

**THE MAIN CHARACTER'S HIERARCHY OF NEEDS
DESCRIBED IN SATOSHI YAGISAWA'S *DAYS AT THE
MORISAKI BOOKSHOP***

THESIS

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FACULTY OF HUMANITIES
UNIVERSITAS ISLAM NEGERI MAULANA MALIK
IBRAHIM MALANG**

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THESIS

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STATEMENT OF AUTHORSHIP

I state that the thesis entitled "**The Main Character's Hierarchy of Needs Described in Satoshi Yagisawa's *Days at the Morisaki Bookshop***" is my original work. I do not include any materials previously written or published by another person, except those cited as references and written in the bibliography. Hereby, if there is any objection or claim, I am the only person who is responsible for that.

Malang, 18 June 2026



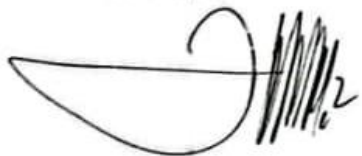
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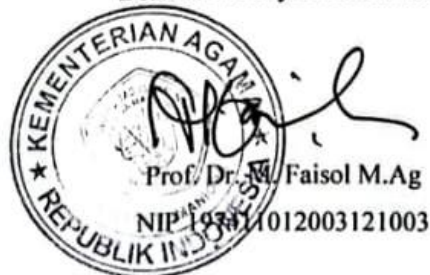
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MOTTO

*“It is not for the sun to catch up with the moon, nor does the night outrun the day.
Each is travelling in an orbit of their own.”*

(Q.S Yasiin: 40)

“Even when I fall and hurt myself, I keep running towards my dream.”

(BTS – Epilogue: Young Forever)

DEDICATION

Allah SWT, the Lord of the universe, who always pours out his boundless love. For all the ease, strength, and guidance given at every step of this journey, I can only be grateful and hope to always stay on the path that pleases Him. My beloved parents, for all the hard work, prayers, and support that never ceases to flow even though I know how much you have sacrificed for me. My older and younger siblings, for all the conversations, laughter and encouragement that always succeed in keeping their sister motivated. And also my boyfriend, for all the time, attention, and sacrifices both moral and material that you have sincerely given me while I struggled to complete this thesis.

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I realizes that this thesis would never have been completed without the support of the many people who have been there and provided assistance in various ways. Therefore, the researcher would like to express deep gratitude to:

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My gratitude to my closest friends in the English Literature Department, who have enriched my time with unforgettable memories and provided invaluable assistance throughout the process of writing this thesis.

Although I have strived to produce a quality work, I realize that this thesis still has many shortcomings that need to be addressed. I am very open and glad to receive criticism and suggestions as a basis for further evaluation. I hope this thesis can make a real contribution to the development of English literature and serve as a useful references for future research.

Malang, 6 May 2026

The researcher,



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ABSTRACT

Berliana, Putri Annisa (2026). *The Main Character's Hierarchy of Needs Described in Satoshi Yagisawa's Days at the Morisaki Bookshop*. Thesis. Department of English Literature, Faculty of Humanities, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Advisor: Dr. Siti Masitoh, M.Hum.

Keywords: Hierarchy of Needs, Infidelity, Romantic Betrayal.

This research aims at examine the main character, Takako's psychological condition using the perspective of Abraham Maslow's Hierarchy of Needs theory (1987) which categorizes human needs into five levels; physiological needs, safety needs, love and belonging needs, esteem needs, and self-actualization. To achieve this goal, this research uses a psychological approach by analyzing the dialogues, scenes, and narratives in the novel as the main data sources. The results shows that Takako's downfall at the beginning of the story is caused by the unfulfillment of all levels of her needs as a result of romantic betrayal she experienced. However, the presence of Morisaki Bookshop and the individuals around her serve as drivers of change that facilitate Takako to gradually fulfill each of her needs. Her physiological need is fulfilled through a place to live and restored her appetite for food. Safety needs is fulfilled through a new healthy routine and her courage to face the source of her trauma. Love and belonging needs is fulfilled through a warm relationship with her uncle, a new friendship, and a new romantic relationship with Wada. Esteem needs is fulfilled when she realizes her own worth. Finally her self-actualization is fulfilled when she bravely chooses to leave her comfort zone and live independently according to her principles. This research concludes that achieving Maslow's hierarchy of needs is a fundamental foundation for individual development which enables individual to discover their true selves.

مستخلص البحث

برليانا، بوتري أنيسا (٢٠٢٦). هرم الحاجات لدى الشخصية الرئيسة كما صُوّر في رواية Days at the Morisaki Bookshop للكاتب ساتوشي ياغيساوا. بحث جامعي. قسم اللغة الإنجليزية وآدابها، كلية العلوم الإنسانية، جامعة مولانا مالك إبراهيم الإسلامية الحكومية مالانج. المشرفة: الدكتورة سيني ماسينوه، الماجستير في العلوم الإنسانية. الكلمات الأساسية: هرم الحاجات، الخيانة الزوجية، الخيانة العاطفية.

يهدف هذا البحث إلى دراسة الحالة النفسية للشخصية الرئيسة تاكاكو من خلال منظور نظرية هرم الحاجات لأبراهام ماسلو (١٩٨٧)، التي تصنف الحاجات الإنسانية إلى خمسة مستويات، وهي: الحاجات الفسيولوجية، وحاجات الأمن، وحاجات الحب والانتماء، وحاجات التقدير، وحاجات تحقيق الذات. ولتحقيق هذا الهدف، اعتمد البحث المنهج النفسي من خلال تحليل الحوارات والمشاهد والسرديات الواردة في الرواية بوصفها المصدر الرئيس للبيانات. أظهرت نتائج البحث أن التدهور النفسي الذي عانت منه تاكاكو في بداية القصة كان ناتجاً عن عدم إشباع جميع مستويات حاجاتها، وذلك نتيجة خيانة عاطفية تعرّضت لها. غير أن وجود مكتبة (موريساكي) والأفراد المحيطين بها أدّى دوراً محورياً في إحداث التغيير، حيث أسهم في تمكين تاكاكو من إشباع حاجاتها المختلفة بصورة تدريجية. فقد تحققت حاجاتها الفسيولوجية من خلال توفير مكان للإقامة واستعادة شهيتها للطعام. كما تحققت حاجتها إلى الأمن بفضل تبنيها نمطاً جديداً وصحياً للحياة، إلى جانب شجاعتها في مواجهة مصدر الصدمة النفسية التي تعرّضت لها. أما حاجتها إلى الحب والانتماء فقد تحققت من خلال علاقتها الدافئة بعمّتها، والصداقات الجديدة التي كوّنتها، وعلاقتها العاطفية مع وادا. كذلك تحققت حاجتها إلى التقدير عندما أدركت قيمتها الذاتية وما تتمتع به من إمكانيات إيجابية. وأخيراً، تحققت حاجتها إلى تحقيق الذات عندما امتلكت الشجاعة لمغادرة منطقة الراحة والسعي إلى حياة مستقلة تتوافق مع مبادئها الشخصية. ويخلص هذا البحث إلى أن تحقيق مستويات هرم الحاجات عند ماسلو يُعد أساساً جوهرياً لنمو الفرد وتطوّره، بما يمكنه في النهاية من اكتشاف ذاته الحقيقية.

ABSTRAK

Berliana, Putri Annisa (2026). *Hierarki Kebutuhan Tokoh Utama yang Digambarkan dalam Novel Days at the Morisaki Bookshop oleh Satoshi Yagisawa*. Skripsi. Program Studi Sastra Inggris, Fakultas Humaniora, Universitas Islam Negeri Maulana Malik Ibrahim Malang. Pembimbing: Dr. Siti Masitoh, M.Hum.

Kata Kunci: Hierarki Kebutuhan, Perselingkuhan, Pengkhianatan Romantis

Penelitian ini bertujuan untuk mengkaji kondisi psikologis tokoh utama, Takako dengan menggunakan perspektif teori hierarki kebutuhan oleh Abraham Maslow (1987) yang mengkategorikan kebutuhan manusia ke dalam lima level, yaitu kebutuhan fisiologis, kebutuhan keamanan, kebutuhan cinta dan rasa memiliki, kebutuhan penghargaan, dan kebutuhan aktualisasi diri. Untuk mencapai tujuan tersebut, penelitian ini menggunakan pendekatan psikologi dengan menganalisis dialog, adegan, dan narasi dalam novel sebagai sumber data utama. Hasil penelitian menunjukkan bahwa keterpurukan Takako di awal cerita diakibatkan oleh ketidakpuhan seluruh tingkatan kebutuhannya sebagai dampak dari pengkhianatan cinta yang dia alami. Namun, kehadiran Toko Buku Morisaki dan individu di sekitarnya berfungsi sebagai penggerak perubahan yang memfasilitasi Takako untuk secara bertahap memenuhi setiap kebutuhannya. Kebutuhan fisiologisnya terpenuhi melalui tempat tinggal dan nafsu makannya yang kembali pulih. Kebutuhan akan rasa amannya terpenuhi karena rutinitas baru yang sehat serta keberaniannya untuk menghadapi sumber traumanya. Kebutuhan akan cinta dan rasa memiliki terpenuhi melalui hubungan yang hangat dengan pamannya, persahabatan yang baru terjalin, serta hubungan romantic dengan Wada. Kebutuhan akan penghargaan terpenuhi ketika ia menyadari nilai yang berharga di dalam dirinya. Terakhir, kebutuhan aktualisasi dirinya tercapai ketika ia dengan berani memiliki untuk meninggalkan zona nyaman demi hidup mandiri sesuai prinsip hidupnya. Penelitian ini menyimpulkan bahwa pencapaian hierarki kebutuhan Maslow adalah landasan fundamental bagi individu untuk berkembang hingga mampu menemukan diri sejati mereka.

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CHAPTER I

INTRODUCTION

This chapter presents the fundamental framework of the research, including the background of the study, the problems of the study, the significance of the study, the scope and limitation of the study, and the definition of key terms.

A. Background of the Study

In 2025, Indonesia experienced a surge in infidelity scandals. Fitriyah et al. (2025) revealed that TikTok content creator, Agnes Jennifer, exposed her husband David Clement's affair with a woman nicknamed 'Gayung Love Pink' which occurred within their child's school environment. Meanwhile, in the same month, actress Iris Wullur's 12-year marriage collapsed after her husband, Andreas Wullur, had an affair with his business partner. These high-profile incidents triggered a discussion and drew netizens' attention to the romantic betrayal in relationships that highlight emotional devastation. It cause a serious consequences for the mental health of the victims. Supporting this, Syarif (2022) indicates that the emotional effects experienced by women who divorce because of their husbands' infidelity often struggle with insecurity, worthlessness, anxiety, emptiness, and deep disappointment when reality fails to meet expectations.

The psychological impact of romantic betrayal cannot be underestimated. For the victim, the emergence of unstable emotions such as anger, feelings of hopelessness, abandonment, and a victim mentality can make them feel shaken. After realize their partner's betrayal, they may also struggle to care themselves.

This situation can trigger thoughts of ending one's life (Rokach & Chan, 2023). Warrach & Josephs (2019) add that low self-esteem mixed with guilt, the belief in having no control, and the collapse of security and trust can cause severe depression after infidelity. The romantic betrayal can reflect psychological problems that highlight the need to understand recovery from betrayal, especially how damaged psychological needs can be restored gradually.

