THE MAIN CHARACTER’S HIERARCHY OF NEEDS 
IN THE GIRL ON THE TRAIN NOVEL

A Thesis
Submitted to Faculty of Adab and Humanities
In Partial Fulfillment of the Requirements for the Degree of Strata One

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ABSTRACT


This thesis aims to understand what needs that Rachel Watson as the main character in The Girl on the Train novel is trying to fulfill by riding the train every day and how she fulfill her safety and the love and belonging needs using Abraham Maslow’s hierarchy of human needs. Before studying the needs, the writer analyzes the main character’s character and characterization. This research is using qualitative method and descriptive analysis to analyze the love and belonging needs and esteem needs of the main character.

The result of this research is Rachel Watson as the main character has some noticeable characters such as imaginative, alcoholic, and liar. She fulfills her safety needs by killing her ex-husband and fulfills her love and belonging needs by trying to seek attention from her ex-husband, Tom Watson and from Scott Hipwell. Rachel fails to have the love from both Tom and Scott but finally she realizes that she is always loved by her friend, Cathy. Rachel successfully satisfies her needs until the third stage of the hierarchy: love and belonging needs.

Keyword: The Girl on the Train, Hierarchy of Needs, Abraham Maslow
APPROVEMENT

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LEGALIZATION

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The thesis entitled above has been defended before the Letters and Humanities Faculty's Examination Committee on December 8th, 2017. It has already been accepted as a partial fulfillment of the requirements for Bachelor Degree.

Jakarta, December 8th, 2017.

Examination Committee

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DECLARATION

I hereby declare that this submission is my own work and that, to the best of my knowledge and belief, it contains no material previously published or written by another person nor material which to a substantial extent has been accepted for the award of any other degree or diploma of the university or other institute of higher learning except where due acknowledgement has been made in the text.

Jakarta, November 2017

Nadiah Khaleda

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Jakarta, November 2017

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CHAPTER I
INTRODUCTION

A. Background of the Research

Need is a term that used to describe a situation when a person experience a deficiency of a particular thing. Henry Murray said that a need is a “state of tension within a person (Larsen 352).” According to Colman in A Dictionary of Psychology, need can be defined as “a lack of something that is required for survival” or “a motivational state resulting from the lack of something that an organism requires or desires, also called a drive (495).” In other words, need is a state in which a person is in a deficiency of something required or wanted. A certain thing that a person wants and an action that a person does is organized by his or her needs. For example, a person who needs power may try to give orders to other people around him or her in daily life. Another example is a person who works hard and often sacrifices in something he does, may have a need to achieve (Larsen 354). In Murray’s opinion when a need is fulfilled or satisfied, the tension will be reduced. The process of reducing tension is satisfying for a person (354).

In order to fulfill a need, a person will have a motivation on their mind. Motives according to Larsen are “internal states that arouse and direct behavior toward specific objects or goals (352).” Motives are based on needs which caused by a deficit or a lack of something. He said that “deficits lead to a need, which leads to a motive to satisfy that need, either in reality, by fostering specific actions, or in fantasy, by creating thoughts that are satisfying (353).” In other words, a
need can be fulfilled either by doing certain action or thinking about something satisfying. For example, a person who have not eaten anything today has a need for food and a motive of hunger. To satisfy the hunger, that person can either do something to get a food or only thinking about food.

One of the psychologists who develops the theory of motivation and needs is Abraham Maslow. He is a part of the humanistic psychology theorist and a person behind the hierarchy of needs theory. Humanistic perspective focuses on a person’s personal growth, positive human qualities, and freedom to choose a person’s destiny (Santrock 491). He determines the needs by their goals. The basic needs are placed on the lower hierarchy and the highest need or self-actualization is on the top. The hierarchy from the bottom to the top are physiological needs, safety needs, love and belonging needs, esteem needs and the last is self-actualization that will be explained in the next chapter (Larsen 371). The purpose of making this hierarchy is to focus on optimizing a person’s strength and to be a self-actualized person (Setiawan 31).

