Vanna, Teva's oldest, rolls her eyes.
 "Pull it off, quick!" I say and she reaches down to give it a try.
 "This one's hard to get off," she says as she tries again and fails miserably.
 "Quick, give me your sandal," I say to Vanna.
 "She slips it off and hands it on me. Using a flat end, I finally scrape the wretched leech from my leg." (Camron, 2013: 131)*

When Sang is looking for snails in the swamp, suddenly, there is a small animal stuck to her ankle. Immediately, she feels panic and begins to tremble. She tries to stomp her feet and hopes the leech would release its grip, but it is useless. Finally, she shouts for help from the Teva's children who are playing water on the side of the swamp to release the little monster from her feet, but her efforts are also unsuccessful. Now the leech is getting bigger and making Sang more anxious. But it does not dampen her efforts. She tries to get rid of the animal using the tip of Vanna's sandal until the leech finally slipped from her leg.

The next safety need is personal safety from criminality. To fulfill these needs, Sang received protection from her husband. This condition is explained in the following quote:

“Sang Ly, you have no more worry about the gangs robbing us.”

“Why not?” I ask.

“Ki sucks in a heavy breath and then pulls up one leg of his pants. In the flickering light of our single oil lamp, I can see, strapped to his ankle, the unmistakable outline of a long, silver, razor knife.” (Camron, 2013: 22-23)

Sang and Ki have been robbed by a group of thugs who often roam around Srung Meanchey. They often make mischief such as disturbing others, scolding other waste pickers, destroying people’s belongings, and even injuring others who dare to take the fight against their actions. In this case, Sang tries to protect herself from these gangs with Ki’s help. Ki bought a knife as a tool to protect his wife and child.

According to Maslow, the existence of real threats to individuals can strengthen safety needs and affect human behavior. Sang tries to protect herself as well as possible because she is aware of the dangers that are threatening her safety. In *The Rent Collector*, Sang can fulfill her safety needs, including the protection needs of the elements is achieved by using particular protective tools for scavenging, while freedom of fear is fulfilled by asking for Vanna’s help and trying to release the leech using the tip of Vanna’s sandals, then personal safety from criminality is fulfilled with Ki’s help (using knife as protective equipment).

3. Love and Belonging

Love and belonging needs will arise after physiological and safety needs are fulfilled. Friendship, support, trust, intimacy, and affection are part of love and belonging needs, which certainly involve two or more people. These needs must

be based on mutual trust without fear, then giving and receiving love. Without love, humans will feel lonely even in the middle of a crowd.

In *The Rent Collector*, Sang needs love from her husband. She often seeks the attention and understanding of her husband and apologizes gently and sincerely when she makes a mistake. She hopes that her husband will understand and forgive her; this can be seen in the following quote:

“I am sorry,” I say, seeking his understanding with all the softness and sincerity.” (Camron, 2013: 3-4)

It was already late in the afternoon, but Sang has not woken up from her sleep, Ki feels a little annoyed because Sang should have prepared his provisions and took him to work. Seeing her husband’s anger, she immediately apologizes softly and hoped for understanding of Ki.

Sometimes Sang and Ki will have a small talk after all of the works are finished. They discuss life’s complicated problems. When both of them share their daily experiences, they will give support and trust to one another. Ki is the most valuable treasure for Sang. If she has to choose between Ki and a truck of gold, then she would prefer Ki.

“Ki, you are the part of my life that I would never change.”
“There is a silent moment until we both break out in laughter. We hold each other in the darkness for a very long time.” (Camron, 2013: 51)

“I leap toward him, wrap my arms around his waist, pull his body close against mine, and hold tightly. We embrace for a long time, but the best part of the evening, the moment I will remember more than any other, is that Ki hugs back.” (Camron, 2013: 54)

Because of love and belonging needs involve the feelings of two or more people, Sang does not struggle alone in satisfying these needs. Her love and affection need is complemented by her husband's presence on her side. When Sang says that Ki is an irreplaceable part of her life, it proves that Sang loves him very much. Both of them give and receive love as well as support to each other, as proven by a warm hug.

