

EXPLORING MASLOW'S HIERARCHY OF HUMAN NEEDS IN "POLLYANNA" NOVEL

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ABSTRACT

This research aimed to analyze the implementation of Hierarchy of need Maslow toward Pollyanna Novel based on psychological perspective. The quotations from all characters were examined seeing that the hierarchy of human needs is not only unfulfilled by the main character. However, other characters of the novel also have struggles in fulfilling the hierarchy of human needs. In collecting the data, the researchers applied library research because this research also used books and articles of the relevant object. Furthermore, the researchers analyzed the data by taking the descriptive Qualitative method. The data were analyzed by implementing Maslow's theory (1943) regarding the hierarchy of human needs. The research result reported that the physiological needs, love and belonging needs, and self actualization are fulfilled by the characters of "Pollyanna" novel. As for the unfulfilled needs, those are safety needs and self-esteem needs as the needs that are not fulfilled by the characters. The safety needs are unfulfilled because the main character named Pollyanna did not get a proper room in Ms. Polly's house. Also, Ms. Polly's self-esteem needs are unfulfilled because she does not feel respected because of the duty that assigns the woman to look after Pollyanna.

Keywords: The Hierarchy of Needs, Pollyanna Novel, Psychological Approach

1. INTRODUCTION

Literature is the representation of life that links to the reality of people's life. It appears as the writing form of art, such as novels, poems, poetry, and so on. However, literature does not only about literary work itself, but it can express life experiences in society. Literature commonly relates to psychological

symptoms and the behavior of humans. The relationship makes the psychological aspect cannot be separated from literary work. Thus, literary work plays an important role in society seeing that literary work can express the psychology of the characters.

Among various literary works, the researcher chose a novel. It is for the reason that novel is written to tell about life and the characters in the story. Novel as the literary work is undeniably important because it appears to show the psychological aspect of the characters. Novel does not only show its role as a literary work, but it also carries the psychological aspect as one of the important aspects in life. By understanding psychology, it benefits those who are aware of psychological symptoms. Therefore, the novel is taken to be the data source of this research.

One of the popular novels is "Pollyanna" novel. The novel was written by Eleanor Hodgman Porter and published for the first time in 1913. It portrays an eleven-year-old orphan who lives in Beldingsville, Vermont. Pollyanna lives with her grumpy aunt who does not want to take care of Polly. However, she takes her to stay at her house as it is her duty to her late sister. She treats Pollyanna really badly at first by not giving her the proper room to stay. It is seeing that the character named Ms. Polly feels that she is not respected and valued because of her duty. She does not like the girl because her mother married a man that Ms. Polly does not even like. Consequently, Pollyanna is prohibited to tell about her late father in front of Ms. Polly.

In line with the explanation above, the researchers focused on the psychological approach to analyze the "Pollyanna" novel. The psychological approach refers to a perspective that is in accordance with the particular assumption of human behavior. In other words, this approach can be applied to examine and describe things and phenomena which relate to humans. This approach can be applied to the novel for the reason that the main character named Pollyanna is treated badly by Ms. Polly. Because of the

bad treatment that Pollyanna experiences, Pollyanna is unable to fulfill the hierarchy of human needs which actually should be fulfilled by a human. Seeing that Pollyanna is not the one that gets her hierarchy of human needs fulfilled, the research analyzed quotations from all characters of this novel.

The hierarchy of human needs is the needs that must be fulfilled by humans. As acknowledged by Sari, Natsir, and Valiantien (2017) needs are things that people have to fulfill every day. The needs of the human must be met in order for people to survive. Hierarchy needs do not only appear in real life, but it also appears in the characters of literary works such as a novel. The phenomenon can also be discovered in literary works (Sianipar & Jusmaya, 2019). Goh, et al (2019) also gave strengthen argument that the reflection of phenomena could be analyze trough psychological character on the novel. Thus, characters in a novel can be viewed as human characters in the sense that they are social creatures in real life. Their behavior and emotions can be portrayed in the same way that human characters have as well. To describe the hierarchy of human needs in the "Pollyanna" novel, this research took the hierarchy of needs theory by Abraham Maslow.

