

CHAPTER I

INTRODUCTION

This chapter describes the background of the study, the statement of the problem, the objective of the study, the scope and limitation of the study, the significance of the study, and the definition of key terms.

A. The Background of the Study

Humans are social being. Every person needs others to socialize and accept their existence. A person is not an island unto himself. For his survival and belonging needs, he is not simply a mere member of a socio-cultural group or a mere individual but he cooperates with the members of that group. In short, he is also a social being.¹ Human lives in society. They live in a group of people in the form of family and make many relationships with others. They make friends and love relationship with others. They need each others to

In society life, sometimes someone care to us and will help us if we have problems. Family and friends are the closest persons in our lives. They are the first people who will care of us. They will help us in many ways. In one way, they will give motivations and suggestion to guide us. Suggestion is

¹Rolando M. Gripaldo, "The Person as Individual and Social Being" *on line*<http://www.crvp.org/> accessed on December 19, 2013.

an idea about what someone should do or how someone should behave.² But it does not mean that we have to do as the person suggest. However Suggestions will help us to make a decision to do something and to solve problem, because without we realize it, suggestion influences our thoughts and behaviors.

Human beings are responsive to suggestion, a fact which is of enormous importance both in our individual lives and in the life of the society in which we live. Suggestion can take many forms and once its nature is understood, can be detected almost everywhere.³ For simple example, every day we are ordered to buy something from advisement or to vote for someone. This kind of suggestion can be effective but the effect cannot stay long. We may eventually do buy, but sometimes we will regret it later. There are only a few suggestions that gives influence significantly and stay much longer.

In many studies, research has shown that deliberate suggestion can influence how people perform on learning and memory tasks, and how they behave. But it is not just deliberate suggestion that influences our thoughts and behaviors. Suggestions that are not deliberate can have the same effect. For example making someone feel special can be suggestive. But the response expectancies are influenced by many things. It can be our prior experience, our present beliefs, the situations we find ourselves in and, perhaps most

²*Merriam-Webster Dictionary on line*, <http://www.merriam-webster.com> accessed on December 18, 2013.

³ Lee Hopkins, "The subtle psychological power of suggestion" *online*, <http://leehopkins.com/subtle-psychological-power-of-suggestion.html> accessed on May 5, 2014.

importantly, by others.⁴ Therefore, when, where, by whom someone being suggested take the most important part to make suggestion effective.

When someone is being suggested by someone who is important for him, the influence of suggestion is higher. In our life, we can find many people that are important for us such as our parents, friends, and teachers. In fact, they are the most people who give us suggestion sincerely without any other intention.

This kind of social life can be found in novel. Novel is the miniature of social life. There are many kinds of relationships in a novel. Novels express some aspects about human existence, meaning of life and love. We can find how people live as social. Study a novel is one way to study about social life. In addition, we also learn about suggestion words from a novel.

In novel *Tuesdays with Morrie* there is an example of the relationship between two people and also the relationship between teacher and students. In this novel, Mitch is an example of person who lost himself in this cruel world. He gives up his dream and do not believe in others. He neglects his family and forgets his friends until he meets his former college professor, Morrie. Morrie's character as a former teacher gives suggestion to his former student, after a few times Mitch's character changes to be a better person. It proves that Morrie's suggestions influence in Mitch's character. This novel shows that students need their teacher as guidance. It also shows that teacher's

⁴Robert B. Michael, et al., "Suggestion, Cognition, and Behavior", *Current Directions in Psychological Science online*, <http://www.psychologicalscience.org/index.php/news/releases/the-power-of-suggestion-what-we-expect-influences-our-behavior-for-better-or-worse.html>, 21 June 2012, accessed 5 may 2014.

suggestions are important for their students. Suggestions can change someone's character and help them to solve the problem.