The issue about human needs and how human fulfill his needs often appear in the novel or movie as a genre in literature. In the novel 1Q84 by Haruki Murakami, the main character is trying to actualize himself despite the problems that happens around him. In the end of the novel, Aomame as the main character is able to actualize himself by being an expert in martial arts, massage, and acupuncture and using those abilities to help the victim of domestic violence and sexual abuse (Riondita 137). The example of movie that has human needs issue as the storyline is Brooklyn. The movie is about Elis Lacey, the main character who
is trying to fulfill her needs after she leaves Brooklyn and goes to Ireland. She is finally able to fulfill her love and belonging needs by the friendship with her new friends Jim, Nancy, and George and have her mother’s affection by approaching Jim Farrell. Elis also fulfill her esteem needs by wearing fashionable outfit and having a great ability in book-keeping (Prasetyo 39). This issue also can be found in animation movie such as Wreck It Ralph. This movie tells a story about Ralph, a video game character who works as a wrecker. He left his job to actualize himself and fulfilling his needs from the esteem needs to self – actualization needs. As the story goes, he goes back to his job and finally he can actualize himself as a wrecker (Haifa 31).

Another novel that can be analyzed using the theory of psychology particularly the hierarchy of needs theory is The Girl on The Train. This book is Paula Hawkins’s debut novel which was published by Riverhead Books in 2015. Hawkins is a British author who once worked as a journalist at The Times for London. She wrote a romantic comedy book “Confessions of a Reluctant Recessionista” under her pen name, Amy Silver but it did not succeed. She decided to write in her own way with dark character and criminal issues (Rustin). Taken from the Penguin Random House Canada website, The Girl on the Train was the #1 Globe and Mail Bestseller, A New York Times Top Book of 2015 and A Publishers Weekly Best Book of The Year. The major motion picture version of this book starring Emily Blunt is already released in United States and United Kingdom in October 2016.
The novel is about Rachel Watson, a 32-year-old woman who experiences a failed marriage with her ex-husband, Tom Watson. The inability of Rachel to be pregnant and also Tom’s affair with Anna were the reason of their divorce. She became an alcoholic to cope with her stress and loneliness. Rachel still remember their marriage with Tom. It can be seen when she rides the train every day from Ashbury to Euston only to take a look at her old house from the train window. When the train stops at a signal at Witney, she sees a happy couple that she named Jason and Jess who live a few houses away from Tom’s house. Jason and Jess are Tom’s neighbor who moved there two years ago after Rachel left the house. She always imagines Jason and Jess life such as their job, what they are doing at home, and their family. One day, Rachel sees Jess kissing another man in her house. Later, she read in the news that there is a woman missing from the news and turns out it is Jess that she sees every day. Rachel tries to help looking for Megan because she holds important information about Jess. Rachel’s unsatisfied safety needs and love and belonging needs makes her trying to get involved in Megan’s case.

From the story above, the writer concludes that Rachel is trying to fulfill her unsatisfied needs by riding the train every day. The first rung of the hierarchy or physiological needs, such as food, water and sex were easily fulfilled without much difficulties. Before the divorce, her safety and love and belongingness are satisfied. But after the divorce, she lost both her safety needs and love and belonging needs. This is caused by Rachel’s opinion that thinks Tom is not only her lover but also her protector. Therefore, the writer wants to analyze Rachel
Watson as the main character in *The Girl on the Train* novel on how she fulfill her lost needs particularly the safety needs and love and belonging needs using the hierarchy of needs theory by Abraham Maslow. In the writer’s believes that, hierarchy of human needs theory can explain human behavior particularly Rachel Watson as the main character of the novel. As a result, Rachel’s behavior throughout the story can be understood using this theory.

**B. Focus of the Research**

Based on the explanation above, the writer focuses on analyzing the character and characterization of Rachel Watson as the main character of *The Girl on the Train* Novel. After that, the writer analyzes how she fulfill her safety needs and love and belonging needs based on the Hierarchy of Needs Theory by Abraham Maslow.