The hierarchy of needs is known as the theory of psychology that presents the five levels of human needs that must be fulfilled to live. The needs are started with physiological needs, safety needs, love and belonging needs, self-esteem needs, and self-actualization needs. "Pollyanna" story has an issue about the unfulfillment of the hierarchy of human needs. Therefore, this research took the approach to analyze the data source. As for the theory, it applied hierarchy of human needs theory proposed by Abraham H. Maslow. The theory is linked to the needs in life. Accordingly, this

research examined the hierarchy of human needs in "Pollyanna" novel by Eleanor H. Porter. Eleanor H. Porter is an American author who has "Pollyanna" novel as her masterpiece.

Regarding the psychological aspect in "Pollyanna" novel, there are lots of quotations which relates to psychology of the characters. This quotation shown below shows the inclusion of human hierarchy.

There were no drapery curtains at the dormer windows, no picture on the wall. All day the sun had been pouring down upon the roof, **and the little room was like an oven for heat.** (Porter, 2018, p. 15)

The quotation above shows that the character named Pollyanna does not get the cozy room. Her aunt named Ms. Polly asks Nancy, her maid to let Pollyanna to stay at the attic room which is really hot. Accordingly, it proves that there is unfulfillment of safety needs in the quotation.

There are several research that examined hierarchy of human needs. The first research was conducted by Ruth and Satria (2020). The researchers specifically explored the hierarchy of needs of love and belonging needs discovered in Jojo Moyes' novel entitled "Me Before You." It was analyzed through the view of Maslow's hierarchy of human needs theory. The descriptive qualitative research was conducted as the research design. The researchers employed Abraham Maslow's love and belonging needs theory to conduct the exploration. The researcher examined the three of the novel's love and belonging needs, such as from family, friend, and intimacy love. In their research, each of these love and belonging needs has its own significance to represent a feeling of character. In the novel, the researchers discovered the struggle and obstacle that the character

faces to fulfill love and belonging needs. Based on the research, it is possible to infer that love and belonging must be discovered in the novel.

Siska (2021) aimed at revealing the human needs of the main character Dewi Ayu and determining the most prominent needs. The data source is novel beauty is a wound by Eka Kurniawan, while supporting data was from articles, internet, and books. The researchers used a psychological approach and the theory of human needs in their research. The data were gathered by employing a library research method which was done by reading various related books. As for the findings, the physiological needs of the character is fulfilled because she comes from a wealthy family, the safety needs is not be fulfilled as of factors in that era, the love and belonging needs is not be fulfilled as the character has a beautiful appearance, the esteem needs is fulfilled considering she is a famous figure at that time. Lastly, the character's self-actualization needs also can be fulfilled well because the character is a fearless. The most dominant need among the five hierarchy requirements is safety needs.

Both previous and present research has similarities and differences. In terms of similarities, the previous and present research used the same theory. The data sources are different seeing that this research took "Pollyanna" novel as the data source. This data source was taken in view of the fact that there is the struggle that the characters experience. The researchers conducted the research about hierarchy of human needs in "Pollyanna" novel because the research found there had struggles which are caused by the unfulfillment of hierarchy of human needs. The data source was analyzed by using Abraham H. Maslow's hierarchy of human needs theory. Briefly, this research

aimed at revealing Maslow's hierarchy of human needs in "Pollyanna" novel.

2. LITERATURE REVIEW

2.1 Psychological

The psychological is an approach that investigates the motives of the characters and the symbolic meaning of events, whereas biographers speculate on the motivation of the writer. The psychological approach is also employed in research to analyze and describe the reader's reactions to the text. The psychological approach is a way of evaluating mental processes. According to Guerin (2005), psychological approach is defined as the one of the critical approaches of literature that becomes one of the most controversial and least appreciated by readers. However, this approach is largely concerned with the understanding of the different facets of human activity, which include life-related difficulties. Its concern benefits the importance of understanding the psychological approach. Following is the theory of the hierarchy of human needs as one of the theory of the psychological approach.