The issue of infidelity and unfulfilled emotional needs in a marital relationship, reflecting the devastation portrayed in *Days at the Morisaki Bookshop* (2010) by Satoshi Yagisawa. The Japanese novel depicts Takako, a 25 year-old, going through a healing process. She faces romantic betrayal after her boyfriend of five years suddenly decides to marry another woman. Takako loses her sense of purpose and becomes trapped in depression and emotional emptiness. She then receives an invitation from her uncle Satoru to stay temporarily in a small apartment above the Morisaki Bookshop. The second-hand bookstore in Jimbocho, Tokyo. Chauhan (2025) defines the novel as a reflection of gentle transformations, where environment and identity interact to support Takako's mental recovery.

Takoko began her emotional recovery process in this bookshop. She found comfort while she interacts with the books, with her uncle and others around her, and the relaxed atmosphere of the store. She gradually managed to rediscover the meaning of life and her true self through those experiences. This process is further illuminated by Nuzrath & Ishwaryia (2025), who note that Uncle Satoru's unique yet caring personality, created a comfortable space for Takako to restore her identity.

The researcher chooses this topic for several reasons. First, the infidelity that happened in the novel highlights the importance of understanding psychological aspects about betrayal trauma and recovery process. Reading literary works, especially novel that explore human emotional aspects, can serve as a reflection to understand various psychological phenomena that happened in real word. Davis et al. (2023) emphasize that reading literary works allows individuals or groups to engage in psychology in action. They interact in complex social situations, focus on emotions, recall memories, face challenges, and evaluate options and alternatives in their own minds. The novel *Days at the Morisaki Bookshop* belongs to this genre by its storyline that illustrates peaceful change.

Regarding mental recovery, this supports Dahiam & Ghaleb's (2024) note that psychologist Abraham Maslow argued people are motivated to fulfill needs in order, starting from basic psychological needs to complex psychological needs. People must meet basic needs before moving to higher-level ones. Thus, Maslow created a theory of human motivation outlining and ranking these needs by fulfillment priority (Mustofa, 2022). This theory provides a foundation for understanding what drives characters' behavior in novels and the motivations behind them. The researcher believe that using this theory to analyze novel characters, will deepens understanding of their mental condition and highlight ways for them to achieve their psychological needs.

The researcher has identified 11 previous studies related to this topic. There are 8 articles that examine similar theory. Khoiriah et al. (2024) analyzed Marlina's psychological needs in the film *Water for Elephants*, examining how she fulfills

different levels of needs throughout her life in a traveling circus during her depression. Similarly, Sawintri & Wajiran (2025) investigated Rachel Kim's psychological journey in the novel *Shine* by Jessica Jung. This novel explores how a Korean-American teenage trainee struggles to fulfill her hierarchy of needs in the highly competitive K-pop industry while facing challenges of cultural identity.

In addition, Sobari et al. (2024) investigated the fulfillment of the main character needs in the novel *Between Shades of Gray* written by Ruta Sepetys. This study focuses on the struggles of a Lithuanian teenage girl and her family in surviving by meeting basic psychological needs during the Stalin regime. Similarly, Zhao (2024) conducted an analysis regarding the main character's needs in *Oliver Twist* from the perspective of Maslow's Hierarchy of Needs. It reveals how orphans in Victorian London struggled to meet their basic needs amidst poverty, exploitation, and social injustice in 19th-century England. In contrast, Kameo (2024) revealed alternatives in fulfilling the hierarchy of needs through the short story *The Prisoner who Wore Glasses* by Bessie Heas. This story illustrated how a political prisoner named Brille found unique ways to meet his psychological needs despite imprisonment and oppression during apartheid in South Africa. Moreover, Putra (2022) investigates the characters' hierarchy of needs in the novel *Kenduri Arwah* using humanistic psychology approach. It analyzes how the characters in the Malay cultural context fulfill their needs through traditional rituals, funeral ceremonies, and community practices after experiencing loss and grief.

Those researchers analyze all five levels of Maslow's Hierarchy of Needs. In contrast, Hizbullah & Sukiman (2025) focus on the self-actualization of Nabila in

Najib al-Kilani's novel *Rihlah Ilallah*. This research depicts a Muslim woman's spiritual journey to find meaning through Islamic preaching and devotion. Likewise, Errita et al. (2022) examine self-actualization in Paulo Coelho's *Eleven Minutes* and Milena Busquets' *This Too Shall Pass*. It explores how female characters reach self-actualization in unconventional ways.

In addition, two other researchers examined *Days at the Morisaki Bookshop* using different theories. Amzah et al. (2025) explored the translation of emotional terms in the novel, which is described as Japanese fiction oriented toward healing. They focused on how various emotional expressions translated from subtle Japanese emotional vocabulary into English. However, Amzah et al. did not analyze the psychological needs of Takako during her healing process. On the other hand, Nuzrath & Ishwaryia (2025) examined the relationship between emotional healing and social interaction in the same novel by applying Fritz Heider's psychological theory of balance and attribution. They highlighted the importance of Takako's relationship with her uncle and other characters in her emotional recovery. Nonetheless, this researcher also did not use Maslow's Hierarchy of Needs framework to analyze the fulfillment of psychological needs in detail.

Furthermore, Fildania (2025) analyzed the main character's self-actualization in the same novel by applying Abraham Maslow's Hierarchy of Needs theory. She focused on how books and the bookstore functioned as a symbolic space that contributed to Takako's journey toward self-actualization. However, this study differs from Fildania's study by using all five levels of Maslow's hierarchy of needs and tracing Takako's psychological journey comprehensively from the

unfulfillment of needs that triggered by romantic betrayal to the gradual fulfillment of each level throughout her time at the Morisaki Bookshop.

Those previous studies are different from this research in terms of literary focus, cultural context, and theory. Earlier research analyzed Western literature, K-pop narratives, historical tragedies, or Arab spiritual novels. This study focuses on *Days at the Morisaki Bookshop*, a healing fiction novel from Japan. Although three prior studies examined this novel (Amzah et al., 2025; Nuzrath & Ishwaryia, 2025; Fildania, 2025), Amzah et al. centered on translation, Nuzrath & Ishwaryia focused on social relationships without systematically applying Maslow's Hierarchy of Needs, and Fildania only concentrated on the journey towards self-actualization without tracing the complete journey from unfulfillment. Unlike those study, this study covers all five levels of Maslow's Hierarchy of Needs and systematically examining both the unfulfillment and the fulfillment of each level as triggered by romantic betrayal, which is also tracing the main character's psychological development from heartbreak to self-recovery. This research holds significant cultural meaning and can be socially applied to contemporary audiences who experiences similar emotional trauma.

Based on the background of the study above, it is clear that Takkao's story in *Days at the Morisaki Bookshop* offers a rich portrayal of how a person recovery herself after experiencing romantic betrayal. Her healing journey and self-recovery reflects the gradual fulfillment of psychological needs as described in Maslow's Hierarchy of Needs. Therefore, this study is guided by the following research problems.

B. Problems of the Study

This research aims at identifying Takako's hierarchy of needs and describing how she fulfills them in the novel *Days at the Morisaki Booksop* by Satoshi Yagisawa using Maslow's Hierarchy of Needs theory. This leads to two research problems:

1. What are the main character's unfulfilled needs described in Satoshi Yagisawa's *Days at the Morisaki Bookshop*?
2. How does Takako fulfill her needs as it has been described in the novel?

C. Significance of the Study

This research holds both theoretical and practical value for scholars and general readers. Theoretically, it advances literary criticism by showing how classical psychology, especially Maslow's Hierarchy of Needs can clarify narrative structure and character development in modern fiction. Zhao (2024) corroborates this by demonstrates how Maslow's theory uncovers nuanced character motivation in classic literature. Practically, this study offers guidance for readers and those who experience emotional crises similar to Takako. It provides a literary framework for recovery that illustrate how the main character satisfies her hierarchical needs through various influences.

D. Scope and Limitation

The scope of this research focuses on several aspects. It focuses on the main character, Takako psychological needs in the novel *Days at the Morisaki Bookshop*. The analysis is conducted using the five levels of needs in Abraham Maslow's

Hierarchy of Needs theory. Lastly, this study discusses the first novel in the Morisaki Bookshop series, which is *Days at the Morisaki Bookshop*.

Furthermore, this study have several limitations for future research. First, it focuses only on Maslow's theory and not other psychological theory, like Freudian or Jungian theory which could provide further perspective on Takako. Second, it analyzes only on main character and not the supporting characters who help Takako fulfill her needs. Last, this research does not discuss the sequel novel, *More Days at the Morisaki Bookshop* which may show further progress or challenges for Takako.

E. Definitions of Key Terms

The following definitions of key terms are provided by the researcher to deeper understanding:

1. Hierarchy of Needs

The human motivation theory states that humans have five levels of needs arranged hierarchically: physiological, safety, love and belonging, self-esteem, and self-actualization (Maslow, 1943).

2. Infidelity

Emotional or sexual involvement outside of a committed relationship that violates trust and any implied agreements regarding fidelity within the relationship (Blow & Hartnett, 2005).

3. Romantic Betrayal

A violation in a relationship such as infidelity, lying or secrecy that undermines trust, emotional safety, and psychological and often leads to long-term emotional distress (Gordon et al., 2004).

CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter presents the theoretical framework used to analyze the hierarchy of needs of the main character in the novel *Days at the Morisaki Bookshop* by Satoshi Yagisawa. This chapter is divided into two parts: Psychological Approach and Maslow's Hierarchy of Needs Theory.

A. Psychological Approach

Psychology is the scientific study of behavior and mental processes (Feldman, 2019). This definition encompasses not only what people do, but also their biological activities, feelings, perceptions, memories and thoughts. On the other hand, literature uses language to express human experiences, emotions, and ideas through various forms such as novels, poetry, and drama. Although those are originates from different disciplines, psychology and literature share a fundamental connection, that is both examine human nature and behavior (Wellek & Warren, 1949). Literary works serves as a repository of human psychological experiences that presents complex characters whose thoughts, emotions, and behaviors reflect genuine human psychology.

The psychological approach in literary studies is a critical method that applies psychological theories and concepts to analyze literary works. Furthermore, Feldman (2019) also emphasizes that psychology seeks to describe, predict, and explain human behavior and mental processes, and also helps to change and

improve human life. In conclude, the main goal of this approach is to understand the complexity of human behavior as depicted in literary works.

Wellek and Warren (1949) stated that literature can be studied from a psychological perspective in three aspects, that are: psychology of the author, psychology of the creative process, and psychology of the characters in the work. The first aspect is psychology of the author which examines the author as an individual, including how their psychological and personal experiences influence the work. René Wellek dan Austin Warren explain that the author is seen as someone who experiences emotions of inner conflicts that cannot be fully resolved in real life. Therefore, the author channels all of their fantasies into the work. This aspect can be studied by analyzing the author's life and personal experiences related to their work. The second aspect is psychology of the creative process which emphasizes how the creative process occurs, such as the role of imagination, fantasy, and subconscious drives in shaping literary works. This aspect can be studied by examining how the author's ideas and imagination are processed into literary form.