Based on the explanation above, the researcher is interested in presenting the title **“The Influence of Morrie’s suggestions toward Mitch’s Character change in Novel *Tuesdays with Morrie* by Mitch Bloom.”**

B. The Statement of the Problem

Based on the background of the study above, the researcher wants to find out the problem:

1. What are Mitch’s personalities before being suggested in novel *Tuesdays with Morrie*?
2. What are Morrie’s suggestions to Mitch in novel *Tuesdays with Morrie*?
3. What are the influences of Morrie’s suggestions toward Mitch’s character change in novel *Tuesdays with Morrie*?

C. The Objectives of the study

Based on the statement of the problem above, the objectives of the study are:

1. To describe Mitch’s personalities before being suggested in novel *Tuesdays with Morrie*.
2. To describe Morrie’s suggestions to Mitch in novel *Tuesdays with Morrie*.

3. To describe the influence of Morrie's suggestions toward Mitch's character change in novel *Tuesdays with Morrie*.

D. The Scope and Limitation of the Study

There are many kinds of novel; however the researcher more interested in novel *Tuesdays with Morrie* by Mitch Bloom. The researcher chooses this novel because it contains many suggestions that are good to motivate students. This novel also gives an example of good relation between teacher and student.

In this research, the researcher limits the scope in order to achieve the purpose of this study. In this novel, there are many characters; however the researcher chooses Mitch's character. Mitch's character is a good example of a former student who has problem in his life. The researcher focuses in study about the influence of Morrie's suggestions toward Mitch's character change. The researcher interested to discuss the relation between the former teacher and his student.

E. The Significance of the Study

Hopefully the result of this research will be useful for the students, for reader, and for teacher.

This study has significance for the students. This study is meant to encourage the students to study more about literature. From this study, the students can learn about the relation between former teacher and student. Even

though we have graduate from school, we should not forget our teachers. The students also can learn the suggestions in this novel to motivate them. Moreover if they have the same problem with the main character in this novel, they can follow the example to solve the problem.

Then for teacher, the researcher hopes the teacher can gain knowledge from this thesis how to be a good teacher. The teacher can learn from this thesis how to make a good relation between teacher and student. The teacher also could adopt the learning methods to motive the students.

Finally, for the reader, hopefully this research will help them to get a better understanding about the content of the story in the novel. The reader also can learn the suggestions of the novel trough this research.

F. The Definition of Key Terms

A researchers define terms so that the readers can understand the context in which the words are being used or their unusual or restricted meaning.⁵ Therefore the readers would enable to better understand terms in this study.

1. Suggestion

Suggestion is an idea about what someone should do or how someone should behave. It also meansthe process by which one thought leads to another especially through association of ideas. ⁶ In