Except she gets love from her husband, Sang also fulfills love and belonging needs with friendship. Sopeap, who initially hated Sang, now begins to like her as a student and friend. This is evidenced by the piece of letter Sopeap sent to Sang:

"I can't die yet. I'm just starting to like you." (Camron, 2013: 161)

Before Sopeap left Stung Meanchey, she gave a letter tucked in literary books for Sang through Lucky. The letter contains farewells before the seconds of her death. She was grateful for the friendship Sang gave. She began to like Sang, who is so persistent in achieving her dream, and even she no longer said Sang was stupid as usual. Sopeap was truly happy to be able to spend the rest of her life by teaching Sang to read.

Besides that, Sang is also surrounded by thousands of love from her family and friends. They care about her. When she is having difficulties, they will be happy to help her. It can be looked in the following quotations:

“Two days ago, Teva noticed your home had been robbed. We have been gathering things for you since that time.” (Camron, 2013: 207)

“Mother, Nisay, Teva, Mao, and I are organizing our home, and before my eyes, friendship is soothing the sting of injury. Teva is carrying water to fill up our new jar while her daughter, Vanna keeps an eye on Nisay, who is becoming a handful. Other neighbors are dropping of extra food, sleeping mats, pillows, and cooking items. Love abounds.” (Camron, 2013: 208)

Upon Sang comes back from her hometown, she is shocked by the fact that her house has been looted. None of her possessions are left. Even the canvas that is usually used as a door also disappears from the place it was supposed to be. But she is very lucky because she is surrounded by people who care for and love her. Mother, friends, cousins, and neighbors help her by donating the items and food they have. They even help her to reorganize her house. This shows how much they care and love Sang.

When love and belonging needs are not satisfied, humans will feel lost their family, partners, and friends. Their life will feel empty as if there is something less in their life. Therefore they will struggle hard to fulfill this need.

All of the explanations above show that Sang’s love and belonging needs are fulfilled. She is surrounded by lots of love and affection from her husband, family, friends, and people around her. For her, it is the biggest gift she could get even in such a dirty and smelly place like Stung Meanchey.

4. Self-Esteem

Esteem needs have two categories; first, self-esteem or self-appreciation obtained from within human beings that illustrates the desire to achieve success, ability, independence, and self-confidence. Second, the appreciation received

from other people. This is in the form of other's people views of ourselves such as recognition, attention, success in society, and acceptance.

As an individual who is developing her potential, in the process, Sang unconsciously obtains self-appreciation for her efforts in achieving success. When she begins to be able to mention the alphabets she has learned from Sopeap, she provides an appreciation for her abilities. This is seen in the following quote:

"Each time I get ten letters in a row, I pretend to win exotic prizes, furniture, bags of rice, clothing, and packaged of food." (Camron,2013: 52)

Sang is looked trying hard to develop her abilities. She searches for alphabets printed on used books, posters, cans, and snack wraps randomly. Every time she can mention ten alphabets, she gives an award to herself by pretending to get a prize. Self-appreciation is given to herself as an encouragement to achieve deeper success.

Not only being able to pronounce the alphabets, but Sang also can read her first sentence. This is an extraordinary achievement. So that she could not stand to give a reward for her success, this is described in the following paragraph:

"I have read my first word!" my brain must finally be grasping the depth of my accomplishment because it's now telling my body to jump up and down and scream as loud as humanly possible to let everyone know that I, Sangly and an illiterate, foolish girl from the province, living in Phnom Penh's largest waste dump, have just read my first word." (Camron, 2013: 53)

When Sang successfully reads her first sentence, she rewards herself by jumping and shouting so that everyone knows that Sang, an illiterate woman who lives in a landfill, is now able to read. She praises herself with great pride for the achievements she has gotten.