2.1.1 Hierarchy of Human Needs

Hierarchy of human needs is a psychological theory proposed by Abraham Maslow. In Maslow's book entitled "A Theory of Human Motivation", which he subsequently expanded to include his observations on man's inherent curiosity. When people fulfill their basic needs, they attempt to fulfill the higher level of needs. In other words, it is the theory that classifies the stages of human needs from the lowest level until the top level of a hierarchy in the form of a pyramid. The levels are displayed in the diagram as a pyramid that begins with the basic needs of humans. It includes the thing that should be fulfilled by an individual to reach the next level of needs.

The needs in hierarchy of Maslow involve physiological needs, safety needs, love and belonging needs, self-esteem, and self-actualization.

A. Physiological Needs

Physiological needs are known as the basic needs of the hierarchy of needs. Physiological drive is the term used to describe the needs that are commonly used as the beginning stage for motivation theory (Maslow, 1943). These needs refer to the needs that are most crucial among other needs as it relates to food, drink, oxygen, and sleep. All of the needs mentioned above are necessary for every human being since they are the most fundamental wants of a human being. Fulfilling physiological needs are important seeing that these needs are the needs that can make human satisfied or even completely satisfied in living life. In addition, if these needs are unfulfilled, the human will have no power which causes it is impossible for the human to do other things. As a result, physiological needs include the requirements for a drink, oxygen, food, and water.

B. Safety Needs

If the physiological needs are sufficiently satisfied, a new set of needs arises, something we could broadly classify as safety needs (Maslow, 1943). It describes that these needs will be fulfilled when the physiological needs have been fulfilled. Humans have a basic need for both physiological and safety demands to defend themselves. Safety needs relate to the security, stability, reliance, protection, and freedom of human beings in living their life. Additionally, these needs express a need for safety or security in the environment. Safety needs, like physiological needs, are typically aroused in situations.

C. Love and Belonging Needs

Love and belonging needs will be fulfilled if the physiological and safety needs are partially fulfilled. As revealed by Maslow (1943), if both the physiological and the safety needs are adequately met, the love, affection, and belongingness needs will arise, and the cycle will continue. Love and belonging needs include the need for companionship, the desire for a spouse, children, and the need to belong to a group, a family, a club, a neighborhood, or even a nation. Love is not related to sex, and it is studied purely biologically, with love needs encompassing both delivering and receiving affection. A person will be motivated to work if he or she has friends, love, a wife, or children. He has a love relationship with people in general as if he had a role in his group or family, and he will strive to achieve the needs.

D. Self-Esteem Needs

With a few pathological exceptions, all people in modern society have a need or desire for a solid, solidly established, (usually) high evaluation of themselves, self-respect, or self-esteem, as well as the esteem of all others (Maslow, 1943). If the love needs are fully satisfied, they too fade into the background when it comes to guiding conduct, and the esteem needs take over. These are required for a favorable, high self-evaluation. These needs relate to the need for self-esteem and the needs of esteem needs from others. The need for self-esteem leads an individual to strive for success, strength, confidence, independence, and freedom.

E. Self-Actualization Needs

If all of these requirements are fulfilled, we may often (but not always) expect a new wave of discontent and restlessness to arise, unless the individual is doing what he is made to do. To be happy, a musician must create music, an

artist must paint, and a poet must write (Maslow, 1943). When the first four levels of need have been satisfied, self-actualization can be fulfilled. Different factors inspire a person's actions at the self-actualization level than at the lower levels. This indicates that individual's level matters in this case.

2.2. Previous Study

The development of ideas in the analysis of this research is certainly inseparable from the various references to articles that are read, but researchers still maintain their originality by providing new dimensions through this research. The first article was written by Rudianto (2016) which analyzed the implementation of Maslow's theory in *In The Pelican Brief* "Film Directed By Alan J. Pakula. According to Rudianto, self-actualization of characters in films can be realized after the characters make various efforts to fulfill Maslow's six levels of needs. Herdayanti, K., & Satria, R. (2021) also analyzed *Lady birth story* with a psychological approach where they found that there were 6 alter psychological conflicts that limited the main character to achieve self-actualization. This research tries to raise about Freud's psychological approach in the movie. Rahmi, E., & Arianto, T. (2019) helped to expand psychology research in the novel *Shutter Islan* by Lehane. Rahmi et al found that there were symptoms of schizophrenia experienced by the main character which became the main problem. Kinanti, A. L., & Daulay, R. (2020) also analyzed the character Eleanor did not make it through her childhood because she experienced various sexual abused problems during her childhood. Finally, research by Arianto, T., & Ambalegin, A. (2020) relates to the fulfillment of deficiencies due to unfulfilled desires expressed by audiences in contemporary heroic films through

various appearances of action within them.