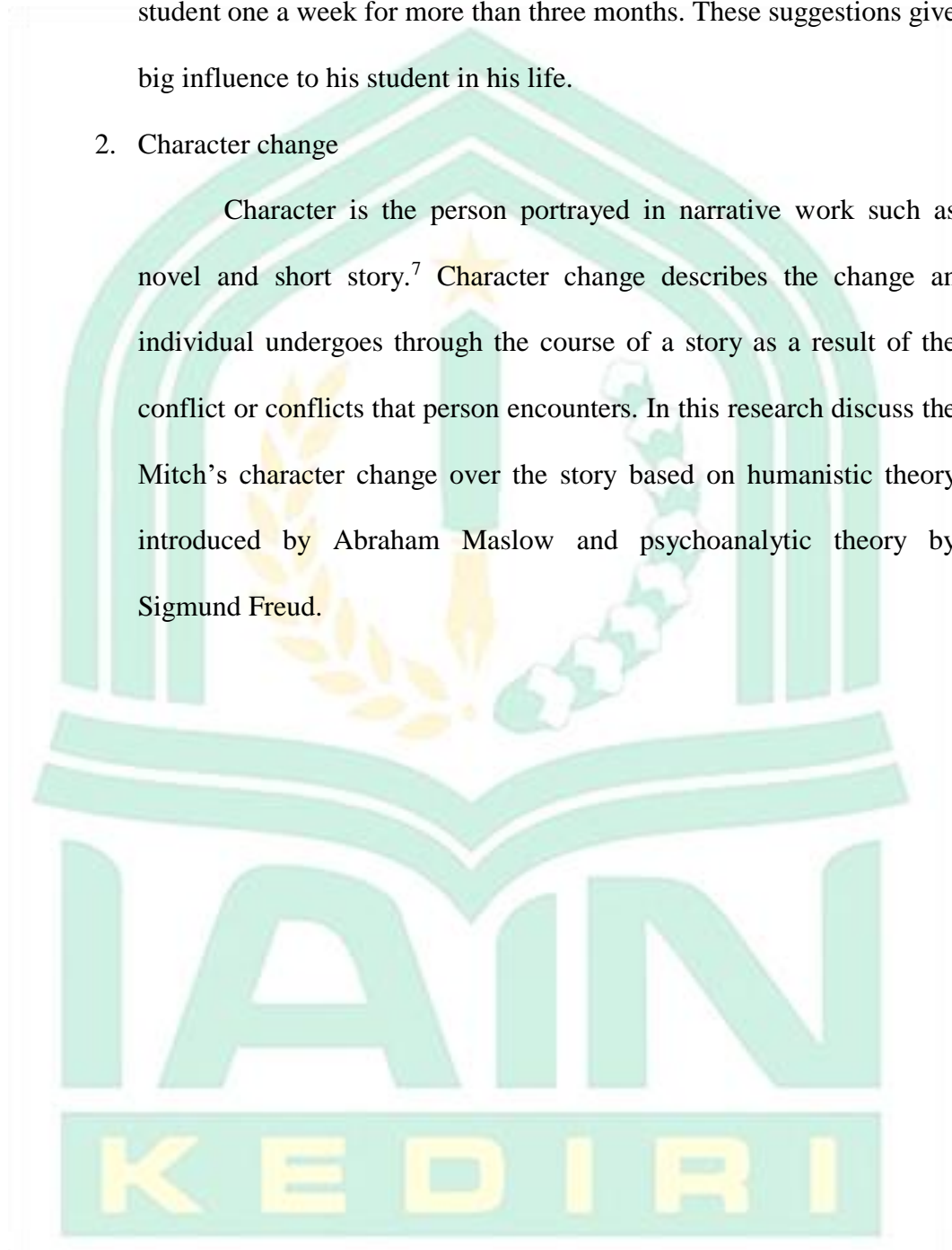
⁵ John W Creswell, *Research Design: Qualitative and quantitative Approaches* (United States of America: Sage Publication, 1994), 106.

⁶Merriam-Webster Dictionary on line, <http://www.merriam-webster.com> accessed on December 18, 2013.

this research, the researcher takes the suggestions from one of the main character, Morrie. In the novel, Morrie gives suggestions to his former student one a week for more than three months. These suggestions give big influence to his student in his life.

2. Character change

Character is the person portrayed in narrative work such as novel and short story.⁷ Character change describes the change an individual undergoes through the course of a story as a result of the conflict or conflicts that person encounters. In this research discuss the Mitch's character change over the story based on humanistic theory introduced by Abraham Maslow and psychoanalytic theory by Sigmund Freud.



⁷ J. A. Cuddon, *A Dictionary of Literary Terms and Literary Theory* (United Kingdom: Wiley Blackwell, 2013), 134.

CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter presents some theories that the researcher is going to use to analyze the data in the following chapter. It concern on suggestion and the theories of character change includes theory of humanistic theory of behavior.

A. Suggestion

Suggestion is an idea about what someone should do or how someone should behave. It also means the process by which one thought leads to another especially through association of ideas.⁸Suggestion is the psychological process by which one person guides the thoughts, feelings, or behavior of another. Nineteenth century writers on psychology such as William James used the words "suggest" and "suggestion" in senses close to those they have in common speech one idea was said to *suggest* another when it brought that other idea to mind.⁹

Suggestion has power to influence the behavior of someone. Sometimes suggestions are helpful and improve our cognitions and behaviors, but at other times they are harmful. It based on the suggestion itself. The

⁸*Merriam-Webster Dictionary on line*, accessed on December 18, 2013.