The success she has achieved makes people around her change their views about her. Sang gained recognition, acceptance, and attention that she has never even dreamed of. An appreciation that comes from other people, even from strangers she just met. She is no longer seen as a foolish woman. Now she is appreciated, respected, and praised by many people. The following excerpts are evidence of the fulfillment of Sang's self-esteem needs:

*"Now I simply read the destinations posted in each front window. As I do, an elderly woman watches and then approaches. "Can you tell me which bus leaves for Seim reap?" she asks.
"I scan the window signs until I find her bus, the point assuredly, letting her know that I am certain. She bows graciously." (Camron,2013: 175-176)*

The reading ability Sang has, is not only beneficial for herself, but she can also help other people who can not read. Because of that, she finally respected by others. According to the quotation above, Sang has helped an older woman to find her destination bus. As an expression of appreciation and respect, she bows to Sang.

"After reading in such a loud voice for such a long period, my mouth is getting dry, and then it hits me. Not only is Nisay no longer crying, but other than vibrations of the bus as it travels across the uneven road, it is quiet. Everyone surrounding us is silent and attentive. When the businessman sees that I'm licking at my lips, he passes a bottle of water to the old woman on the aisle and gestures to her to pass it along to me. I nod my thanks to both. For a trip that started so uncomfortably, I instantly feel as though I'm surrounded by friends." (Camron, 2013: 180)

The quotation above is also evidence of the fulfillment of Sang's self-esteem needs. She gains more attention from the people she meets today on the bus. Everyone is focused on her and very eager to hear the story she is reading.

When she feels thirsty because too much reading, the businessman generously gives her a bottle of water so she can continue the story.

Sang also reaps a lot of praise from the strangers, which makes her feel satisfied and ashamed. Even a wealthy and respectable businessman also thanks her, gives her money as an award, and praises her by saying that she is better than a book on tape. This is clearly expressed in the dialogue between Sang and the businessman:

“You are a very good storyteller. We enjoyed it very much.” Others Agreed, and I’m not sure what to say until satisfaction trumps embarrassment. “Thank you,” I finally mutter as I step toward the front of the bus.

“Thank you,” the businessman says as he reaches out and claps my hand. When he does, I feel him pass along the money.

“No please, I can’t accept this,” I say. “I just trying to calm down my son.”

“I insist you to take it. I had decided, even before the journey began, that is was going to be a miserable trip, and, well you proved me wrong. Trust me when I tell you, you were better than a book on tape.” He says.

“I am flattered. An important businessman has just politely thanked me, Sang Ly, a scavenger from Stung Meanchey.” (Camron, 2013: 184)

Sang feels proud of herself. The success she achieved indirectly makes her self-esteem needs perfectly satisfied. She has proved to the world that to be appreciated and respected, humans must not have high position, wealth, and power. Just be yourself, and have a good personality and potential.

When someone can fulfill the self-esteem needs, they will have high self-confidence, value, and strength. Sang has achieved the self-esteem needs both the appreciation she gets from herself and other people. This makes her confidence increase and feels that she is needed by the world.

5. Self-Actualization

Self-actualization is the highest level that will arise after all “deficiency needs” are fulfilled. In this need, people will focus on developing their abilities so that they can find the true meaning of life. They will continue to motivate themselves to be what they want according to their abilities. Each individual has different forms of self-actualization needs. Humans will continue to actualize themselves until they reach the perfect state. Although they have reached the self-actualization needs, they will keep on developing another potential. Same as Sang who wants to grow and develop her potential in reading. After she can read, she wants to develop another potential by understanding literature.

Sang is an illiterate woman, but she has the wish to build and develop her potential. This can be proven in the following quote:

“I have no clue what the words beneath the image say, so I point instead to the characters and make up a story of my own.” (Camron, 2013: 16)

Sang tries to read a fairytale book to her son, but she does not understand what was written in the book. She tries to fabricate stories according to her version by referring to the image printed in the book. This became one of her motivations for learning to read. She hopes one day she can read the story to her child.