**C. Research Questions**

1. How is Rachel as the main character in *The Girl on the Train* described in the novel?
2. How does the main character fulfill her safety needs and love and belonging needs based on the hierarchy of human needs theory by Abraham Maslow?
D. **Objective of the Research**

1. To explain the characteristics of Rachel Watson in *The Girl on the Train* novel.

2. To explain how the main character fulfill her safety needs and love and belonging needs based the hierarchy of human needs theory by Abraham Maslow.

E. **Significance of the Research**

The writer hopes that this research will be useful to the readers particularly for those who interested in analyzing the literary works with psychology theory especially the hierarchy of human needs by Abraham Maslow.

F. **Methodology of the Research**

1. **Method of the Research**

   This research can be classified as a qualitative research. According to Wahyuni, the qualitative research is the method that is widely used in social sciences to analyze social and cultural phenomena. The data provided in this research is usually not in the form of numbers. The goal of qualitative research is to have an in depth understanding of a person or a group (1). Holloway said that the qualitative research is used to explore the behavior, perspectives, and experiences of the people.

   In this research, the writer uses the descriptive qualitative method in which she tries to describe and reveal the main character’s hierarchy of needs. The
term descriptive means that the research will give in depth description regarding the researched situation or process. Descriptive qualitative research does not aim to test the theory or hypothesis but to see and describe the interaction between the subject and the things around the main character that is related with the research (Idrus 24). The data used in this research is also descriptive in which the writer collect the information of the main character. By using this method, the writer will do the research by describing, analyzing, and explaining the data about the main character of *The Girl on the Train* novel.

2. **The Technique of Data Analysis**

The writer uses character and characterization theory and the hierarchy of needs theory by Abraham Maslow to analyze the data. The novel will be analyzed by repeatedly reading the book, collecting the data, and analyzing the data with the theory stated above. The writer also gains the supporting theory and information from books, journal article, and trusted websites.

3. **The Instrument of the Research**

The instrument of the research is the writer herself. In qualitative research there is a term “human instrument” that means the writer is the instrument of the research. The amount of the collected data depends on the writer (Idrus 21). The writer reads *The Girl on the Train* for several times carefully and collects the data of the main character. The writer also reads books and journal articles
related to character and characterization of a novel and the hierarchy of human needs. Finally, the writer analyzes the data using Maslow’s theory.

4. Unit of Analysis

The unit of analysis of this research is *The Girl on the Train* novel by Paula Hawkins. The writer uses first edition book which was published in 2015 by Riverhead Books, New York.

5. Place and Time of the Research

The writer conducts the research during the academic year 2016/2017 at State Islamic University, Jakarta, particularly in the main library and Faculty of Adab and Humanities library.
CHAPTER II
THEORETICAL FRAMEWORK

A. Previous Research

The previous research of *The Girl on the Train* novel is currently not available. Therefore the writer will mention two theses that used the hierarchy of human needs as their theory. From the theses, the writer will see how the other researchers use the hierarchy and the result of the research using this theory.

The first bachelor thesis is *Kepribadian dan Aktualisasi Diri Tokoh Utama Dalam Novel Supernova Episode Partikel Karya Dewi Lestari (Tinjauan Psikologi Sastra)* which was written by Kartika Nurul Nugrahani from Indonesian Language and Literature Major in Yogyakarta State University (UNY) in 2014. The Partikel book is about Zarah, a woman who has never had a formal education in her life but she is really smart. She is educated by her father, Firas, a biology lecturer who really interested in fungi. His love towards fungi makes him different among the people around him. As a result, Firas left his home and his family. After that, Zarah is always trying to find her father as she still believe that her father is still alive. The aim of the research is to describe Zarah’s character, Zarah’s inner conflict in herself, and Zarah’s self-actualization. The result of this research is Zarah’s characters are smart, rebellious, and stubborn. Her inner conflict is seen when she leaves her hometown because of ideological differences. She has two purposes in fulfilling the fifth stage of the hierarchy or self-actualization. The first is her wish to find her father in order to find the truth about the beginning of life. The second is to be a professional photographer. In the end
of the story, Zarah has not managed to discover the beginning of life in this universe.