The third aspect is the psychology of the character in the work that focuses on character analysis in literary work related to behavior, motivation, inner conflict, and the character's mental condition. This aspect can be studied by analyzing the character's actions, thoughts, and self-development using certain psychological theories. Therefore, this research uses the third aspect to analyze the main character's needs based on Abraham Maslow's hierarchy of needs theory in the novel *Days at the Morisaki Bookshop*. This psychological aspect can makes a

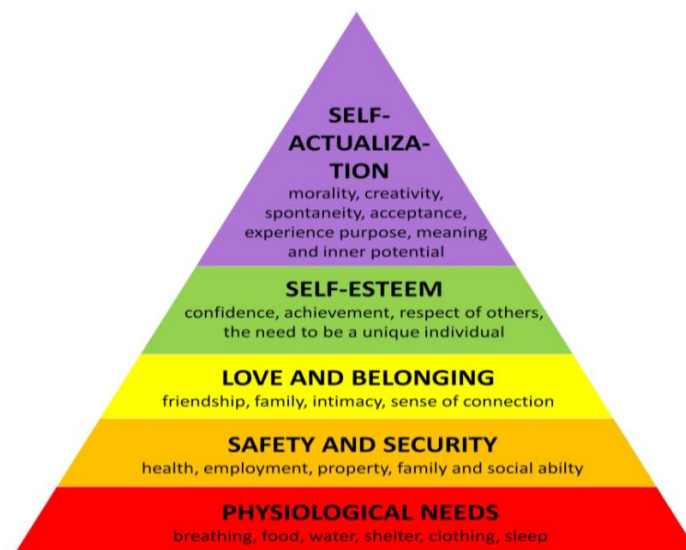
readers gain a deeper understanding of the character's motivation, internal conflicts, and character development in the novel.

B. Maslow's Hierarchy of Needs Theory

Abraham Harold Maslow (1908-1970) was an American psychologist who became one of the founders of Humanistic Psychology (Hoffman, 1988). He earned a Ph.D in psychology from the University of Wisconsin in 1934. Maslow developed his theory of human motivation during 1940s, and publish his seminar paper "*A Theory of Human Motivation*" in the *Psychological Review* in 1943 (Maslow, 1943). He further refined his theory in *Motivation and Personality* that first published in 1954. What distinguishes Maslow's work is its focus on healthy, creative, and fulfilled individuals rather than on neurotic or mentally ill patients.

Maslow's Hierarchy of needs is a motivational theory that proposes that human needs are arranged in a hierarchical order, from basic psychological needs to the highest level of self-actualization. Maslow (1987) explain that human needs organize themselves into a hierarchy of prepotency. The emergence of one need is usually based on the prior satisfaction of other more prepotent needs. This hierarchy is often represented as a pyramid, with the most fundamental needs at the base and higher-level needs rising to the top (Feldman, 2019). The basic principle is that lower-level needs must be at least partially satisfied before fulfill the higher-level needs. As Maslow (1987) stated that a person who lacks food, safety, love, and esteem is more likely to be hungry for food than anything else.

Maslow divides the hierarchy into two categories, deficiency needs (D-needs) and growth needs (B-needs). The first four level (physiological, safety, love and belonging, and esteem) are deficiency need that arises from a lack (Maslow, 1987). Self-actualization is a growth need that not derived from a deficiency but from the desire to grow and become everything one is capable of achieving (Maslow, 1987). Another important aspect is prepotency, which means that some needs are stronger than others. Physiological needs are the most prepotent. When this needs are not fulfill, the human behavior is focused solely on fulfilling this needs first. Maslow (1987) described that a person who is extremely and dangerously hungry, there is no interest other than food.



Mcleod, S. (2026). Maslow's Hierarchy of Needs. Simply Psychology.

<https://www.simplypsychology.org/maslow-pyramid.jpg>

1. Physiological Needs

This needs is the first and most fundamental level. It is the biological requirement necessary for human survival, including food, water, air, sleep, and

warmth (Maslow, 1987). Maslow emphasizes that humans who lost everything in life to an extremes, the most likely primary motivation is physiological needs rather than any other. When suffering from extreme hunger, awareness is almost entirely occupied with food. Once physiological needs are fulfilled, other needs immediately emerge. Then, this other needs also dominate to be fulfill too (Maslow, 1987). In literary analysis, characters that struggle with physiological needs are often depicted in survival situations. Their primary motivation is to secure basic needs.

2. Safety Needs

This needs arise after physiological needs are relatively satisfied. This needs includes safety, stability, dependency, freedom from fear, from anxiety, and from chaos, the need for structure, order, law and limit (Maslow, 1987). This needs reflect humans' desire for a predictable, orderly and stable environment. In children, safety needs are evident in their preference for routine and predictability. Maslow notes that children need a world that is safe, orderly, predictable, organized that they can rely on. In healthy adults who is live in stable societies, this need is usually fulfilled. However, this need becomes apparent during emergencies such as war, disasters, or economic crises. Beyond physical safety, safety needs include financial safety, job safety, and health (Maslow, 1987). In literary analysis, safety needs are relevant when examining characters who have experienced trauma or instability. They will seeks stable employment, secure relationships, or a safe environment.

3. Love and Belonging Needs

This need arises when physiological and safety needs are fulfilled. Maslow (1987) states that at this level, individuals will long for affectionate relationships with people in general. This need reflects the social nature of humans and their desire for connection, intimacy, and acceptance. It includes the need to give and receive love, intimate relationships, a sense of belonging in a community, and acceptance from others (Maslow, 1987). The need for belonging includes close personal relationships and broader social connections. The absence of friends or a lover, or a wife, or a children can drive a person to feel intensely the pain of loneliness, ostracism, rejection, having no friends, or having no roots (Maslow, 1987). Frustration of the need for love is a common source of psychological maladjustment. In literary analysis, characters at this level seek for connection where they may long for family, pursue romantic relationships, or seek community acceptance.

4. Esteem Needs

This need becomes the main motivator after the needs for love and belonging are fulfilled. Maslow (1987) divides it into two categories. First, the desire for power, for achievement, adequacy, mastery and competence, self-confidence in facing the world, and for independence and freedom. Second, the desire for reputation or prestige, status, fame and glory, dominance, attention, dignity, or appreciation. The first category represents self-esteem based on competence and adequacy. On the other hand, the second category represents the esteem received from others. Maslow (1987) emphasize that the most stable and healthiest self-

esteem is based on deserved respect from others rather than external fame like celebrity. When esteem needs are fulfilled, individual feel confident and valuable. That person will feel useful and needed in the world (Maslow, 1987). Conversely, when those needs are not fulfilled, individuals will experience feelings of inferiority, weakness, and worthlessness. In literary analysis, esteem needs are relevant when examining the pursuit of achievement, recognition, or struggles with inadequacy of a character.

5. Self-actualization

This need represents the highest level and is qualitatively different from lower needs. Maslow (1987) introduces this with his famous statement “What a man can be, he must be. We may call this need self-actualization.” It refers to the human desire for self-fulfillment that is the tendency for individual to become actualized in what potential they possesses. Self-actualization is the process of becoming the fullest and most complete version of oneself. Maslow (1987) explains that its specific form of course will vary from person to person. In one individual, for example, it may take the form of a desire to be an ideal mother. In another individual, it may expressed in painting pictures or invention. This level is not a static state but a continuous process of growth, development, and self-discovery. Feldman (2019) explain that self-actualization is a state of self-fulfillment where individuals realize their highest potential in a way that is unique to them. Maslow (1987) notes that self-actualization is usually based on the prior satisfaction of physiological, safety, love, and esteem needs. In literary analysis, self-actualization is relevant for understanding character transformation. It is when the character

discovers their life purpose, develops their authentic self, or achieves meaning in their life.

Maslow's hierarchy provides a strong framework for analyzing character development and motivation in literary works (Guerin, Wilfred L et al., 2005). When applying this theory, the researchers examine textual evidence to identify which needs are operative for characters at various points in the story. This evidence appears in dialogue, thoughts, actions, decisions, conflicts and character relationships. The theory illuminates character motivation by revealing why characters make certain choices and what drives their actions. It also tracks character development as they fulfill lower-level needs and move toward higher ones. In this research, Maslow's Hierarchy of Needs will provide a systematic framework for examining Takako's psychological condition, identifying her needs at different level, understanding her motivation, and tracing her personal growth journey throughout *Days at the Morisaki Bookshop*.

CHAPTER III

RESEARCH METHOD

In this chapter, the researcher describes the research methodology applied in this research, including the research design, data source, data collection, and data analysis.

A. Research Design

This research has classified into literary criticism because it focuses on the analysis of human's need through the characters of the novel. The researcher applied psychological approach especially the third aspect that is psychology of the character in the work. This aspect aims at understanding the characters' mental condition, behavioral motivations, and psychological development depicted in literary works. This study revealed how Takako fulfills her hierarchy of needs as a form of healing and self-discovery process. This view is supported by Abraham Maslow's hierarchy of needs theory, which explains that humans have five levels of needs arranged hierarchically. This theory serves as an analytical framework for identifying, categorizing, and interpreting Takako's behavior, internal struggles and psychological growth throughout the novel.

B. Data Source

The object of this research is the novel by Satoshi Yagisawa titled *Days at the Morisaki Bookshop* as a data source. This novel is Satoshi Yagisawa's debut work that first published in 2009 in Japanese. The novel was later translated into English in 2023 by Eric Ozawa. The English translation was published by Manilla Press and

consist of 149 pages. The researcher applied the English version of the novel as the main data source. The research data consists of sentences, dialogues, thoughts, narratives, and descriptions found in the novel. These textual elements represent the psychological conditions, emotions, struggles, and transformations experienced by the main character in the novel.

C. Data Collection

The data collection in this study carried out through several systematic stages. First, the researcher did the first reading of the novel to gain a general understanding of the plot, main characters, and themes presented in the novel. After that, the researcher determined the appropriate theory to analyze the psychological journey of the main character, which is Maslow's Hierarchy of Needs theory. The third stage, the researcher did the close reading of the novel to identify data relevant to the focus of the study. Researcher highlighted and marked dialogues, scenes, and narratives that reveal Takako's psychological needs and the process of fulfilling them that show indicators of each level of Maslow's hierarchy of needs. Lastly, the researcher highlighted important quotes along with their page numbers for citation purpose and as textual evidence in data analysis.

D. Data Analysis

The data analysis in this research conducted through three main stages. The first stage is classification, where the researcher grouped the collected data into five categories based on Maslow's hierarchy of needs. The second stage is interpretation, where the researcher deeply analyzed how each need is portrayed in

the novel and how Takako strives to fulfill these needs. The last stage is conclusion, where the researcher combined the results of classification and interpretation to provide a comprehensive understanding of Takako's psychological journey and demonstrate how Maslow's theory relevant to the data.

CHAPTER IV

FINDING AND DISCUSSION

This chapter discusses the findings of the study, focusing on the main character's hierarchy of needs and how Takako fulfills those needs throughout the novel.

A. The Main Character's Unfulfilled Needs

Takako's needs in the novel *Days at the Morisaki Bookshop* by Satoshi Yagisawa are categorized based on Abraham Maslow's Hierarchy of Needs theory. Takako experienced the lack of needs such as Physiological needs, Safety needs, Love and Belonging needs, Esteem needs, and Self-actualization. Even so, she can fulfill those needs as the story unfolds.