⁹ "Suggestion "Wikipedia Free encyclopedia on line, <http://en.wikipedia.org/wiki/Suggestion>, accessed on December 19, 2013.

effects of suggestion are wider and often more surprising than many people might otherwise think.¹⁰

We encounter suggestion every day of our lives. Suggestion can take many forms and once its nature is understood, can be detected almost everywhere.¹¹ We like to believe that our thoughts and our behaviors are rationally constructed, but the research shows that our thoughts and our behaviors are influenced by all manner of seemingly irrelevant information including suggestion and expectation.¹²

Psychological scientists Maryanne Garry and Robert Michael of Victoria University of Wellington in New Zealand, along with Irving Kirsch of Harvard Medical School and Plymouth University, investigated the phenomenon of suggestion, exploring the relationship between suggestion, cognition and behavior. According to Michael, our response expectancies are influenced by our prior experience, our present beliefs, the situations we find ourselves in and, perhaps most importantly, by others.¹³ Therefore, when, where, by whom someone being suggested take the most important part to make suggestion effective.

¹⁰Robert B. Michael, et al., "Suggestion, Cognition, and Behavior", *Current Directions in Psychological Science*, 21(June 2012).

¹¹Lee Hopkins, "The subtle psychological power of suggestion" *online*, <http://leehopkins.com/subtle-psychological-power-of-suggestion.html>, accessed May 5 2014.

¹²Michael, et al., "Suggestion, Cognition, and Behavior", *Current Directions in Psychological Science*.

¹³ Ibid.

B. Theories of Personality

Psychologists who specialize in personality seek to understand the characteristic way in which people behave. There a number of approaches to personality. In this study the researcher uses humanistic theory and psychoanalytic theory.

1. Humanistic theory

Humanistic theory is theory of personality introduced by Abraham Maslow. Humanistic Psychology gets its name from its belief in the basic goodness and respect of humankind. Its roots are based in existential psychology or the understanding and acceptance of one's own existence and responsibility. Abraham Maslow has assumption that human are basically good, therefore human having rights to realize their true self to get self actualization.¹⁴

Humanistic theory gave us an understandable way to look at man's need for war for the sake of peace. The basic ideas behind humanistic psychology are simple. Humanists hold the following beliefs:

- a. The present is the most important aspect of the person and therefore humanists focus on the here and now rather than looking at the past or trying to predict the future.

¹⁴AlbertineMinderop, *PsikologiSastra: KaryaSastra, Metode, Teori, danContohKasus*(Jakarta: YayasanPustakaObor Indonesia, 2011), 48.

- b. Humanistic theory is reality based and to be psychologically healthy people must take responsibility for themselves, whether the person's actions are positive or negative.
- c. The individual, merely by being human, possesses an inherent worth. Actions may not be positive but this does not negate the value of the person.
- d. The goal of life should always be to achieve personal growth and understanding. Only through self-improvement and self-knowledge can one truly be happy.¹⁵

Maslow's most well known contribution is the Hierarchy of Needs "A Theory of Human Motivation". This is often used to summarize the belief system of humanistic psychology. The basic premise behind this hierarchy is that humans are born with certain needs. Humans have to accomplish these needs to live happier and satisfied.¹⁶

Specially, Maslow conceptualizes the five levels of needs, arranged in a ladder starting with the lower need and moving on to higher needs. The most important of all, according to Maslow, who wished to stress the developmental nature of motivation, a lower need must be adequately satisfied before the next higher need can fully emerge in person's development. Therefore, one cannot devote himself to satisfy the next higher before the lower needs are met.¹⁷ These are the five levels of needs by Abraham Maslow.

¹⁵ "Humanistic Theory", *Allpsych on line*, <http://allpsych.com/> accessed on December 18, 2013.