To achieve the self-actualization needs, Sang asks for help Sopeap. She will do anything to make Sopeap agrees to teach her to read, including by fulfilling the requirements proposed by Sopeap. The dialogues between Sang and Sopeap are evidence of Sang’s efforts to fulfill the self-actualization needs:

“Sopeap? Will you teach me how to read?”
“Why? Why do you want to read?” she had asked, obviously a bit unsettled by my request.
“To be able to find a way out of this dump and into a better life.”
“I have conditions,” she announced.
“Pardon?”
“I said I have conditions.”
“Anything.” (Camron, 2013: 31-32)

Sang’s goal of fulfilling self-actualization needs is to make her life better, happier, and more prosperous. Therefore, she will do anything in order to these needs can be reached, including by fulfilling Sopeap’s request.

One of the conditions proposed by Sopeap is that Sang must-have stationery such as pencils and paper. To fulfill these requirements, she was helped by Ki and Lucky. This is explained in the following narrative:

“Lucky Fat helped me find them, and to my surprise, Ki sharpened them for me with his knife. They sit on top of their own sleeping mat, several sheets of various and assorted papers. The papers aren't new. Every sheet has words or markings on the opposite side. No matter, I will still have sufficient space to write my letters.” (Camron, 2013: 35)

“I am ready to take notes on every word, but of course, I can't yet write. Still, even pretending feels sensational.” (Camron, 2013: 43)

Lucky helps Sang to find a pencil that is not used in a garbage pile, and Ki help her sharpen the pencil. While the paper she got whe picking garbage. Now she has the stationery as requested by Sopeap and is ready to learn to read.

She makes various other efforts to fulfill this need. It is explained in the following quote:

“Sopeap repeats a letter, write it on the board, then announces the sound the letter makes. I copy it down exactly as she has written it. To help me remember the sound, she had agreed to let me draw a small picture beside each letter. If the letter makes the b sound, for example, I will draw a picture of a bird beside it.”
(Camron,2013: 44)

On the first learning, Sang is very excited. She rewrites all the alphabets written on the board to her notebook. To remember the sound of each alphabet, she draws something next to it so that she will easily pronounce it.

Sang’s passion for achieving self-actualization needs makes her forget the time. Even when she was supposed to be sleep, she still struggles with her book and pencil. This makes her husband a little upset, but she tries to make him understand. This is evidenced by the conversation between Sang and Ki:

*“Come to bed!” Ki says.
“I told you, I must finish my homework.”
“When I continue writing my letters, he presses. “Aren’t you coming?”
“I told you in a bit.”* (Camron,2013: 49)

Sang gets homework from Sopeap, and she is so excited to finish it. She really wants to be good at reading. Even at night, she remains to focus on her work and sleeps late. If Ki does not urge her to go to bed and continue her homework tomorrow morning, maybe she will not sleep until the sun rises.

Sang’s enthusiasm in learning to read is also illustrated in the following paragraph:

“I am on my fourth page when Ki pulls back the tarp and enters the room. We are both surprised.”
“What are you doing home? I thought you took your lunch with you today.”
“Lunch? Sang Ly, I’m home for dinner.”
“But it’s not...”
“Sopeap gathers her supplies. “It has been nearly six hours, Sang Ly,” she says.” (Camron, 2013: 45)

Sang’s enthusiasm for learning to read makes her unaware that she has been studying for six hours. Even when Ki comes home for dinner, she thinks it is still daytime. This spirit is able to lead Sang to her goals.

Now Sang can read well. It means she has fulfilled her self-actualization needs. Unfortunately, it does not make her satisfy. She wants to keep on developing another potential in herself by learning about literature. This corresponds to the following dialog:

“You already understand most of it. After that, we will finish.”
“But I don’t want our lesson to end.”
“Why not?”
“There are more things I want to learn.”
“Things? What things?”
“I want to learn about literature.”
“Sang Ly, you’ve just learned how to read. I think it is a bit early to jump into stories.”
“I don’t think so.” I plead. (Camron, 2013: 56)

Sopeap wants to end the lesson because she thinks that Sang already understands the alphabets, vocabularies, grammar, and how to pronounce it. But it is not enough for Sang because she wants to keep on developing her abilities. She wants to learn and understand the literature. Unfortunately, Sopeap thinks it is too fast for Sang who just knew how to read because literature is not as simple as she thinks.