3. RESEARCH METHOD

The researchers conducted the descriptive qualitative research. Qualitative is used to provide the clear understanding of a certain issue that needs to be explored (Creswell, 2013). In this research, the researcher collected the data by using the method of library research. As mentioned by Ratna (2004), library research explored both old and modern text by utilizing the use of primary data. In addition, several steps were followed to collect the data. Firstly, the researchers read “Pollyanna” novel. Then, the researchers read the novel and highlighted the quotations that showed the characteristics of hierarchy of needs.

After having done the data collection, the researcher analyzed the highlighted utterances. This research conducted the descriptive analysis method as the method of analyzing the data. Ratna (2004) stated that descriptive analysis method is conducted by interpreting the facts that appear in the data source and require the researcher to analyze deeply. The steps of analyzing data, namely the researchers first reviewed the collected data. Secondly, the researchers categorized based on the objects of this research. The categorized data were interpreted by applying the relevant theory. Then, the data analysis revealed the fulfilled and unfulfilled level of hierarchy of needs in “Pollyanna” novel.

4. RESULT AND DISCUSSION

As mentioned above, the researchers focused on the psychological topic that is specifically about hierarchy of needs. Furthermore, the researchers followed the research methodology in order to analyze the data and it revealed that the physiological needs, love and belonging

needs, and self-actualization needs are fulfilled by the characters. On the other hand, safety needs and self-esteem needs are unfulfilled in the novel entitled “Pollyanna”. Following is the discussion of the topic in “Pollyanna” novel.

4.1.1 Physiological Needs in “Pollyanna” novel

Physiological needs are known as the lowest hierarchy of human needs. It concerns the basic needs of the human body. Several quotations which show the physiological needs in the novel are as follows. In this novel, this level is fulfilled by the characters. The quotations and analysis are displayed below.

Data 1

“And she’s goin’ ter **sleep** in the attic—more shame ter HER!” (Porter, 2018, p. 12)

The quotation above shows the existence of physiological needs regarding sleep. It relates to the physiological needs of Pollyanna. In the quotation above, Ms. Polly told her maid named Nancy that Pollyanna will sleep in a space located in upstairs which is specifically around the roof. In other words, Ms. Polly lets Pollyanna to stay during her stay in Ms. Polly’s house. For this reason, it indicates that there is the fulfillment of physiological needs of Pollyanna as Pollyanna is allowed to sleep.

Data 2

“**Bread and milk**, indeed! —and when the poor lamb hain’t only just cried herself to sleep,” (Porter, 2018, p. 37)

The quotation above is declared by Ms. Polly who says bread and milk as the food and drink that Pollyanna could consume. It is considered as basics needs called as physiological needs. The reason is that it relates to food and drink. In the quotation, it indicates that the physiological needs of

Pollyanna are fulfilled considering Pollyanna can eat.

Data 3

Pollyanna ate her bread and milk with good appetite; then, at Nancy's suggestion, she went into the sitting room, where he aunt sat reading. (Porter, 2018, p. 44)

The quotation above relates to the previous quotation seeing that it is about bread and milk. In this quotation, it explains about Pollyanna who is eating the bread and drinking the milk with good appetite which means Pollyanna enjoys her meals. Therefore, this quotation also reveals that her physiological needs got fulfilled.

Data 4

"Pollyanna, it's quite time you were in bed. You have had a hard day, and to-morrow we must plan your hours and go over your clothing to see what it is necessary to get for you. Nancy will give you a candle be careful how you handle it. Breakfast will be at half-past seven. See that you are down to that. Good-night." (Porter, 2018, p. 45)

As seen in the quotation above, it says that Pollyanna should sleep after has done lots of things at that day. It is said by Nancy, who cares Pollyanna more that her aunt does. This quotation is also related to the fulfillment of physiological needs. It is for the reason that Ms. Nancy says Pollyanna gets the time to sleep.