¹⁶ William A. Darity Jr, *International Encyclopedia of the Social Sciences*, 2nd edition (United States of America: Macmillan, 2008), 2674.

¹⁷ Minderop, *Psikologi Sastra: Karya Sastra, Metode, Teori, dan Contoh Kasus*, 50-51.

This first level consists of physical needs. This is the basic needs for survival. Without meeting these initial needs, human will not be able to continue their life and move upward on hierarchy. These needs give big influence in human behavior because they always do everything to fulfill these needs.¹⁸For example human need food, water, sleep, and oxygen to life.

The next level consists of safety and security needs. This need category includes physical and psychological safety. Issues of personal safety and security of family, property, and employment are all included.¹⁹At this level human look seek out safety through other people and strive to find a world that will protect them and keep them free from harm. Without these goals being met, it is extremely difficult to think about higher level needs and therefore they cannot continue to grow.

The third level is belongingness and love needs. At this level, human begin to seek out friendships in order to feel a sense of belonging. Maslow's third level, the need for belonging and love, focuses on human desire to be accepted, to fit in, and to feel that they have a place in the world. Without these needs, someone will feel lonely and empty. It will effect in negative feeling such as jealous and hate.²⁰

The fourth level is called self-esteem needs. Maslow argued that all individuals have a need for self-respect and the respect of others. This need category was divided into two subsidiary sets. The first is the need for strength, achievement, and adequacy; and the second is the desire for

¹⁸Ibid., 286.

¹⁹William A. Darity Jr, *International Encyclopedia of the Social Sciences*, 2nd edition, 2674.

²⁰Minderop, *Psikologi Sastra: Karya Sastra, Metode, Teori, dan Contoh Kasus*, 299.

reputation and prestige, recognition, attention, and appreciation.²¹ At this level people focus their energy on self-respect, respect from others, and feeling that they have made accomplishments on their life. They strive to move upward in careers, to gain knowledge about the world, and to work toward a sense of high self-worth. If one can satisfy these needs, he or she will be strong person with confident. But if they cannot satisfy these needs, they will feel frustrated, hesitate, and lost confidence.²²

The final level in the hierarchy is called the need for self-actualization. According to Maslow, people may be in this level but very few if anybody ever masters it. Self-actualization refers to a complete understanding of the self. To be self-actualized means to truly know who you are, where you belong in the greater society, and to feel like you have accomplished all that you have set out to accomplish. It means to no longer feel shame or guilt, or even hate, but to accept the world and see human nature as inherently good.²³

From the explanation above, many people tried to place themselves on one of the five levels of the pyramid. This may be an easy task for some, but many struggle with the ups and downs of life. For many people, life is not that straight forward. They often do something negative and out of the way to reach their goal, but it is not make someone becomes bad person. They just

²¹DarityJr, *International Encyclopedia of the Social Sciences*, 2nd edition, 2674.

²²Minderop, *PsikologiSastra: KaryaSastra, Metode, Teori, danContohKasus*, 303.

²³William A. DarityJr, *International Encyclopedia of the Social Sciences*, 2nd edition, 2674.

people who need guidance, suggestions, and motivation to return to the right way.

2. Psychoanalytic theory

Psychoanalytic theory was founded by Sigmund Freud, an Austrian physician, in the early 1900s. Psychoanalytic theory is a framework for understanding the impact of the unconscious on thoughts, feelings, and behavior.²⁴Freud develops a comprehensive theory of the mind. His topological model posited conscious, unconscious, and preconscious parts of the mind. The *unconscious* contains all that is outside of immediate awareness, whereas the *conscious* contains those parts of which individuals are immediately aware.²⁵According to psychoanalysts, our behavior is triggered largely by powerful forces within our personality of which we are not aware. These hidden forces, shaped by childhood experiences, play an important role in energizing and directing our everyday behavior.²⁶

To describe the structure of personality, Sigmund Freud also developed a comprehensive theory which held that personality consisted of three separate but interacting components: the id, the ego, and the superego.²⁷

²⁴Ibid. 3795.