Sopeap gives requirements for Sang before she agrees to teach her about literature. She asks her to bring an example of a literary work at the next meeting, and if she can not do it, Sopeap will end their lesson at the time. This makes Sang confused but does not make her give up. To fulfill these needs, she keeps struggling to find literature and tries to ask for help from her friends. This is narrated in the following quotations:

“I have read wrappers, cans, magazines, notes on napkins, directions, bills, packaging, bottle labels, even tattoos on man picking trash. Nothing feels like literature. If I show up with nothing, our lesson will end.” (Camron, 2013: 65)

“Did you find anything? Did you find a book?”

“No, I’m sorry, no book. What I have maybe nothing. I was reminded of a simple poem that I learned in the province, one mother taught me.”

“Sopeap did not say if poems were literature, but I’d love to see it.”

“I have nothing written. I can’t read. Instead, I remember it.” (Camron, 2013: 67)

Sang is trying to find literary text by digging trash all day long and reading every text printed on food wrappers, cans, magazines, even tattoos on the back’s men who are sorting out the garbage. Unfortunately, none of these readings look like literary works. She does not want to end the lesson because she wants to reach a higher potential than just being able to read. Besides that, she also helped by other people to find a piece of literary works.

During the night, Sang could not close her eyes. She keeps thinking about where she can find literature and what it looks like. But she is relieved after Narin said that she found something she might be looking for although she is not sure it is literature. When Narin says that she remembers a poem that her mother used to

read before she went to sleep, Sang smiles happily and gives thanks to Narin. She believes that poetry is a type of literature.

In this case, Sang does not struggle alone in achieving self-actualization needs. She is assisted by Sopeap and Narin. Sopeap helps her by teaching her to read and understand literature, then Narin helps her find literature.

C. The Positive Effects of Fulfilling the Hierarchy of Needs on Sang's Life

After all the hierarchies of human needs are fulfilled, they will feel some positive impacts that can certainly affect their lives, such as get a better life, happiness, abundance, and prosperity.

Sang has fulfilled the entire hierarchy of human needs well. Although there are many obstacles in the process of achieving the needs, she can pass it well. After all the needs are satisfied, her life is getting better than before. She gets a lot of galore, calmness, and happiness in her life even though she has to keep staying at Stung Meanchey. It is illustrated in the following quotations:

"I pull out the folded money and look at the amount. It's enough to cover all of the fares and then some." I tell him. (Camron, 2013: 184)

The achievement of the highest needs (self-actualization) that Sang has achieved makes her appreciated, accepted, and recognized. People are happy to provide gifts just to thank her. Usually, when she works hard to collect trash and sell it, she will only get less money than she expected. However, after she fulfilled self-actualization needs, she easily gets much money just by reading stories. Her ability has brought her to the welfare of life. This can also be evidenced by the quote below:

“Yes,” he says. “This last property was different. In fifteen days, when the documents are recorded, this property will be owned by...let’s see, Ki Lim and Sang Ly.” (Camron, 2013: 234)

Sang’s courage, diligence, and persistence in fulfilling her needs have been able to turn hostility into friendship. She makes Sopeap aware that the hope is always there, even in a rubbish dump. She has stolen Sopeap’s heart and trust so that she begins to like her, not only as a student but also as a friend. After Sang reached the self-actualization needs, Sopeap gives her a house and its land as a parting gift. She gets abundance in the form of a more decent place for living and now she does not need to pay the rent of the house.