Data 5

"After breakfast I will give you a little pamphlet on this matter to read." (Porter, 2018, p. 51)

The quotation has the word 'breakfast' and it shows that Pollyanna is allowed to eat in the morning. Ms. Polly utters the utterance to Pollyanna as the one who is having breakfast with Ms. Polly. It identifies that Pollyanna gets her

physiological needs fulfilled by being allowed to have breakfast.

Data 6

How deliciously cool it was! Pollyanna quite danced up and down with delight, drawing in long, **full breaths of the refreshing air.** (Porter, 2018, p. 65)

As displayed in the quotation above, it shows that Pollyanna can get the oxygen as one of the thing of physiological needs. It is oxygen as it relates to the fresh air that Pollyanna breaths. The quotation confirms that Pollyanna can get oxygen as the thing that should be included with the aim of fulfilling physiological needs.

Data 7

Pollyanna still looked incredulous, and with another **long breath** Nancy happily settled herself to tell the story. (Porter, 2018, p. 173)

She caught her breath and sobbed wildly for a moment. (Page 247)

These quotations also indicate that Pollyanna could get her physiological needs fulfilled. It is seeing that Pollyanna could fulfill her physiological needs by breathing or getting oxygen.

Data 8

Obediently Pollyanna took the medicine, and sipped the water from the glass in Miss Hunt's hand. (Porter, 2018, p. 248)

The quotation above tells that Pollyanna drinks water because she takes medicine. The water is taken from Miss Hunt's hand as the one who holds the glass. In the quotation, it has the fulfillment of physiological needs seeing that Pollyanna can sip water. This quotation proves that Pollyanna had fulfilled the basic needs of her which is physiological needs.

4.2.2 Safety Needs

The second level of human hierarchy includes the need to be secure, safe, protected, and stable. This level is

unfulfilled considering the characters did not feel safe in the story. The quotations and analysis regarding safety needs are as shown below.

Data 9

“Maybe you’ll have to sleep in **the attic room.**” (Porter, 2018, p. 109)

Even though Pollyanna is allowed to sleep in her house, Pollyanna only can sleep in the attic room. It is the room that located upstairs and not proper to be stayed. Ms. Polly wants Pollyanna to sleep there as she is not happy with the arrival of Pollyanna. Through the quotation, it indicates that Pollyanna does not get the fulfillment of safety needs as the basic needs that should be fulfilled.

Data 10

“I don’t know, I don’t know,’ moaned Nancy. There’s a little cut on her blessed head, but ‘tain’t bad—that ain’t—Ms. Polly says. **She says she’s afraid it’s infernally she’s hurt.**” (Porter, 2018, p. 221)

The quotation above talks about Pollyanna who is hurt because of the incident that happened. In the story, Pollyanna experiences the incident in which she is hit by a vehicle. Because of the incident, Pollyanna does not get the fulfillment of safety needs as Pollyanna is not in a safety condition.

Data 11

“But hain’t the little gal told her—ever? She’s told ev’ry one else, I guess. I’m hearin’ of it ev’rywhere, now, **since she was hurted,**” (Porter, 2018, p. 242)

Similar to the previous quotation, this quotation also talks about Pollyanna who is hurt. It still relates to the hurt that Pollyanna feels as a result of the incident. This quotation confirms that there are no any fulfillments of the safety needs in the character named Pollyanna.

4.2.3 Love and Belonging Needs

This level relates to the needs of having relation, affection, family, intimacy, friends, and lovers. Following are the quotations which shown the fulfillment of love and belonging needs.

Data 12

On a pleasant Thursday morning Pollyanna had been taking calf’s-foot jelly again to Mrs. Snow, Mrs. Snow and Pollyanna were **the best of friend now.** (Porter, 2018, p. 105)

This quotation indicates that there is the fulfillment of love and belonging needs. The reason is that it tells Pollyanna who has best friends named Mrs. Snow. The woman is one of the people who live in the same village as Ms. Polly. The character becomes Pollyanna’s friend as she finds Pollyanna is entertaining and kind.