²⁵ Ibid.

²⁶ Robert S. Feldman, *Understanding Psychology*,(United States of America: MacGraw-hill, 1996),465.

²⁷Ibid.,466.

Freud compared the id as the king or queen, the ego as prime minister, and the superego as the high priest.²⁸

The id is the raw, unorganized, inherited part of personality. The id is a part of unconscious. It operates according to the *pleasure principle* whose purpose is to reduce tension created by biological drives and irrational impulses. If personality consist only primitive, instinctual cravings and longings, it would have just one component, the id.²⁹

The ego is the part of personality that provides a buffer between the id and the realities of the objective, outside world. In contrast to the id, the ego operates according to the *reality principle*, in which instinctual energy is restrained in order to maintain the safety of the individual and help integrate the person into society. It is placed between unconscious and conscious. In a sense, the ego is the “executive” of personality. It makes decision, control actions, and allows thinking and problem solving of a higher order than the id can achieve. The ego is also the seat of higher cognitive abilities such as intelligence, thoughtfulness, reasoning and learning.³⁰ The id and the ego do not represent morality because both of them cannot distinguish between right and wrong.³¹

The superego is the part of personality that represents the morality, the rights and wrongs of society as presented by parents, teachers, and other important figures. It becomes part of personality when children learn right

²⁸Minderop, *PsikologiSastra: KaryaSastra, Metode, Teori, danContohKasus*, 21.

²⁹ Feldman, *Understanding Psychology*, 467.

³⁰ Ibid.

³¹Minderop, *PsikologiSastra: KaryaSastra, Metode, Teori, danContohKasus*, 22.

from wrong and continues to develop as people begin to incorporate into their own standards the board moral principles of the society in which they live. The superego actually has two components, the conscience and the ego-ideal. The conscience prevents us from doing morally bad things, while the ego-ideal motivates us to do what is morally proper. The superego helps us to control impulses coming from the id, making our behavior less selfish and more virtuous.³²

C. Character Change

Character is someone who acts, appears, or is referred to as playing a part in literary work, usually fiction or drama. There are two kinds of character, flat character and round character. Characters that change develop, or act from conflicting motives are to be said round character.³³ Character change describes the change an individual undergoes through the course of a story as a result of the conflict or conflicts that person encounters. Character can change through experience, conversion, or act and will.³⁴

In psychological work, most approach to personality suggest that our basic personality is relatively consistent once we reach adulthood, but recent research suggest that basic aspect of personality, in fact, not as stable as once thought. According to psychologist Ravenna Helson and he colleagues, personality does change in significant ways during adulthood. Both men's and

³² Feldman, *Understanding Psychology*,467.

³³ Alison booth, et al., *The Norton introduction to literature*, (United States of America: w.w Norton & company:2006), 199-120.

³⁴ Ibid.

women's personalities undergo change, change that most likely reflects shifting circumstances and interests during periods of life. Apparently, we are not destined to have the same personality throughout the course of life.³⁵

Many theories of personality try to understand and explain people's personalities throughout their life. According to humanistic theory, personality can change, improve, and be creative in uniquely human fashion. In this theory human has the right to make their own choices.³⁶ Therefore they can change if they have the will to change. It is also said that people have to fulfill certain needs to pass their stage of life well. If they can fulfill their needs, they will get self-actualization. But if they cannot fulfill their needs, they will be influenced by and bad experience. Then it will change their attitude and their character.

Theory of Eugene T. Gendlin says that most theories of personality cite two observations, which are nearly always involved in personality change. The first is that major personality change involves some sort of intense affective or feeling process occurring in the individual. And the second is that major personality change occurs nearly always in the context of an ongoing personal relationship. In his observation, he finds that when the individual thinks about his experiences and emotions by himself, there is often little change. The individual directly feels an inward reworking. His own concepts and constructs become partly unstructured and his felt experiencing at times exceeds his intellectual grasp. It is also observed that when he speaks about

³⁵ Robert S. Feldman, *Understanding Psychology*, (United States of America: Mac Graw-hill, 1996), 484.