1. Physiological Needs

According to Abraham Maslow (1987), physiological needs are the most fundamental in the hierarchy of needs. These needs include biological things to maintain human life, such as food, drink, sleep, and warmth. Maslow stated that if physiological needs are not fulfilled, a person will be more influenced by their physical condition that makes them difficult to fulfill another need.

In *Days at the Morisaki Bookshop*, Takako finds herself in a situation where her physiological needs are unfulfilled after facing the emotional stress due to romantic betrayal and job loss, as it is found in the following data:

"Before long, my stomach refused to take in any food. I couldn't sleep at night. My weight dropped precipitously. And, despite my attempts to hide it with makeup, my complexion became so pale that I looked like a corpse." (Page 4)

The above data indicates a severe threat to Takako's physiological needs due to romantic betrayal. Takako's body has been the victim of a failure to fulfill her physiological needs. The statement "my stomach refused to take in any food," indicates that Takako is unable to eat at all. As Maslow (1987) states, "Undoubtedly these physiological needs are the most prepotent of all needs" and "a person who is lacking food, safety, love, and esteem would most probably hunger for food more strongly than for anything else." This unfulfillment needs has also caused Takako to lose her weight "My weight dropped precipitously," which clearly indicates that her body is running out of the energy and nutrients essential for her life.

In addition to food issues, Takako's sleep needs are also disrupted "I couldn't sleep at night." Maslow (1987) explains that homeostasis refers to the body's automatic efforts to maintain a constant, normal state of the blood stream, meaning that without adequate sleep and nutrition, the body cannot regulate itself properly. Without enough sleep, Takako's body lacks the opportunity to recover from her emotional stress. The situation was even worse by the appearance of her physical symptoms, which is "my complexion became so pale that I looked like a corpse," which was the indication that her physical condition had reached a dangerous point that makes her unable to function properly.

Based on analysis of the data above, it can be concluded that Takako has experienced an unfulfillment in her physiological needs. The romantic betrayal she experienced leading her to an emotional breaking point, which makes her unable to receive any food and could not sleep. Furthermore, the emotional stress also weakened her body and her physical condition becomes threatened. Takako's story

demonstrates how romantic betrayal can undermine the fulfillment of a person's physiological needs.

2. Safety Needs

The need for safety is a second needs after physiological needs. Once the basic needs are fulfill, a person tend to seek protection and a sense of security. According to Maslow (1987), this needs include physical safety, stability, freedom from fear, freedom from anxiety, protection from threats, financial security, health, and emotional well-being. In *Days at the Morisaki Bookshop*, Takako experiences a heavy moral burden after facing romantic betrayal that her partner decides to marry another woman. This situation causes Takako to lose her sense of security both emotionally and psychologically. As it is found in the following data:

"I finally went to my supervisor and handed in my resignation ... I had lost my boyfriend and my job all at once." (Page 4)

The data above shows that Takako was losing her job due to her decision to resign. A job not only serves as a source of income but also as a primary foundation that provides a sense of security and certainty in her daily life. The statement "I had lost my job" emphasized that Takako gave up the steady income that had long been the foundation of her financial security. Without an income, Takako lost the ability to fulfill her financial responsibilities, such as paying rent, fulfilling daily needs, or facing unexpected future expenses. This situation has left Takako in a state of financial uncertainty that is severely threatening her sense of security.

In Maslow's theory, financial security is an important aspect of safety needs, "we can perceive the expressions of safety needs only in such phenomena as, for

instance, the common preference a job with tenure and protection, the desire for a saving account..” (Maslow, 1987). When someone loses a job, they not only lose money but also lose a sense of control and certainty about their future. Takako lost a certainty about how she would support herself in the future and so the sense of security that should have been her right as a human being was also shattered along with her decision to resign from her job.

Takako’s sense of security is also threatened by her psychological condition which she decided to avoid reality by sleeping excessively, as indicated in the following data:

“The coping mechanism I ultimately went with was to devote my life to sleep. Even I was surprised by how sleepy I was. I know it was probably my body's way of helping me avoid reality, but once I buried myself in my covers, I would fall asleep right away. I spent days in a deep sleep in my little room, drifting all alone through outer space. I probably spent a month like that. I was ignoring my phone” (Page 5)

“I slept and slept and wished I could sleep forever. In my dreams, I didn’t have to think of those awful things. My dreams were like the finest, sweetest honey. And I was like a honeybee, flying in search of more.” (Page 25)

The data above describes Takako’s condition which is experience a severe psychological disorder concerning her inner security. Sleeping becomes her way of avoiding a reality that she perceives as threatening. According to Maslow, this behavior indicates a failure to fulfill her safety needs, specifically at freedom from anxiety and fear.

Maslow stated that “Such people behave as if a great catastrophe were almost always impending—they are usually responding as if to an emergency” (Maslow, 1987). Takako responded to this situation by completely isolating herself from reality. She isolated herself in her room, refused to answer the phone, and spent a

month like that. Her desire to “sleep forever” reflects the intense sense of threat she experiences in the real world. She feels that her dream like the “sweetest honey” where she feels safe and free from pain. It indicates that real life offers her no sense of security at all. The data clearly illustrates that Takako’s safety needs are unfulfilled. All of her energy is directed toward finding a feeling of safety during sleep as Maslow describes a state in which the organism is influenced by safety-seeking mechanisms.

Furthermore, Takako also felt the unfulfillment of safety needs when she had just moved to Morisaki Bookshop at her uncle’s invitation, as it is stated in the following data:

“I looked up at the dim ceiling in a daze and started feeling hopeless. Can I really stay here for a while? I don’t see myself getting used to this.” (Page 17)

The despair that Takako experiences when she stares at the ceiling of her dark room is a reflection of her difficulty to find a sense of security in her new environment.

In Maslow’s view, safety need includes the desire for stability and familiarity, “broader aspects of the attempt to seek safety and stability in the world are seen in the very common preference for familiar rather than unfamiliar things, or for the known rather than the unknown” (Maslow, 1987). The unfamiliar environment creates a sense of discomfort and insecurity for Takako. The question “Can I really stay here for a while?” and the statement “I don’t see myself getting used to this” indicates that Takako has not yet developed her sense of security in her new place. Maslow explained that the tendency to prefer the familiar over the new is part of safety needs. When someone encounter something new, they experience anxiety

and uncertainty. Takako's not yet fulfill her safety needs as she experience this situation in an unfamiliar environment and feeling hopeless.

The unfulfillment of freedom from anxiety also happens when Takako cannot sleep at night, which occurs in the following data:

"That night, for some reason, I couldn't get to sleep. I felt strangely agitated. ... All of these thoughts were swirling together inside my head, filling it until I thought it might explode. They kept going around and around, these painful memories of the past, of my old life. They commandeered my mind." (Page 35)

The data illustrates Takako's chaotic and uncontrolled psychological condition as night falls. The unexplained restlessness, the constant replay of her thoughts, and the painful memories that take over her mind reflects the unfulfilled safety needs in a context freedom from fear and anxiety. Maslow suggested that a person who do not fulfill their safety needs tend to behave as if a major disaster is always looming. Takako's condition at night accurately reflects what Maslow's calls a "neurotic" reaction. The thought's reaction to an invisible psychological threat, perceived threatening memory of the past, and an inability to find peace as Maslow stated that "their reactions are often to unknown psychological dangers in a world that is perceived to be hostile, overwhelming, and threatening" (Maslow, 1987). Her thought are not a response to a real danger, but rather to the psychological threat from oneself. This situation shows that Takako has not yet found the emotional stability that is essential of safety needs.

This condition reappears when Takako receives a message from Hideaki, someone who causes Takako to experience the unfulfillment of her hierarchy needs, as stated in the following data:

“At that moment, all of the good feelings of the day magically vanished. I felt my chest tighten. My finger trembled as I tapped the button and listened to the message. ... I pressed delete before I'd heard the whole message. But it was too late. That awful feeling was already spreading rapidly through my heart. It happened so quickly. And now I would never get rid of that feeling.” (Page 56-57)

Takako's intense physical and emotional reactions are what Maslow identified as an anxiety response to psychological threats. A voicemail from her ex, Hideaki, has triggered her memories of the past that instantly destroyed all her positive feelings. Maslow explained that a person with unfulfilled safety needs will overreact to stimuli that others might find normal, “if, through no fault of their own, something unexpected does occur, they go into a panic reaction as if this unexpected occurrence constituted a grave danger. What we can see only as a none-too-strong preference in the healthy person (e.g., preference for the familiar) becomes a life-and-death necessity in abnormal cases” (Maslow, 1987). For Takako, the voicemail triggered a renewed sense of psychological insecurity. The statement “I would never get rid of this feelings” reflects her belief that the threats is permanent and cannot be resolved. This situation describes the unfulfilled security needs where a person feels unable to maintain a sense of security from threats from the past.

Based on all the analysis conducted, it can be concluded that Takako safety needs were not fulfill due to the romantic betrayal she experienced. The loss of her job affected her financial security, her psychological and emotional is unstable, and does not familiar in her new environment. This situation aligns with Maslow's theory, which states that “they may serve as the almost exclusive organizers of behavior, recruiting all the capacities of the organism in their service, and we may then fairly describe the whole organism as a safety-seeking mechanism” (Maslow, 1987). When safety needs are not fulfill, individuals will experience loss of control

over their lives. Therefore, the romantic betrayal Takako experienced affected her emotional aspects and also destroyed the entire foundation of her sense of security.

3. Love and Belonging Needs

Love and belonging needs is considered the third level in the hierarchy of needs, after basic physiological needs and safety needs are fulfilled. This need encompasses the human desire to feel affection, accepted by social groups, friendships, and establish meaningful relationships with others. When these needs are not fulfilled, a person can experience loneliness, isolation, unhappiness and rejection (Maslow, 1987). When these needs are fulfilled, a person will experience love, acceptance, and emotional connection with those around them.

In the novel *Days at the Morisaki Bookshop*, Takako experiences unfulfillment of her love and belonging needs after experiencing romantic betrayal, as it is found in the following data:

"Still in a daze, I said goodbye to him and went back to my apartment alone. And when I finally regained my presence of mind, I felt a sudden wave of grief come over me. Far more than anger, I felt grief. A grief that was so violent, so intensely palpable, that I felt like I could reach out and touch it." (Page 3)

"Someone help me, I thought to myself. I was serious. But I couldn't raise my voice. I couldn't do anything but cry." (Page 4)

The data describes Takako's emotional condition after her ex-partner, Hideaki, announced his plans to marry another woman. Her grief which she cannot verbalize, reflects her need for love and belonging. According to Maslow, these needs include the desire to love and be loved "also not to be overlooked is the fact that the love needs involve both giving and receiving love" (Maslow, 1987).

The loss of Hideaki was the loss of Takako's only source of emotional closeness as she feels a grief, described as "A grief that was so violent, so intensely

palpable,” demonstrates her emotional dependence on that relationship. Her inability to ask for help indicates that Takako lacks a social network to rely on. This represents the failure to fulfill the love and belonging needs which occurs when someone facing romantic betrayal and loses their beloved one.

After that situation, Takako realized that she does not have a close friend in all of Tokyo to rely on, as stated in the following data:

"And because I'm shy and have never been good at making friends, in all of Tokyo, there was no one I was close to." (Page 5)

Takako's statement demonstrates the social isolation and loneliness she feels. Takako admits that her shyness and inability to form friendships have resulted that she does not have a single close friend in Tokyo. This situation relates to the unfulfilled needs for love and belonging in Maslow's theory.