Data 13

“Of course she would! Why, **my Aunt Polly is the nicest lady in the world**—now that my mama has gone to be a Heaven Angel.” (Page 109)

This quotation has Pollyanna who says that Ms. Polly is her aunt who was the nicest lady in the world. In the story, Pollyanna is indeed not treated in a good way. However, Pollyanna is proud of her aunt by saying she is the nicest lady in the world. The quotation indicates that Pollyanna has fulfilled her love and belonging needs in which she has an aunt.

Data 14

“Oh, yes, sir! **I just love Aunt Polly’s.** There’s such a lot of queer names, and—” (Porter, 2018, p. 127)

The quotation above also has Pollyanna who complimented her aunt. Pollyanna says that she only loved Ms. Polly because of her kindness which allows her to live with her. It shows that the love and

belonging needs of Pollyanna has been fulfilled.

Data 15

“Then, I’ve got it, sure! Now listen.

MR. JOHN PENDLETON WAS MS. POLLY HARRINGTON’S LOVER!”

(Porter, 2018, p. 172)

The quotation above has Pollyanna who mentions that the lover of Ms. Polly is Mr. John Pendleton. By saying this, it shows that Ms. Polly is loved by Mr. Pendleton. Based on the quotation, it shows that there is the fulfillment of love and belonging needs.

4.2.4 Self-Esteem Needs

Self-esteem needs are the needs to be respected by other people by getting respected, valued, and can be related to reputation as well. In this novel, this level is unfulfilled as there is a character that did not get respected. The quotations are as follows.

Data 16

With a frown Ms. Polly folded the letter and tucked it into its envelope. (Porter, 2018, p. 7)

This quotation shows there is the unfulfilled level which is self-esteem needs. The reason is that Ms. Polly is asked to let Pollyanna to live with her. However, Ms. Polly as the respected woman does not feel respected because of the letter. The command makes her feels disrespected seeing that she is rich woman in Harrington. She obviously does not want to have the duty to take care Pollyanna.

Data 17

An’ Ms. Polly—young as she was—**couldn’t never forgive him**; she was that fond of Miss Jennie—in them days. (Porter, 2018, p. 248)

The quotation above shows that the self-esteem needs were unfulfilled. It is considering that the character named Ms. Polly cannot forgive Pollyanna’s father.

Ms. Polly cannot forgive him as he took Pollyanna’s mother away from Ms. Polly.

4.2.5 Self-Actualization needs

This level is the top level of human hierarchy which involves accomplishment, self-development, ideology, and maturity. In this novel, this level becomes the needs that are fulfilled as physiological and love and belonging needs. Following are quotations and analysis.

Data 18

“But—anyhow, **I can be kinder glad** about that cause the ice-cream you don’t eat can’t make your stomach ache like Mrs. White’s did—that is” (Porter, 2018, p. 24)

In the quotation above, there is the accomplishment of being kinder to others. The accomplishment is had by Pollyanna as the character who is kind and lovely. From the quotation, it shows that there is the fulfillment of self-actualization as one of the level of human needs.

Data 19

“**Because then I can fix it again.** Anyhow, I should think you’d be glad it’s black—black shows up so much nicer on a pillow than yellow hair like mine does” ((Porter, 2018, p. 79)

The quotation above shows there is the ability which relates to fix something. Because of the ability, it shows that there is the fulfillment of self-actualization as the bonus need. In other words, the character can fulfill the self-actualization as the top needs of human.

5. CONCLUSION

After analyzing “Pollyanna” novel, the researcher concluded that the hierarchy of human needs theory proposed by Maslow is influential, especially in the life of the characters of the story. This can be seen from the struggle that the character named Pollyanna experiences when she

does not get the proper room to sleep. It is not only experienced by Pollyanna as the main character, but other characters also experience the struggle. In addition, this research revealed that there are two unfulfilled needs, namely safety needs and self-esteem needs.

The unfulfillment of safety needs appear seeing that Pollyanna is not allowed to sleep in the proper room since the first arrival of Pollyanna at Ms. Polly's house. The self-esteem needs are unfulfilled as the character named Ms. Polly does not feel respected because of the duty in which assigns the woman to take care of Pollyanna. After all, there are three levels of the hierarchy of needs that are fulfilled by characters in "Pollyanna" novel. The needs are physiological needs, love and belonging needs, and self-actualization needs.

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