The second bachelor thesis is *The Main Character Analysis on The Bling Ring Film Using Hierarchy of Human Needs Theory by Abraham Harold Maslow* which was written by Rizqi Nandia from State University Syarif Hidayatullah Jakarta in 2016. The Bling Ring film is a story about Rebecca Ahn who is obsessed with fashion and celebrity and dares to rob celebrities’ houses in Los Angeles. The stealing activity becomes her habit and it can satisfy her need of luxurious life. The research focus on Rebecca Ahn as the main character and her needs that she wants to fulfill in this novel. The aim of the research is to find Rebecca Ahn’s motivation to steal the items in celebrity houses’. The result of the research is Rebecca Ahn can fulfill her physiological needs, safety needs, love and belonging needs and esteem needs as the highest achievement in her hierarchy. Rebecca steals and wears branded items in order to make her look like an idol and also fulfill her desire for reputation and prestige in esteem needs.

There are two differences between the previous research and this research. The first difference is the object of the research. The first previous research’s object or *Partikel* is a novel while the second previous research or *The Bling Ring* is a movie. This thesis’ object of the research *The Girl on the Train* is a novel. The second difference is in the focus of the research particularly the needs that the characters are trying to fulfill. The first previous research is focusing only on the self-actualization needs and the second previous research is focusing on the needs from physiological needs until the esteem needs while this thesis is only focusing
on Rachel Watson as the main character in her safety and love and belonging needs. The writer will imitate the second previous research because it has the similar problem with this research.

B. Character and Characterization

1. Character

Character is an important part of a narrative. Character can be defined as “Someone who acts, appears, or is referred to as playing a part in a literary work (Beaty et al 102).” A well-written character is the one which cannot be easily forgotten by the readers for the long time. According to DiYanni there are various types of character in a narrative. The first is major character who is an important figure of the story and usually called as a protagonist. Major character appears the most because they drive the whole story. The second is minor character that support the major character. Minor character are usually a static character because their characters do not change from the beginning until the end of the story. In contrast, there are dynamic characters that change their attitude or behavior as the story develops. But not all major character is a dynamic character or the minor character is a static character. It depends on the writer of the narrative (54).

2. Characterization

In a story, the character cannot be separated from characterization. DiYanni said that characterization is how “the writers present and reveal the
character.” In other words, the writer provides the details or facts in order to give better understanding of the character (DiYanni 55). By using characterization, the reader can picture the character of the story on their mind.

DiYanni said that there are six methods in revealing the characters. The first is **narrative summary without judgement.** This characterization gives the reader facts and interpretive comment. Therefore, the reader does not have to judge the character because it is clearly stated in the text. The second is **narrative description with implied or implicit judgement.** It is the opposite of the previous characterization. The reader need to interpret the text in order to understand the character. The third is from the **surface details of dress and physical appearance.** The writer gives details of the character’s clothes for example a pink t-shirt, a black jacket and a pair of jeans. Also the details of physical appearance such as the hair color or length, eye color or skin color to describe the character. The fourth characterization is the **character’s actions—what they do.** This characterization is based on the character’s action in certain condition. The fifth characterization is **character’s speech—what they say (and how they say it).** This is a characterization from the dialogue between the characters in the story. The sixth or the last characterization is **character’s consciousness—what they think and feel.** The reader can understand the character from the thoughts or feelings when the character is doing something, (56). Besides the six
characterizations above, the character can also be identified by their sex, age, nationality, and occupation (Beaty et al 103).

C. Hierarchy of Human Needs

The writer uses the hierarchy of needs theory by Abraham Maslow in order to understand the motivation of the main character’s behavior and how she fulfill her needs in this novel.