Maslow explained that "the thwarting of these needs is the most commonly found core in cases of maladjustment and more severe pathology" (Maslow, 1987). Therefore, Takako's shyness caused her to be unable to adapt and prevented her from fulfilling her love and belonging needs. The absence of close friends leaves Takako without a social space to share emotions, seek emotional support, or simply feel a sense of community. This situation is getting worse by the fact that her only close relationship with Hideaki has ended. Therefore, this data reflects the needs for love and belonging are not fulfilled which may prevent a person's progress toward higher needs.

When Takako realized that she has no close friend at all, she remembered her time with Hideaki as the only person close to her who previously fulfilled her need for love and belonging, as stated in the following data:

"Meeting Hideaki meant so much to me at the time. For someone as passive as I was then, finding a boyfriend like him was nothing short of a miracle. I liked him so much that I could barely stand it. The downside was I never saw this shock coming, and I had no idea how to cope with it." (Page 5)

This data depicts the moment that Takako remembers her memories with Hideaki. The statement "nothing short of a miracle" signifies how important this relationship was to Takako, especially because of her shyness characters which makes it difficult to socialize with others. For Takako, Hideaki was a primary source of fulfillment for her feelings of love and belonging.

Maslow explained that love and belonging needs includes the desire to be loved (Maslow, 1987). The strength feelings of Takako for Hideaki expressed through "I liked him so much that I could barely stand it" represents the emotional depth of relationship. Consequently, when the relationship ended suddenly, Takako lacked the emotional capacity or social support to cope with her grief. This suggests that Takako's love and belonging needs had been reliant on a single source, so that the end of the relationship left a huge void in her life.

After lost her only source of love and belonging, Takako sometimes feels denial that her relationship with Hideaki has ended, as stated in the following data:

"Sometimes I even imagined that the words he said to me the last time were all lies. That he was just teasing me. 'It's all fake,' he'd tell me. He'd just wanted to play a little joke on me. And, of course, that wasn't true. If it had been true, I wouldn't be here." (Page 25-26)

The data shows Takako denying reality as a reaction to the loss of her love. She sometimes thinks Hideaki's statement to marry another woman are lies or jokes,

even though she knows it cannot be true. This reflects how difficult it is for Takako to accept that a relationship that fulfilled her love and belonging needs has ended. Maslow explained that when love and belonging needs are not fulfilled, “a person will feel keenly the absence of friends, mate, or children. Such a person will hunger for relations with people in general” (Maslow, 1987). Takako’s denial is one consequence of the unfulfilled needs as she demonstrates that this loss has brought her to an emotional low.

Based on the data analysis above, it can be concluded that Takako’s love and belonging needs were not fulfilled due to the romantic betrayal she experienced. Losing Hideaki as the only source of love and belonging in her life had a profound impact on Takako that leaving her with no one to support her through her tough times. This situation aligns with Maslow’s theory which notes that if the love and belonging are not fulfilled, “the pangs of loneliness, ostracism, rejection, friendlessness, and rootlessness are preeminent” (Maslow, 1987). The romantic betrayal Takako experienced left her in a condition of loneliness, without love, without connection, and without anyone to help her through grief.

4. Esteem Needs

Esteem needs are the fourth level in the Hierarchy of Needs theory which consists of two aspects. The first is self-esteem which includes self-confidence, achievement, independence, and freedom. The second is esteem from others which includes the need for recognition, respect, and appreciation from those around them (Maslow, 1987). However, if these needs are not fulfilled, a person can experience

feelings of inferiority, helplessness, and a loss of self-confidence which can impact all aspects in their life.

In *Days at the Morisaki Bookshop*, Takako experiences low self-esteem due to romantic betrayal that shatter her confidence, as it is found in the following data:

“and she looked so pretty that even I wanted to wrap my arms around her. Compared to her, I was taller and more ordinary-looking. I couldn’t understand why he’d even consider getting involved with me when he was going out with someone as pretty as she was.” (Page 2)

The data reflects Takako’s perceptions of the woman Hideaki plans to marry. Takako describes herself as taller and more ordinary-looking, while the woman is so captivating that Takako is captivated. This comparison raises a question that deprecating herself, “why he’d even consider getting involved with me when he was going out with someone as pretty as she was.”

In Maslow’s theory, this data reflects Takako’s low self-esteem especially when it comes to self-assessment of physical appearance. Maslow explains that esteem needs encompasses a person’s desire to feel valuable and confident as an individual, “desire for a stable, firmly based, usually high evaluation of themselves, for self-respect or self-esteem” (Maslow, 1987). Takako places herself below other women and doubts her worthiness of love based solely on physical appearance. She is unable to see her on worth, but rather measures her worth through comparisons with others. This situation reflects that Takako’s esteem needs are not fulfill, especially about self-esteem aspect.

Takako’s low self-esteem about her appearance are related to the bitter truth she encounters about Hideaki’s views of herself, as seen in the following data:

“Yet, from the very beginning, I was never his first choice, I was just someone to fool around with. How did I not realize that? Either I was slow—or there was something off about him.” (Page 3)

This data reflects Takako’s belief that she was never Hideaki’s first choice and he only saw her as someone to play around with. Furthermore, Takako evaluates herself by thinking “How did I not realize that?” shows that she blames herself for her lack of understanding and even suspects she may be slow to think.

Maslow explains that esteem needs encompass the desire for self-esteem and appreciation from others (Maslow, 1987). The fact that Hideaki never considered Takako as his first choice represents a disregard for her own worth as a person. Furthermore, Takako’s tendency to blame herself for her slow understanding indicates low self-esteem. This situation demonstrates that Takako’s esteem needs are not fulfill in both aspects, from a self-esteem and from the appreciation she should have received from the people she loves.

Takako’s low self-esteem was further worsened by the fact that she viewed her whole life as “adequate” and devoid of any value, as stated in the following data:

“When I look back, the word that sums up the life I’d lived up till this point, all twenty-five years of it, is “adequate.” I was born to an adequately wealthy family, graduated from an adequately good school, got a job at an adequately good company.” (Page 5)

The data is Takako’s reflection on her 25-year life journey. Her repeated use of the term “adequate” to describe various aspects of her life, including her family situation, education, and career, indicates a view of herself that lacks pride in her achievements. She feels everything in her life can be considered merely adequate with neither excess nor deficiency.

Maslow (1987) proposed that esteem need encompasses the desire for a sense of achievement and competence, “the desire for strength, achievement, adequacy, mastery and competence” where a person must feel that their lives are filled with meaning and worth. The consistent and repeated use of the term “adequate” indicates that Takako has never felt truly successful, unique, or outstanding in her life. Takako’s inability to view her achievements as valuable reflects low self-esteem relates to competence and achievement in Maslow’s theory. This merely adequate view of life shows that Takako’s esteem need are not fulfill.

Based on the data analysis conducted, it can be concluded that Takako’s esteem needs are not fulfill due to her low self-esteem and low esteem from others. Takako constantly sees herself as an individual who has no value, in terms of her appearance, her position in her relationship with Hideaki, and her overall life achievements. This situation is aligns with Maslow’s theory which states that esteem needs include the human desire to feel appreciated, recognized, and have positive beliefs about themselves. When these needs are not fulfill, “produces feelings of inferiority, of weakness, and of helplessness” (Maslow, 1987) as happened to Takako.

5. Self-actualization

According to Maslow (1987), the need for self-actualization is the highest peak in the hierarchy of human needs. To fulfill this needs, the four needs below it must be fulfilled. Self-actualization is a person’s desire to maximize their potential, become the best version of themselves, and live a life aligned with their values and goals. People who have reached this level are often characterized by complete self-

acceptance, a clear life vision, the courage to make a decisions, and finding deep meaning and satisfaction in their life. Conversely, if this need is not fulfill, a person will feel empty, aimlessly, and do not reflect who they really are.

In *Days at the Morisaki Bookshop*, Takako lives aimlessly, caught between the realization of her dreams and the fear of pursuing them, as seen in the following data:

“In college, I used to dream about living a life that felt true to my own values, my own sense of things. Of course, when it came time to act on that in the real world, I found I just didn't have the courage.” (Page 32)

The data above is Takako’s confession about the gap between her aspirations and the reality of her life. While in the college, Takako had a desire to live according to her principles and live an existence that fully reflected who she was. However, when the opportunity to realize this desire arose, she admitted she lacked the courage to pursue it. The term “used to dream” suggests that she had long neglected her dream, not because the desire was gone, but because she gave up due to a lack of courage. In Maslow’s theory, this data explicitly illustrates the unfulfill need for self-actualization. Maslow defined self-actualization as “people’s desire for self-fulfillment, namely, the tendency for them to become actualized in what they are potentially” (Maslow, 1987). Takako clearly understood what she wanted in life by following her values, but she failed to pursue them. The gap between her awareness of her potential and her inability to realize it is part of Takako’s unfulfill need for self-actualization.

Overall, based on analysis of Takako’s character in the novel *Days at the Morisaki Bookshop* using Maslow’s Hierarchy of Needs, all of Takako’s needs are

not fulfill at the beginning of the story. At first, Takako's basic need for shelter was fulfill, but this need began to be threatened after she decided to resign from her job due to the emotional stress she could not bear after romantic betrayal. The loss of her source income then triggered a series of consequences. She is trapped in deep grief due to the romantic betrayal she had suffered, to the point that her physiological needs, safety needs, love and belonging needs, esteem needs, and self-actualization were all disrupted. However, as the story progresses, Takako slowly begins to regain her balance.

To delve deeper into how this process of need fulfillment occurs, the following discussions will examine Takako's process of fulfilling her needs. It explores the various efforts or strategies she employs to meet each level of her needs throughout the story.

B. Takako's Way of Fulfill Her Needs

Before living at the Morisaki Bookshop, Takako hadn't fulfill any of Maslow hierarchy of needs due to the romantic betrayal she faced. However, her time at the Morisaki Bookshop became a valuable opportunity as she slowly began to fulfill each of these needs. The data bellows shows how Takako fulfill her physiological needs, safety needs, love and belonging needs, esteem needs, and self-actualization throughout her journey.

1. Physiological Needs

Previously, Takako was unable to meet her basic needs. This is was evident in her poor physical condition due to the emotional stress, such as refusing to eat,

sleeping excessively to escape reality, and significant weight loss. These conditions indicated that her physiological needs were not being fulfilled. However, as the story progressed, Takako began to gradually meet her physiological needs. As it is found in the following data:

“I was so starved for the taste of home cooking that I basically started coming just for the food. When I called her at lunch from the office, Momoko would act like a new bride, always asking, ‘What do you feel like eating today?’ To which I’d respond by blithely requesting whatever I was in the mood for.” (Page 95-96)

The data indicates that Takako has regained her appetite for food, even specifically longing for home-cooked meals. Since she had previously refused to eat, this is an important indicator that all her physiological needs have been fulfilled. As Maslow (1987) asserts, “a want that is satisfied is no longer a want” and the organism is then free to pursue higher-level needs. In this case, Takako is not simply eating for survival but also beginning to value food as part of her comfort. This indicates progress in both her physical and emotional well-being. She has reached a point where her basic needs are fulfilled, that allows her to focus on her higher level needs.