Even though the entire hierarchy of needs has been reached, it does not bring Sang out of Stung Meanchey. But one thing is certain, now her life is much better than before. In a rubbish dump, she can still find abundant comfort, calm, love, and happiness. As her father’s friend said, this is not about where we live but about how we live life. Sang has succeeded in achieving the entire hierarchy of needs and obtaining a more prosperous life. This is narrated in the following paragraph:

“Despite of my learning, many new words since, I’ve never found a proper way to describe this feeling, except to say it is the same as waking up in a place you knows is polluted and stained but instead finding it covered in a cleansing blanket of white, a layer that does more than a mask. When you did down, all your filthiness, uncertainty, and fear have vanished and instead, you are encircled by pure and overwhelming love.” (Camron, 2013: 264)

Everything that Sang accomplished has proved her grandfather’s words in her dream at the time that patience and perseverance in achieving goals would

make her life much better and more peaceful. This is in accordance with the following quote:

“Remember, Sang Ly. When you find your purpose, peace is a product of both patience and persistence.” (Camron, 2013: 3)

Besides that, the highest level of needs (self-actualization) that Sang has achieved is not only beneficial for her life and family, but also for others. Now she can teach young people to write and read, as seen in the following quotations:

“Could you teach me how to write my name?”

“Why, yes,” I say to Lucky. “It will be my pleasure.” (Camron, 2013: 45-46)

“Now I’m going to teach a young boy how to write his name” (Camron: 2013: 264)

Because Sang was good at reading and writing, Lucky hopes she could teach him to read and write, especially writing his name. This fostered Sang’s determination to teach all young people to be smart at reading and writing.

After Sang fulfilled the entire hierarchy of human needs, she got many positive effects, which certainly affected her life. Now her physical and psychological needs are getting better than before. Love, affection, peace of mind and soul, self-appreciation, self-confidence, and abundant joy have led her to true life satisfaction. Even now Sang can share knowledge and insight with others. Surely nothing is happier than sharing and makin other people happy.

CHAPTER IV

CONCLUSION

Based on the research problem, discussion, and data analysis, in the last chapter, the researcher will present conclusions and suggestions related to the study of “*Sang’s Hierarchy of Needs Described in Camron Wright’s The Rent Collector*”.

A. Conclusion

The following conclusions are divided into three sections according to the research problem. These are Sang’s life condition, Sang’s hierarchy of needs, and the positive effect of fulfilling the hierarchy of needs on Sang’s life described in *The Rent Collector* novel by Camron Wright.

First, Sang’s life conditions are seen based on the environment and culture where she lives. She lives in an unhealthy environment. It is the largest landfill in Cambodia. The place is dirty, smelly, and not feasible to be a living place because it can affect growth, behavior, physical and psychological health. Besides that, the culture in Stung Meanchey is awful. They are raising their children to be individuals who do not care about other people’s problems because they think it is the best way to survive. They assume that Intervening in other people’s problems will make their lives uneasy. So they will remain silent even though they see a crime before their eyes.

Second, Sang can fulfill all hierarchy of needs, including physiological, safety, love and belonging, self-esteem, and self-actualization needs. 1) Sang’s physiological needs include food, water, air, sleep, and shelter needs. 2) The

safety needs include protection from elements such as fire, polluted water, dirt, nails, and other sharp objects. Then freedom from fear of leeches. Last personal safety from crime. 3) The love and belonging needs are in the form of friendship and giving and accepting love from her husband, mother, cousins, and neighbors. 4) Her self-esteem needs come from within herself and other people. Internal appreciations include achievement, success, independence, and self-confidence. Whereas the external appreciations she obtained are respect, attention, acceptance, and recognition from other people. 5) Her self-actualization needs are to be someone who is clever at reading and understanding literature so that she can teach others.

Third, after Sang fulfills the entire hierarchy of needs, she feels some positive effects that have a profound influence on her life. As expected, now her life is much better, happier, calmer, more abundant, and more satisfying. In addition, she can share her knowledge and insight to others.

B. Suggestion

After concluding the discussion and the data analysis, the researcher wants to provide suggestions to the reader and further researchers. For readers, this research can add insight to be able to know the needs required by humans as well as being self-motivated to keep on struggling in achieving those needs, because in real life many people who do not realize what needs are required, and not all people can reach the hierarchy of human needs to the highest level (self-actualization). The obstacles in the process of achieving these needs often make them give up.