1. Physiological Needs

Physiological needs is the basic needs in human life. It is placed at the first level of the hierarchy of human needs pyramid. Therefore, it supports all the needs above such as safety needs and love needs. Physiological needs as the name implies, is related to the needs of human body such as the needs for food, water, oxygen, and sex (Setiawan 47). One thing to keep in mind is Maslow said that the need for sex is a pure physiological needs. Many factor can motivate a need for sex but sex is not equal with love (55). Physiological needs can also be considered as a collaboration of the parts of human body for a basic survival.

As mentioned by Maslow in his book “Motivation and Personality”, if physiological needs are unsatisfied, he or she will be dominated by the lack of it and pushed back the other needs. For example, if someone is hungry, he must find something to eat. He cannot concentrate on complicated tasks such as studying before he fulfill his hunger because all he can think about is food.
Therefore, satisfying physiological needs is really important in order for a person to normally do his activities.

2. Safety Needs

If a person fulfilled his physiological needs, he will move to the next stage called safety needs. It can be described as being safe from all kinds of danger and threat. Maslow said the examples of safety needs are a need for security, stability, freedom from fear and anxiety, law and order, and protection. These needs must be satisfied in order to help people live in a better way with positive thoughts in their mind (39). In Maslow’s opinion, the satisfied safety needs will bring an individual to have an increased feeling of safety, better sleep and courage while a person with unsatisfied safety needs may live in anxiety in a long time (Setiawan 104).

Safety needs can be understood efficiently through children’s behavior. It is because their needs tend to be more simple and clear. Children show their fear towards a threat or danger. For example, they will show a reaction if they are falling, hearing loud noises or being in a dark place. Their fear can be seen by their expression, by crying or even vomiting. In contrast, adults are already used to conceal their feelings. As a result, it is difficult to know adult’s fear even if they are sensing a threat (Maslow 39).

Even though adults hide their fear, it is still shown by their behavior. As mentioned above that an individual with unsatisfied safety needs is living with anxiety. Therefore, a person who experience this tends to look for someone
stronger or someone who can give them protection. That person shows excessive reactions such as panic and destructive actions in facing uncertain conditions. The impact of the behavior are an individual cannot develop his or her potential and always have a negative mind (Setiawan 104).

Quoted from Poston, safety needs are psychological, therefore it may be different for each person. For example, children may see warmth and love from their family as their version of being safe. A dysfunctional family makes it difficult for a child to go to the next level in the hierarchy because his or her mind is filled with fear. On the other hand, the adults consider economic stability as the implementation of their safety needs which can be fulfilled by having a job. Also in the country where the chaos is happening, adults are stuck in this level because they need a feeling of safety (350).

3. Love and Belonging Needs

The fulfillment of physiological and safety needs leads to the higher part of the pyramid or the third stage that is love and belonging needs. If the physiological and safety needs are satisfied, people start to seek for a friend, a lover, and a place in a group (Arndt, Jr. 152). In this theory, love is a need to give and receive affection from the other people. Maslow said that people are always trying to overcome loneliness and alienation in their life. Basically, humans are social beings so they need other people to talk and to do things together (Setiawan 41). Love and belonging needs include the needs to belong and the needs to give and receive affection from other people. Moreover, there
is a need for acceptance and approval from others and a need to belong in a group such family or a club (Harper & Guibault 635).

Maslow said that in higher needs, the term love is widely identified. There are more people in love needs and the amount of love is bigger. For that reason, love can be said as a combination of the two people’s (or more) love needs. Those two people in love will respond to each other’s needs so they can easily satisfy them (Setiawan 48). As stated above, love in this needs is not the same with sex because sex can be considered as physiological needs.

There are times when love and belonging needs is unfulfilled. People may become susceptible to loneliness and social anxieties (Boeree 5). Larsen said that loneliness is a sign of unfulfilled love and belonging needs (373). According to Poston, the social anxiety may developed if the level of belonging in the hierarchy is low or a person is being alienated in the group he or she is in. Therefore, the level of belonging must be maintained in fulfilled state or people may withdraw from their societies (350).