³⁶Ibid., 482.

these things to some other people, equally little change occurs. There is almost always changes occur in the context of a personal relationship. It can be influenced by suggestion, libidinal support, approval, and reinforcement.³⁷



³⁷Eugene T. Gendlin, *A Theory of Personality Change*, (New York: John Wiley & Sons, 1964), 5.

CHAPTER III

RESEACH METHOD

This chapter discusses the method used by the researcher in conducting this study. The discussion includes research design, object of the research, approach, data source, data collection method, data analysis, and triangulation.

A. Research Design

Research design is a strategy to arrange the setting of the research in order to get the valid data that suitable to all variable characteristic and the objectives of the research. In this study, the researcher uses descriptive qualitative method. Qualitative research is a research studies that investigate the quality of relationships, activities, situations, or materials. In descriptive qualitative, the data are reported in words or pictures, rather than in numbers. Qualitative research focuses on the process that is occurring as well as the product or outcome.³⁸ In this study, the researcher is particularly interested in understanding how things occur. The researcher uses descriptive qualitative method because the researcher intent to describe about the influence of Morrie's suggestions toward Mitch's character change in novel *Tuesdays with Morrie*.

³⁸Fraenkel, Jr and Wallen, NE, *How to Design and Evaluate Research in Education* (New York: McGraw Hill, 1990), 430-431.

The main instrument in this research is the researcher herself. It means that the researcher is the main performer in this research. The researcher collecting, analyzing the data, and conduct the research by herself.

B. Object of the Research

The object of the research is a novel by Mitch Bloom "*Tuesday with Morrie*". The novel is a memoir of Mitch Bloom with his college professor, Morrie, in the last months of his life. The novel published by Doubleday in 1997 in United States. It consists of 199 pages. The book topped the New York Times Non-Fiction Bestsellers of 2000. In 2007, the novel was published for the 10th. The story was later adapted by Thomas Rickman into a TV movie of the same name directed by Mick Jackson, which aired on 17 December 1999 and starred Jack Lemmon and Hank Azaria.³⁹

C. Approach

Approach is the researcher's method or view to analyze the thesis. In this study, the researcher takes two kinds of approach. There are normative approach and psychological approach.

The first approach is normative approach. The researcher uses normative approach because there is an object of the study that will be analyzed. The object is original from the literature work in the form of novel.

In this study, the researcher read and understands the novel by herself.

³⁹ "Tuesdays with Morrie" *Wikipedia Free encyclopedia on line*, <http://en.wikipedia.org/>, accessed on 13 December 2013.

The second approach is psychological approach. The researcher uses psychological approach because this thesis uses theory of psychology to analyze the novel. The researcher uses humanistic theory and psychoanalytic theory to studies about Mitch's character in *Tuesdays with Morrie* novel. This research studies about the Mitch's character change after being suggested by his former teacher. Therefore, it is important to use psychological approach in analyze this study to understand the problem and get the best result.

D. Data Source

In this research, the researcher uses two kinds of data source. They are primary source and secondary source.

The primary source is the main data source of this thesis. In this research, the primary sources are taken from novel *Tuesdays with Morrie* by Mitch Bloom. From the primary source, the researcher get the primary data includes the paragraphs, sentences, quotations, and the dialogues in the novel.

The other data source is the secondary source. Secondary source includes theories, comments or opinions about this novel, and any others data that is related to the primary source. The secondary data sources are the references of the primary data source.

E. Data Collection Process

In this research, the researcher needs to collect the data from many sources. The main data of this study are paragraphs and dialogues from a

novel *Tuesdays with Morrie*. The researcher has to select carefully the data needed in the novel for the analysis. There are some steps which are used to collect the data for this study. They are reading the novel and identifying the problem.