Furthermore, the researcher hopes this research can be a reference for further researches. If they want to conduct research using the same theory, it is better that they use different objects and may not have been studied before. Conversely, if they want to examine the same object, they are expected to be able to see it from another different perspective.



REFERENCES

- Basri, Hasan. (2019). *A Child's Struggle in Dave Pelzer's A Child Called 'It'*. Unpublished Thesis. Surabaya: Arts and Humanities Faculty of Sunan Ampel Islamic State University.
- Endraswara, Suwardi. (2013). *Metodologi Penelitian Sastra*. Yogyakarta: CAPS.
- Goble, F. G. (1971). *Mazhab Ketiga: Psikologi Humanistik Abraham Maslow*. Terjemahan A. Supratinya. (1987). Yogyakarta: Kanisius.
- Graham, Helen. (1986). *Psikologi Humanistik: Dalam Konteks Sosial, Budaya, dan Sejarah*. Terjemahan Achmad Chusairi & Ilham Nur Alfian. (2005). Yogyakarta: Pustaka Pelajar.
- Juninada. (2007). *Aktualisasi Diri Santiago Dalam Novel Sang Alkemis Menurut Psikologi Humanistik Maslow*. Unpublished Thesis. Yogyakarta: Psychology Faculty of Sanata Dharma University.
- Maslow, A. H. (1970). *Motivasi dan Kepribadian*. Terjemahan Nurul Iman. (1984). Jakarta: Gramedia.
- Maslow, A. H. (n.d.). *Motivation and Personality (2nd ed)*. Terjemahan Achmad Fawaid & Maufur. (2018). Yogyakarta: Cantrik Pustaka.
- Minderop, Albertine. (2011). *Psikologi Sastra: Karya Sastra, Metode, Teori, dan Contoh Kasus (2nd ed)*. Jakarta: Yayasan Pustaka Obor Indonesia.
- Rosmawati. (2019). *Need Fulfillment of the Main Character in Andy Weir's The Martian*. Unpublished Thesis. Makassar: Adab and Humanities Faculty of Alauddin Islamic State University.
- Semi, Atar. (2013). *Kritik Sastra (Rev. ed)*. Bandung: Angkasa.
- Wardhani, Z. S. (2017). *Self-Fulfillment as Portrayedin Truman Capote's Breakfast at Tiffany's*. Unpublished Thesis. Medan: Cultural Studies Faculty of Sumatera Utara.
- Wright, Camron. (2013). *The Rent Collector*. United States of America: Shadow Mountain.

CURRICULUM VITAE



Indah Yuni Wardani was born in Pamekasan on June 24th, 1997. She had ever studied at Nurul Hikmah Junior High School Pamekasan in 2011-2013. While studying at the Junior High School, she joined *OSIS* and served as head of the arts and culture division. She also became the first and second winner of calligraphy painting competition at the provincial level. Besides that, she ever reached an exemplary student degree, best female Arabic translator, and the best female graduate. In 2014-2016 she studied at Al-Amien boarding school Sumenep. During her education at the *pesantren*, she won a calligraphy contest at the district and provincial level, got the first winner of English speech, and storytelling competition at the school level. Furthermore, she had been a supervisor of a language section at the Islamic boarding school. Then she began to continue her studies to a higher level in the State Islamic University Maulana Malik Ibrahim Malang and will soon complete her studies in 2020. At the university, she ever won a “show your talent” competition at the “*Pekan Kreatif Mahasiswa (PKM)*” event. She was also active in some organizations. She served as the entrepreneurship division of “*PMII Rayon Perjuangan Ibnu Aqil*” and treasurer of the “*Forum Komunikasi dan Diskusi Mahasiswa Intelektual (FKD MANTEK)*” in 2017-2018. Served as advisory corps of *FKD MANTEK* and administrator in the *SRIKANDI* dance community in 2018-2019. Then actively participates in various campus activities.