4. Esteem Needs

The fourth stage of the hierarchy is esteem needs where people need to be respected by the others and also themselves. Maslow divided esteem needs into two groups: the lower form and the higher form of esteem needs. The first or lower form of self-esteem is the desire to have a good reputation or prestige from the other people, fame, position, recognition, attention, importance, appreciation or dignity. The second or the higher form of self-esteem is the
need for strength, achievement, adequacy, mastery, competence, confidence in facing the world and freedom (45).

The satisfied esteem needs will bring the sense of confidence of a person in facing the world. An individual is going to feel that his strength, capability, and worth is useful to the other people. In contrast, a person with unsatisfied esteem needs perceive himself as a weak or incapable person. This judgement may cause someone to feel hopeless or desperate (Setiawan 151).

5. Self – Actualization

Self – actualization is the highest need in Abraham Maslow’s hierarchy. As stated by Maslow, a person was born to do what they have to do such as a musician have to make music and a poet must write. Maslow started this notion by analyzing biographies of a group of people whom he considered as self-actualizer such as Albert Einstein, Eleanor Roosevelt, and Abraham Lincoln. He believed that these people are using their talents, capacities, and potentialities by doing the best of what they are capable of. There are sixteen signs of self-actualizers based on the people he studied. Some of the signs are they were reality centered or able to distinguish the real and the fake, problem centered as they seek solutions for their problems rather than pitying themselves, and enjoyed solitude and deeper personal relations with their family and close friends. People with self – actualization accepted themselves as who they are and also others but they were not hesitant to change the negative qualities (Boeree 7).
This hierarchy works by fulfilling the lower needs first because the lower needs are more important than the higher needs. Therefore, a higher need would not appear before the lower needs fulfilled. The hierarchy described as a pyramid; the lower needs support the higher needs. The needs motivate all of human behaviors. In satisfying the needs, Maslow stated that the lower needs do not have to be fulfilled 100% because the higher needs will appear slowly. For example if the safety needs fulfilled 25%, love and belonging needs appear 5% or if the safety needs fulfilled 75%, love and belonging needs appear 50% and so forth. This shows that a person’s behavior is affected not only by one set of needs but also some or all the basic needs which appear simultaneously (Setiawan 43). A person who already reached the high level of hierarchy can go down to a lower need level under stressful or threatening conditions. (Boeree 5).
CHAPTER III
RESEARCH FINDINGS

In this chapter, the writer will answer the research question from the chapter 1. The first question is how Rachel Watson as the main character described in this novel and the second question is how Rachel fulfill her needs. The first question will be answered by analyzing Rachel Watson using character and characterization theory and the second question will be answered by analyzing Rachel Watson’s needs using Hierarchy of Needs theory by Abraham Maslow.

A. The Character Analysis of Rachel Watson

From this novel, Rachel Watson is the main character of the story. According to DiYanni, main character or major character is the character that appears the most and drives the whole story (54). Rachel can be said as the main character or major character because the story focuses on Rachel’s life. This book is narrated from the perspectives of three women characters in which Rachel gets the most part of all. The story told by Rachel takes 323 pages while Megan Hipwell and Anna Watson, has 90 and 62 pages respectively.

Before going to the analysis of Rachel’s character by Robert DiYanni’s six characterization, Rachel Watson will be identified by her sex, age, nationality and occupation as Beaty et al said (103). Rachel is an English woman living in Ashbury with her flat mate, Cathy. The setting is in England that can be proven through the name of the places such as “the 8:04 slow train from Ashbury to Euston (2).” Ashbury is a fictional town located in Buckinghamshire, England
(Bajekal) and Euston is the name of a train station in London. Another location is “…Witney station … (9)” which is one of the train station in England. Rachel is around 33 years old. In the novel, Rachel’s age is not stated clearly but by looking at the novel’s setting in 2015 and her marriage in seven years ago when she was “at the tender age of twenty-six (75),” it can be said that she is now 33 years old. Rachel used to work at Huntingdon Whitely but now she has no occupation because she “lost my job months ago (108).”