In the first step, the data collection process has been done by reading to understand the content of the novel. In this research, the researcher has to read the novel *Tuesday with Morrie* at least two times. For the first read, the researcher tries to understand the story of the novel. For the second read, the researcher tries to understand the personalities of each character in the novel. This process can be done for a few times for more understanding. Therefore the researcher will be able to conduct the research without any difficulties.

The second step is identifying the problem. In this step, the researcher identifies the problem then makes a limitation to focus on certain problem to be analyzed. The problem in this study is the influence of Morrie's suggestion toward Mitch's character change. Therefore the researcher limited the research on Morrie's suggestion and Mitch's character change.

F. Data Analysis

Data analysis is the process of systematically searching and arranging the information the researcher obtain from various sources includes the

interview transcripts, field notes, and other materials.⁴⁰ In this research, there are many steps in analyze the data. The steps are classifying the data that will be analyzed, analyzing the data, and drawing the conclusion based on the data analysis.

The first step is classifying the data. In this step, the researcher classifies the data that will be analyzed. The data is classified in many kinds. One will be classified as Mitch's personality and the other will be classified as Morrie's suggestion. This is important to make easier in process of data analyze.

The second step is analyzing the data using the theories. In this step, the researcher applies the related theories in data. Analyzing data is the main process in data analysis. The researcher used theory of humanistic by Abraham Maslow and psychoanalytic theory by Sigmund Freud to understand the character change of Mitch's character.

The last step is drawing the conclusion. After through many steps in analyze the data, the researcher has to make conclusion based on the data analysis. It is the most important part of the analysis. It is influences in the result of the research.

G. Triangulation

Triangulation is the use of several methods or theories to investigate the same phenomenon. Every method is a different line of sight directed

⁴⁰ Robert C Bogdan and Sari KnoppBiklen, *Qualitative Research for Education: An Introduction to Theory and Methods* (USA: Allyn& Bacon, 1992), 153.

toward the same point, observing social and symbolic reality. Thus every method reveals slightly different faces of the same symbolic reality. By combining several lines of sight, the researcher obtain a better, more substantive picture of reality, more complete array of symbols and theoretical concepts, and a means of verifying many of these elements.⁴¹

There are five type of triangulation. They are data triangulation investigator triangulation, theory triangulation, methodological triangulation, and environmental triangulation. The first is data triangulation, where the researchers use different sources of information in order to increase the validity of a study. The second is investigator triangulation. Investigator triangulation involves using several different investigators in the analysis process. Typically, this manifests as an evaluation team consisting of colleagues within a field of study wherein each investigator examines the program with the same qualitative method. The findings from each evaluator would then be compared to develop a broader and deeper understanding of how the different investigators view the issue. If the findings from the different evaluators arrive at the same conclusion, then their confidence in the findings would be heightened. The third is theory triangulation. Theory triangulation involves the use of multiple perspectives to interpret a single set of data. The fourth is methodological triangulation. Methodological triangulation involves the use of multiple qualitative and/or quantitative methods to study the program. The last is environmental triangulation. This

⁴¹ Bruce L. Berg, *Qualitative Research Methods: for the Social Sciences*, (USA: Allyn and Bacon, 1988), 4.

type of triangulation involves the use of different locations, settings, and other key factors related to the environment in which the study took place, such as the time, day, or season. The key is identifying which environmental factors, if any, might influence the information that is received during the study. These environmental factors are changed to see if the findings are the same across settings. If the findings remain the same under varying environmental conditions, then validity has been established.⁴²

In this study, the researcher uses triangulation of theory. The researcher uses multiple theoretical perspectives to get the data from different angles of viewpoints. The theory that the researcher uses are theory of character change based on humanistic theory introduced by Abraham Maslow and psychoanalytic theory by Sigmund Freud. From this point, the researcher hopes to overcome the weakness and the problem that came from single theory and single observer.

⁴²Lisa A. Guion, et al., *Triangulation: Establishing the Validity of Qualitative Studies*, (USA: University of Florida, 2011), 1-3.