2. Safety Needs

Previously, Takako was unable to fulfill her safety needs. She lost her job, spend her days sleeping constantly as a way to escape reality, feeling hopeless and uncomfortable in her new environment, and experiencing severe emotional distress when painful memories resurface. This condition indicated psychological and emotional instability that her need for safety was unfulfilled. However, as time went on, Takako began to seek ways to fulfill this need, as it is stated in the following data:

“For the time being, however, I'd gotten a part-time position at a little design firm through my old job.” (Page 66)

Previously, Takako has resign from her old job that she experienced financial unstable and cannot fulfill her daily needs. However, she successfully get a new job to secure her financial stability in the middle of the story. Maslow (1987) stated that “the common preference for a job with tenure and protection, the desire for a saving account,..” are expressions of safety needs. Getting a job is a manifestation of fulfilling the need for financial stability. When she having a job again, this problem has been resolved. This situation addressed that Takako safety needs for financial security has been fulfilled.

Furthermore, Takako at first felt unfamiliar and uncomfortable living in the Morisaki Bookshop. However, Takako found her first comfort while visiting Saveur Café near Morisaki Bookshop, as stated in the data:

“I turned and looked around inside. It felt so peaceful there. ... For the first time in a long time, I felt joy well up inside me. And I felt a little bit better, a little less tired.” (Page 28)

“‘But this truly is the first time I've ever had coffee this good. And I love the feel of this place. It's wonderful.’ ... ‘But I wasn't lying when I said your café was wonderful. I definitely want to come back.’” (Page 30-31)

The data describe the moment when Takako first visited Saveur Café and felt the tranquility and comfort of the place. In Maslow's theory, the need for safety encompasses “security, stability, dependency, protection, freedom from fear, anxiety, and chaos” (Maslow, 1987). This need also addresses psychological well-being, as individuals require a safe and calm environment in order to function mentally.

Before visiting this cafe, Takako had not found a place that truly made her feel calm and protected from her emotional burdens. When she stepped into Saveur Café

and experienced the peaceful atmosphere, a change occurred within her. The statement “For the first time in a long time, I felt joy well up inside me.” indicates that the place gave her a profound sense of peace and comfort. Her desire to return to this café also indicates that this place has served as a safe space for her. In Maslow’s view, fulfilling safety needs allows individual to feel stability and protection that enable them to rebuild their psychological well-being (Maslow, 1987).

Furthermore, Takako also found a way when she felt anxiety in the datum 8 by finding a book to read, as stated in the following data:

“As I stared into the darkness, I wished I had a book to read... It would’ve at least been a way to pass the time.” (Page 35)

The data above takes place on a night when Takako was experiencing anxiety, her mind filled with painful memories that keep replaying in her mind until she feels like it was about to explode. In this situation, Takako realized she needed a book to read as way to pass the time and calm her mind. This desire embodies Takako’s attempt to fulfill her safety needs.

According to Maslow (1987), safety needs also encompasses freedom from anxiety. When someone faces psychological insecurity, they will automatically seek ways to regulate their mental condition, as Maslow stated that “they hedge themselves about with all sorts of ceremonials, rules, and formulas so that every possible contingency may be provided for and so that no new contingencies may appear” (Maslow, 1987). Takako’s desire to read a book reflects her realization that reading can serve as a way to distract her from painful memories.

Takako's desire for a book to entertain herself turned out to have a far more significant impact. Reading became a way to help her rediscover the sense of peace and security she had been searching for, as stated in the following data:

"Little by little, I felt something wash over me, a feeling of peace that words can't express. If I had to explain it, I'd say it could only have come from the writer's fervent love for life. ... 'Yeah, it was amazing,' I said. 'I don't know how to describe it. It hit home.' I was frustrated that I couldn't come up with a better word. 'It hit home' couldn't begin to describe the complex things happening inside me." (Page 36-37)

"It was as if, without realizing it, I had opened a door I had never known existed. That's exactly what it felt like. From that moment on, I read relentlessly, one book after another. It was as if a love of reading had been sleeping somewhere deep inside me all this time, and then it suddenly sprang to life. ... I'd never experienced anything like this before. It made me feel like I had been wasting my life until this moment. I decided to stop sleeping all the time. It no longer seemed necessary. Instead of taking refuge in sleep after my uncle took over for me at the bookshop, I went to my room or to a café to read." (Page 37-38)

The data above reflects the profound transformations Takako experienced as reading gradually became a new source of peace and security. The statement "Little by little, I felt something wash over me, a feeling of peace that words can't express," shows that Takako began to experience a sense of peace and emotional stability that had previously been difficult for her to achieve. From Maslow's perspective, safety needs include a stability, order, and a sense of security (Maslow, 1987). Therefore, the sense of peace Takako experienced through reading reflects the fulfillment of emotional stability needs. Furthermore, the statement "It was as if, without realizing it, I had opened a door I had never known existed," reflects that reading also gave Takako a new purpose in life and brought order and meaning to her daily routine which had previously been shattered by the romantic betrayal she experienced.

Furthermore, another transformation in Takako's behavior was evident when she made the decision to "I decided to stop sleeping all the time," and replace it with reading. Previously sleeping was a way for Takako to escape from reality she didn't want to face. Now, she consciously chooses to spend her time on activities that are meaningful to her "I went to my room or to a café to read." This illustrates a shift in behavior from a person who avoids reality to a person who begins to face it in a more positive and healthy way. Takako's safety needs of psychological and emotional stability gradually fulfilled from her reading activities.

In addition to reading, the sleeping as a coping mechanism to escape from reality also found a way to resolve by walking around neighborhood, as stated in the following data:

"I have no doubt that my new routine helped brighten my mood. Things were still knotted up inside me, but it felt like the more I walked, the more they loosened up."
(Page 40)

The data above illustrates the changes Takako began to experience after developing a new routine which is walking around Morisaki Bookshop. This transformation became a way for Takako to fulfill her safety needs. According to Maslow's theory, safety needs encompasses the search for stability and freedom from anxiety (Maslow, 1987). One of the methods people use to meet this need is by establishing healthy routines.

Previously, Takako had an unhealthy routine, which she spent her time sleeping excessively as a way to escape from a painful reality. That situation actually exacerbated the emotional instability she was experiencing. When she began walking regularly, she noticed that it gradually helped improve her mood. Although

she admitted that her feelings hadn't fully recovered, "things were still knotted up inside me," she found that the more she walked, the more they began to ease. This walking routine gave Takako a better routine than before, which psychologically gave her a sense of security and control over her life.

The last four data reflects that Takako already felt familiar and safe in her new environment. Takako even stated it herself as in the following data:

"It's only in secondhand books that you can savor encounters like this, connections that transcend time. And that's how I learned to love the secondhand bookstore that handled these books, our Morisaki Bookshop. I realized how precious a chance I'd been given, to be a part of that little place, where you can feel the quiet flow of time." (Page 38-39)

"Takako, it looks like you've totally gotten used to life here," he said. "I think so too. At first I wasn't so sure it would work out, but somehow it has. I'm fully enjoying this little vacation from my life," I said with a little laugh." (Page 51)

These two data demonstrate Takako's success in adapting to her new environment at Morisaki Bookshop. It reflects the fulfillment of her safety needs in terms of stability and familiarity at her new environment. In the first data, Takako expresses how she began to find meaning and love for Morisaki Bookshop. The statement "to be a part of that little place" reflects a growing sense of security and a genuine attachment to an environment that previously felt strange for her. This familiarity is clearly emphasized by both her uncle and Takako herself at the second data.

According to Maslow's Hierarchy of needs theory, safety needs includes the need for stability (Maslow, 1987), the situation where a person feels protected, comfortable, and has a trustworthy and reliable environment. Therefore, these two data demonstrate that Takako's safety needs for stability and familiarity has been

fulfilled. Morisaki Bookshop and its environment become a safe, familiar, and meaningful place that allows her to heal and move toward achieving higher needs.

After Takako was free from anxiety in the data above, she felt emotional stress again after she received voicemail from Hideaki. She then told uncle Satoru about it, his reaction was to encourage Takako face Hideaki which become a way to fulfill Takako's disturbed safety needs again, as stated in the following data:

"All right, let's go make him apologize. We're going to make him say, 'I'm sorry I hurt you. I'm a terrible person.'" (Page 58)

"Don't run away from it, Takako," my uncle said, ... He was right. I couldn't run away. If I did, nothing would change. Wasn't that obvious? I bit down hard on my tongue. "Okay, I get it. Let's go, Uncle." (Page 60)

The data above reflects her uncle encouragement to confront the person who hurt Takako becomes a way to fulfill her safety needs again. Maslow explains that individuals who lack safety needs often rely on a stronger figure as a protector, "their safety needs often find specific expression in a search for a protector, or a stronger person or system, on whom they may depend" (Maslow, 1987) and Takako's uncle fulfill that role. Takako's statement, "Okay, I get it. Let's go, Uncle," is the moment she begins to rebuild her emotional structure which previously destroyed by trauma by choosing to confront the situation rather than avoid it. Maslow stated that safety needs involve a desire for freedom from anxiety and freedom from fear (Maslow, 1987). This is Takako's way to fulfilling her safety needs by confronting the source of her anxiety instead of allowing the fear to continue to dominate her life again.

After her courage to face Hideaki, Takako then expressed her deep feelings bravely, as seen in the following data:

“I came because I want you to apologize! You might have just been playing around, but it wasn't like that for me. I really loved you. I am a person. I have feelings. You might look at me and see just a woman you can take advantage of, but I think about things, I breathe, I cry. Do you know how much you hurt me? I...I...’ ... I had finally been able to say the words I'd wanted to say that night in the restaurant.” (Page 63)

The data above reflects Takako's attempt to confront the root cause of her anxiety. Previously, she had been trapped by anxiety due to deep emotional wounds she had never expressed. Now, she boldly expresses all her feelings directly to the person who hurt her. According to Maslow, safety need is about freedom from anxiety and fear (Maslow, 1987). Takako's action to express her feelings is a way for her to free herself from the insecurity that has dominated her life. Furthermore, Takako's statement, “I had finally been able to say the words I'd wanted to say that night in the restaurant,” by her effort to utter words she had kept deep inside, Takako also regained her emotional stability. Maslow explained that safety need is also related to the need for stability and protection from chaos (Maslow, 1987).

Takako's courage to confront the person who had hurt her simultaneously fulfilled her safety needs, as seen in the following data:

“It was enough. Really. I feel better, maybe better than I've felt in my whole life up till now. It's amazing. This might be the first time I've ever raised my voice and told another person what I really felt,” I said, (Page 64)

The data above marks the moment when Takako's safety needs were finally fulfilled. Previously, Takako had been unable to experience emotional peace and negative feelings continued to spread through her heart. But now, Takako stated that she feels better than ever in her life. Maslow explains that when safety needs are fulfilled, a person no longer feels threatened, “just as a sated person no longer feels hungry, a safe one no longer feels endangered” (Maslow, 1987).

Takako's statement that "This might be the first time I've ever raised my voice and told another person what I really felt," reflects the fulfillment of her safety need to speak up and express her feelings to the person who hurt her which is the steps that released Takako from the anxiety and fear that had been holding her back all this time. According to Maslow, fulfilling safety needs gives a person a sense of stability, protection, and freedom from anxiety and fear (Maslow, 1987).

Based on the analysis conducted, it can be concluded that Takako's safety needs were fulfilled through a series of gradual processes. Takako previously experienced emotional insecurity due to romantic betrayal. She then gradually rebuilding a sense of security within herself, starting from having a new job, feeling familiar and comfortable in her new environment, finding a happiness in reading and walking, and having the courage to express all her feelings to the person who hurt her. According to Maslow, the fulfilment of safety needs is characterized by physical safety, stability, freedom from fear, freedom from anxiety, protection from threats, financial security, and emotional well-being (Maslow, 1987). This indicates that Takako's safety needs had been successfully fulfilled.

3. Love and belonging Needs

Previously, Takako had been unable to fulfill her love and belonging needs. She had lost the only person she trusted and loved. She felt deeply lonely because no one was truly close to her in all of Tokyo. These situation reflected an unfulfilled need for love, attention, friendship, and belonging. However, as time passed at Morisaki Bookshop, Takako slowly began to find ways to fulfill these needs as it is found in the following data:

"She was about my age, maybe a little younger. She had fair skin and round, full cheeks, There was something gentle about her way of speaking. And she looked cute in her black apron. I had a feeling we might get along. My mood brightened."
(Page 29)

The data above depicts Takako's first meeting with Tomo, a waiter at Saveur Café. This meeting marked Takako's first steps in her search for love and belonging. In Maslow's theory, love and belonging needs includes the desire to give and receive affection, friendship, and a sense of belonging in community (Maslow, 1987).

Takako once stated that in all of Tokyo, she had no close friends. She was known as a shy person who has trouble making friends. The belief that "I had a feeling we might get along," shows that Takako is starting to open herself up to friendship. Her "brightened" mood reflects the positive reaction that arises when a person begins to feel a social bond. According to Maslow, the need to connect with others and find a place within a community is one of the core elements of the need for love and belonging (Maslow, 1987). Takako's first meeting with Tomo was a step toward fulfilling that need. It is also reflected in the following data:

"Perhaps, as a result, it was at that time that I started to get to know more people around the neighborhood. I became a regular at the Saveur coffee shop and started to get very close with the owner and the staff, especially with Tomo, the waitress." (Page 40)

The data above illustrates Takako's social development while she was staying at Morisaki Bookshop. She begins to meet more people, becomes a regular customer at Saveur café, and develops a close relationship with the café owner and staff, especially a waitress named Tomo.

Maslow explained that love and belonging needs includes the desire to form friendships, be accepted into social groups, and feel close to those around them

(Maslow, 1987). However, she successfully build a social relationship through daily interactions in her new environment. This change is significant because it shows the fulfillment of social needs that previously did not exist. The close relationship with Tomo and the others makes Takako no longer alone, she has found a sense of belonging among people who accept her as part of their community.

By fulfilling love and belonging needs for friendship, it can lead Takako to fulfill other aspects in love and belonging needs which is the involvement in the community, as seen in the following data:

“We were still happily walking around. ... In the end, it turned out to be a fulfilling and exciting day. Afterward, Takano thanked me and said how incredibly grateful he was, but I didn’t see any reason to thank me, because I was the one who enjoyed it the most.” (Page 49)

The data reflects Takako’s experience while walking around with Takano and Tomo at the book festival held in Jimbocho. Takako felt that she was the one who enjoyed the experience the most. This served as a way for Takako to fulfill her love and belonging needs through togetherness and involvement in the community.

According to Maslow’s theory, the love and belonging needs includes the human desire to belong to a community and engage in meaningful experiences. Maslow emphasized that humans naturally have a tendency to gather and be the part of the community, “personal growth groups, and intentional communities may in part be motivated by this unsatisfied hunger for contact, intimacy, and belongingness. Such social phenomena may arise to overcome the widespread feelings of alienation, strangeness, and loneliness” (Maslow, 1987). Takako’s experience in the book festival with Takano and Tomo become her way to overcome feelings of alienation and loneliness that previously she experienced. She

also felt a sense of fulfillment from being able to share the moment with others and be a part of experience that become a key point in her recovery journey.

Furthermore, Takako's love and belonging needs are also fulfilled through her Uncle who was not even close to her before. She has just realized that all this time she had someone who could fulfill her love and belonging needs, which is her uncle. This is proven by the following data:

"'Why are you so good to me though? I know I'm your niece, but we hadn't seen each other in so long.' 'Because I love you, Takako.' .. 'I know, for you, I might be some relative you don't know that well, but for me it's different. For me, you're an angel.' .. No one had ever said anything like that to me before—no man, no woman had ever talked to me like that before." (Page 51)

"At the time I thought it was my natural right to be treated so kindly. The joy of realizing that someone loved me that much made my heart want to burst." (Page 53)

The data captures a deeply touching moment when uncle Satoru sincerely expressed his love for Takako. This moment marked the process of fulfillment of one of the most important love and belonging needs in Takako's life.

According to Maslow (1987), "the love needs involve giving and receiving affection". Maslow emphasized that dissatisfaction with this need can lead to deep pain caused by loneliness, rejection, and a sense of loss (Maslow, 1987). Takako had been in this situation for a long time. Therefore, when her uncle expressed his sincere and warm words of love, it has a significant impact on Takako. She even stated that no one had ever said that to her before. The statement "the joy of realizing that someone loved me that much made my heart want to burst," was a sign of the fulfillment of love and belonging need she had long forgotten. In Maslow's view, receiving affection from another person is one of the key point of love and

belonging need. Her uncle's confession of love was one of the most transformative experiences in Takako's emotional recovery.

Furthermore, the feeling of being loved that Takako previously felt from her uncle became even more apparent when her uncle showed concern when Takako faced difficulties, as reflected in the following data:

"I was protected. There was someone who worried about me, who got angry because what happened to me mattered as much as if it had happened to him. For a long time, I'd let myself feel like I was totally alone in this big world, but all along there was someone close by, thinking about me, looking out for me. That made me immensely happy." (Page 65)

The data is the moment when Takako realized how much her uncle care about her. The statement "I was protected" and "There was someone who worried about me" mark the moment when Takako realized that she was never truly alone, even though she had always felt that way. In Maslow's theory, the love and belonging needs is not only about giving love, but also feel the love and affection from others (Maslow, 1987). For a long time, Takako felt "totally alone in this big world" that shows a dissatisfaction of her personal needs for love and belonging. However, Takako finally found fulfillment in her need for love and belonging through the recognition of her uncle's support. The happiness she felt demonstrates how important fulfilling these needs is to a person's mental health.

Besides fulfilling love and belonging needs through friendship, community, and family, Takako also felt the fulfillment in the aspect romantic relationships, as seen in the following data:

"It was also strange—it felt like we'd been friends forever, like I could talk to him for hours. When Wada seemed like he was listening to me seriously, he'd come out with something funny and make me laugh." (Page 93)

“Little by little, we were starting to feel comfortable with each other. I realized that in my heart was genuinely delighted to see him again. It's true. Seeing him made me incredibly happy. It didn't matter what he felt about me. It was pointless to worry about that. There was nothing I could do to change that fact. 'Um,' I said, looking up at him again, 'I'm glad to see you.' ... 'I'm glad to see you too,' he said. 'I mean if I hadn't, I would've been guilty of larceny, so there's that. No, that's a lie. I wanted to talk to you again.' He laughed, scratching the back of his head in embarrassment. ... I was deeply grateful that the two of us had been able to run into each other again. (Page 144)

The data shows the evolution of the romantic relationship between Takako and Wada. The development of their relationship becomes one of the most important ways for Takako to fulfill her love and belonging needs. According to Maslow, “not to be overlooked is the fact that the love needs involve both giving and receiving love” (Maslow, 1987). Therefore, Wada’s presence in her life is so important. He is the first man who makes Takako willing to re-open her heart after all the pain she experienced. Wada’s ability to listen intently while also injecting humor as expressed in “when Wada seemed like he was listening to me seriously, he’d come out with something funny and make me laugh,” indicates a good emotional balance in their interactions.

Furthermore, when they finally meet again after a long time, Wada’s sincere expression “I wanted to talk to you again.” is a statement of genuine and courageous love. This courage gives Takako a feeling of being wanted and gives value to her existence as a woman. Takako’s statement, “I’m glad to see you” and “I was deeply grateful that the two of us had been able to run into each other again” shows how much this romantic relationship means to her after a long period of feeling rejected and unloved. In Maslow’s theory, the need for love from others is one of the most important elements of love and belonging need (Maslow, 1987). The development relationship with Wada demonstrates that she has healed enough from her old

wounds to re-open her heart to a man. This condition signifies the fulfillment process of her love and belonging needs.

Furthermore, her relationship with Wada continues to develop to the point where they are officially dating which marks the fulfillment of love and belonging needs in form of romantic relationships. This is proven in the following data:

"By the way, Takako, what's this about you having a boyfriend?' Momoko asks in her usual abrupt way. 'What? Who'd you hear that from?' She points a finger at Sabu. 'Just now, from him.' 'No, I heard it from the owner of the Saveur,' he says, and starts giggling again as if something were funny." (Page 147)

The data reflects the moment when Momoko, uncle's wife, hears the news that Takako has a new boyfriend. This news spreads from person to person, starting with the owner of the Saveur café and finally it reached Momoko through Sabu. The fact that Takako has a new boyfriend indicates the success of her relationship with Wada and also a sign that she has re-opened her heart to a romantic relationship. In Maslow's theory, the love and belonging needs include the human need to be loved and to love others (Maslow, 1987). At the beginning of the story, Takako is in a very vulnerable emotional condition due to her breakup with Hideaki. She even admits she doesn't know how to cope with the pain she had experienced. Therefore, Takako's ability to begin a romantic relationship at the end of the story demonstrates that her love and belonging needs have been fulfilled.

Based on the analysis conducted, it can be concluded that Takako's love and belonging needs are gradually fulfilled through the various meaningful interactions she was living in her new environment. Takako, who previously felt lonely and alone, begins to find a sense of love and belonging through the relationships she builds with the people around her, starting from her close friendship with the people

around the bookshop, her warm bond with her Uncle Satoru, and the romantic relationship that developed with Wada. According to Maslow, love and belonging needs includes the need to give and receive love, a sense of belonging in a community, and acceptance from others (Maslow, 1987). All of this aspect have been felt by Takako through these sincere and meaningful relationships until she no longer feels alone in this world

4. Esteem Needs

Takako's esteem needs remained unfulfilled after experiencing various situations that undermined her self-esteem. This lack of fulfillment led her to feelings of inferiority, weakness, and helplessness. Therefore, Takako's journey at Morisaki Bookshop became an important moment in her journey to fulfill her esteem needs through various experiences, as it is found in the following data:

"'Oh wow,' he said. 'How did I not know that all this time Satoru had a cute, young niece.' I flashed a sweet smile. It was lucky for me he hadn't seen my shameful appearance this morning. Maybe he was a sweet old guy after all. He seemed pleasant enough, and what's more, he had good taste." (Page. 18)

In the data, Takako receives a compliment from Sabu, a regular customer at Morisaki Bookshop. Before this, Takako had been experiencing insecurity and comparing herself to the pretty woman Hideaki was going to marry. Sabu's compliment served as a way for Takako to begin fulfilling her esteem needs.

According to Maslow's theory, esteem needs includes the desire for recognition, attention, and appreciation from others (Maslow, 1987). In this instance, Sabu's compliment that Takako is an attractive young woman, represents a form of esteem from others that directly fulfills Takako esteem needs. Takako's response "I flashed a sweet smile" reflects her acceptance of the compliment, and

her comment that Sabu “he had good taste” indicates that she enjoys the appreciation by others. Furthermore, Maslow asserts that the fulfillment of esteem needs leads to feelings of self-confidence, self-worth, strength, competence, and adequacy (Maslow, 1987). Although this moment may seem trivial, Sabu’s compliment gave Takako a sense of being valued and cared by others. This marks an important step in Takako’s journey to fulfill her esteem needs.

Furthermore, Takako also receive a compliment from Momoko, as seen in the following data:

“It’s okay, because I love you, Takako. And I think it’s cute how honest you are. You can’t tell a lie. It makes me wish I had a beautiful soul like that.” (Page 99)

This data is a statement from Momoko, Takako’s uncle’s wife that delivered to her. Momoko expressed her affection for Takako and clearly praises Takako’s honesty as valuable that even saw Takako as a beautiful soul she longed to have.

Maslow explain that the esteem needs from others encompasses the need to be recognized, appreciated, and respected by others (Maslow, 1987). Through Momoko’s statement, Takako’s honesty is acknowledged as something cute and admirable. This recognition impacts Takako’s esteem needs as she receives confirmation from others that her qualities are valuable and worthy of appreciation. This esteem needs are fulfilled because of the recognition from Momoko that also helps Takako to build her self-confidence.

Takako’s fulfillment of esteem needs is also reflected in her statement about the Morisaki Bookshop, as stated in the following data:

“If I’d never gone to the shop, I’d still be living my life in a daze. I met so many people there, and I learned so many things, and, of course, there were all of the

books I discovered. I feel like I finally learned to see something a tiny bit valuable within myself. That's why I know that I'll never forget the days I spent at the bookshop." (Page 93)

The data above illustrates how Takako's experience living in the Morisaki Bookshop gave her significant impact for her esteem needs. This meaning becomes even more significant when connected to Takako's previous mindset which she had viewed her life as "adequate." That word reflected Takako's low self-esteem as if she never felt she had anything valuable or special. However, over the experience at the Morisaki Bookshop, this view of adequate life gradually changed as reflected in her statement I feel like "I finally learned to see something a tiny bit valuable within myself." This statement indicates that Takako's esteem needs were fulfilled.

According to Maslow, esteem needs consist of self-esteem and esteem from others (Maslow, 1987). While Takako previously only saw her life as "adequate," she is now beginning to realize her own value. Furthermore, the statement "I met so many people there, and I learned so many things, and, of course, there were all of the books I discovered," indicates that the experience at the bookshop gave her new skills, knowledge, and abilities she didn't previously have which can replace the term "adequate" she had long used to describe herself. Therefore, Takako's experience at the bookshop played a significant role in fulfilling her self-esteem needs.

Takako's esteem needs have finally been fulfilled and also realized by herself, as stated in the following data:

"I was someone who took a long time to figure things out. But maybe it didn't matter. I was enjoying myself." (Page 121)

This quote is a brief and meaningful self-reflection from Takako. Takako admits that she is indeed someone who is slow to figure things out, a trait that used to make her feel inferior. In Maslow's theory, "satisfaction of the self-esteem need leads to feelings of self-confidence and worth" (Maslow, 1987). A shift in Takako's perspective on her weaknesses from an inferior feeling to something she can accept and did not stop her happiness. The phrase "I was enjoying myself" reflects a sense of satisfaction and comfort with herself, which is one of the core components of Maslow's fulfilled esteem needs.

Based on the data analysis above, it can be concluded that Takako's character in Morisaki's Bookshop undergoes an evolution in fulfilling her esteem needs according to Maslow's hierarchy of needs theory. She receives sincere praise from Sabu and Momoko for her honesty and kindness, and achieves a peaceful self-acceptance of her own qualities. This process aligns with Maslow's view that esteem needs can be satisfied through a combination of self-esteem and esteem from others. The fulfillment of Takako's esteem needs forms the basis for the development of a stronger sense of self-confidence and self-worth.

5. Self-actualization

Before Takako lives at Morisaki Bookshop, her life was filled with anxiety and emptiness because she was unable to be who she truly was. However, Takako began experiencing various events that slowly helped her fulfill her need for self-actualization in Morisaki Bookshop as it is found in the following data:

"From that night, I started to think more seriously about my own life. I'd found a warm, calm place to stay here, but I couldn't remain dependent on others forever."

If I did, I would never grow up. My heart would always be weak. I was convinced that if I didn't leave, I would never be able to start over.” (Page 55)

This data provides the evidence of Takako’s development in self-actualization. After discovering her love of literature, changing her lifestyle, and beginning to perceive the world from different perspective, Takako decided to leave her comfort zone and take responsibility for her own life. Maslow emphasized “even if all these needs are satisfied, we may still often (if not always) expect that a new discontent and restlessness will soon develop, unless the individual is doing what he or she, individually, is fitted for” (Maslow, 1987). Takako’s realization that “but I couldn't remain dependent on others forever,” and her belief that “if I didn't leave, I would never be able to start over” are expressions of the growing desire for self-actualization within her. She was no longer satisfied with the security and comfort she had, she desired to growth, and that growth required the courage to step out. The decision to leave and start over is Takako’s response to this development in self-actualization.

Furthermore, Takako’s desire to go out and live independently grew stronger because all her troubles had been resolved and all her needs were fulfilled as stated in the following data:

“But I had already made my decision. ‘I've been enjoying this little vacation from my life for a long time already. If I don't go now to look for the place where I belong, I might end up never finding it.’” (Page 66)

The data illustrates Takako’s statement about the choices she made consciously. She describes her time at Morisaki Bookshop as a “little vacation from my life” which is as a temporary break from the realities of her life rather than her

final achievement. Furthermore, she emphatically states that if she doesn't immediately set out to find "the place where I belong," she may never find it.

Maslow explains that self-actualization is "the desire to become more and more what one idiosyncratically is, to become everything that one is capable of becoming" (Maslow, 1987). Takako's statement in this data reflects the fulfillment of her self-actualization needs in terms of independence and courage to make choices. At the beginning of this story, Takako was hesitant to act on her principles. However, she now declares that she must set out to find the place where she belongs and live as her own principles. The phrase "the place where I belong" also indicates that Takako now has a clearer understanding of her life's direction which is a crucial element of self-actualization according to Maslow.

Based on the analysis above, it can be concluded that Takako's character in the novel *Days at the Morisaki Bookshop* undergoes a long and transformative journey in achieving her need for self-actualization. Takako gradually develops the courage, independence, and self-awareness needed to realize her worth through her experiences at Morisaki Bookshop. The highlight of this journey is reflected through the courage to step out of her comfort zone and the ability to make decisions independently. Takako's journey aligns with Maslow's view that self-actualization is not a goal that achieved instantly, but a gradual process of growth. A person gradually discover, accept, and realize their true potential.

Based on the results of the overall analysis, it can be concluded that the main character, Takako, experiences gradual process of fulfilling needs in Maslow's hierarchy, starting from the basic physiological needs to the highest level of needs.

At the beginning of the story, almost all of Takako's needs are unfulfilled due to the romantic betrayal she experienced. She almost lost her shelter and had trouble eating and sleeping well, loses her job and love simultaneously, has no one to lean on, feels inferior, and loses the courage to live according to her principles. However, after a long journey while living at the Morisaki Bookshop, Takako has slowly been able to fulfill all her needs. Her basic physiological needs are fulfilled with a new place to live and increase her appetite for food, a sense of safety is re-established through a new routine and the courage to face trauma, the need for love and belonging is provided through new and warm relationships, her self-esteem increases as she begins to realize her own worth, until finally she reaches the top of the hierarchy by bravely making the decision to leave the comfort zone and find a new place where she can truly be herself and not rely on others anymore. This shows that Maslow's hierarchy of needs theory is clearly visible in Takako's character where the fulfillment of basic needs serves as a foundation that allows her to grow and achieve higher level of needs until finally she can become a person with her full potential.

CHAPTER V

CONCLUSION AND SUGGESTION

The researcher in this chapter provides conclusion and suggestion from the research on the main character hierarchy of needs in the novel *Days at the Morisaki Bookshop* by Satoshi Yagisawa. The conclusion is divided into two point based on the research problems. First, what are the main character's unfulfilled needs. Second, the way Takako fulfilling her needs. The, the researcher also wrote the suggestion for further research.

A. Conclusion

Satoshi Yagisawa's *Days at the Morisaki Bookshop* depicts the reality of human needs through the main character, Takako, who in the beginning of the story reflects a situation where all levels of Maslow's hierarchy of needs have not been fulfilled due to the romantic betrayal she experienced. In physiological needs, Takako cannot fulfill her basic needs because her stomach refused food, and could not sleep well. Then, safety need is also not fulfilled because she lost her job and avoid reality by spending time sleeping, she also feels anxiety while the trauma appeared. After that, her love and belonging needs is also not fulfilled because she did not have any person in all of Tokyo to accompany her and losing her lovers. Furthermore, her esteem need is also not fulfilled as she feels inferior, sees herself as an ordinary person, and feels that her entire life as "adequate." Lastly, the need for self-actualization is not fulfilled because she never found the courage to live according her principles. However, this unfulfilled needs did not last forever,

because Takako's presence at the Morisaki Bookshop becomes a crucial moment that allowed her to gradually begin to fulfill each of her previously unfulfilled needs.

After understanding all of Takako's unfulfilled needs, it is also possible to see Takako's way to fulfill each of these needs through various experiences she had while living at the Morisaki Bookshop. She gradually fulfills her basic physiological needs through regained her appetite for food. Then, her safety need was fulfilled through the establishment of new routines such as reading and taking walks around neighborhood that provide peace for her restless mind, found comfort in the peaceful atmosphere of the Saveur Café, and has the courage to face the person who hurt her by expressing all her pain. Then, love and belonging needs was fulfilled by the love of her Uncle Satoru who also gave her a sense of security, the close bonds of friendship with the people around Morisaki Bookshop, and the sincere and warm romantic relationship with Wada. After that, her esteem need was also fulfilled when she gradually gained appreciation and recognition from the people around her, and she begins to realize something valuable in herself. Lastly, Takako also fulfilled her need for self-actualization when she taken the bold step of leaving the comfort zone at Morisaki Bookshop and seeking a place where she can truly be herself and she finally found the courage to live according to the values and principles she has always dreamed of. This shows that Maslow's hierarchy of needs is clearly reflected through Takako's life journey, where the fulfillment of each level of need becomes the basis that allows people to grow and develop until finally able to discover their true self.

B. Suggestion

The researcher in this research analyzed Takako's hierarchy of needs by Maslow and how the main character fulfills the needs of the novel *Days at the Morisaki Bookshop* by Satoshi Yagisawa. During the process of analyze this novel, the researcher discovered many other interesting aspects that have not been explored in depth in this research. Therefore, the researcher suggests several possible research for further research. First, future researchers can focus to analyze other characters in this novel, such as Uncle Satoru who has a background and life journey are also worth to be analyzed through other psychological theories. Second, future researchers can apply other psychological theories in analyzing this novel to provide more varied perspectives and enrich the understanding of this literary work. Lastly, future researchers can analyze the sequel of this novel which is *More Days at the Morisaki Bookshop* which can provide different story and character development to be studied. The researcher hopes that the results of this research can serve as useful reference for future researchers.

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