The first characterization of Rachel Watson appears through the narrative summary without judgement. According to DiYanni, the reader can understand Rachel’s character by reading the character’s description given by the author (56). From the first page of the book, Rachel is described as imaginative woman as she said when she was sitting on the train leaving Euston to London “My mother used to tell me that I had an overactive imagination; Tom said that, too” (1). From this quotation, it is clearly stated that Rachel is an imaginative person. While sitting on the train, she always looking at a number twenty-three house that turns out to be her old house near the train tracks and her favorite couple’s house. Her imagination can also be seen from the quotation below where she imagines life of the couple from the train window.

“… the occupants of this house, Jason and Jess, sometimes climb out of the large sash window to sit on the makeshift terrace on top of the kitchen-extension roof. I don’t see Jason quite so much, he’s away a lot with work. But even if they’re not there, I think about what they might be up to. Maybe this morning they’ve both got the day off and she’s lying in bed while he makes breakfast, or maybe they’ve gone for a run together, because that’s the sort of thing they do (6).”
Because Rachel takes the train every day, she always pays attention to that house. She often imagines the life of a couple that she named Jason and Jess. She imagines what they do every day based on her observation. Like the quotation above when Jason cannot be seen from the train tracks, Rachel thinks that Jason is working. She also imagines their activity this morning such as Jason makes breakfast for his partner and the couple going for a run. Rachel not only imagines Jason and Jess’ daily life but also imagines their occupation.

“Jason may be away working. He’s a doctor, I think, probably for one of those overseas organizations. He’s constantly on call, a bag packed on top of the wardrobe; there’s an earthquake in Iran or a tsunami in Asia and he drops everything, he grabs his bag and he’s at Heathrow within a matter of hours, ready to fly out and save lives.

Jess, with her bold prints and her Converse trainers and her beauty, her attitude, works in the fashion industry. Or perhaps in the music business, or in advertising—she might be a stylist or a photographer. She’s a good painter, too, plenty of artistic flair (13).”

Rachel imagines Jason as doctor for some organizations who help people in various countries because he looks strong. Meanwhile, Rachel sees artistic side from Jess’ appearance therefore she assumes that Jess is working in art industry. Rachel actually realizes that it is all just in her imagination. She does not know Jason and Jess in real life because she never seen any of them right in front of her face. Their life becomes so important for Rachel because she is always looking at their happy marriage and Rachel hopes her love life to be like them. Even though Rachel called Jason and Jess in her imagination, those are not their real name.

“I don’t know their names, either, so I had to name them myself. Jason, because he’s handsome in a British film star kind of way, not a Depp or a Pitt, but a Firth, or a Jason Isaacs. And Jess just goes with Jason, and it goes with her. It fits her, pretty and carefree as she is (14).”
Rachel named the couple as Jason and Jess. She named him Jason because he is just like British film star and she thought the name Jess is perfectly fit with Jason. The name Jess is fit with Jess’ beautiful appearance. In reality, Jason and Jess’ real name are Scott Hipwell dan Megan Hipwell. Rachel knows their real name when she was reading the news about missing Megan at Yahoo Mail. The quotation about Jason and Jess occupation and Rachel gives them the name Jason and Jess can also be categorized as the characterization through the character’s consciousness as Rachel thoughts and feelings are revealed by thinking about Jason and Jess.

The second characterization of Rachel Watson shows through the surface details of dress and physical appearance. From her appearance, Rachel is described as a plump woman with swollen face caused by her drinking habit and sleep deprivation. It can be seen from the quotation below.

“It’s not just that I’ve put on weight, or that my face is puffy from the drinking and the lack of sleep... (15).”

“I’ve seen pictures: all huge dark eyes and generous curves—but now she’s just run to fat (354).”

Rachel is not treating her body well by letting her weight out of control, drinking alcohol, and not getting enough sleep. The second quotation is from Anna’s point of view. She have seen Rachel’s pictures before she marry Tom. According to Anna, Rachel was a curvy woman with dark eyes who turns into a fat one. Rachel is often seen wearing jeans for her everyday clothes. She likes to dress casually.

The reader can also understand Rachel character by the third characterization or from the character’s actions. Rachel’s character will be revealed through the
things she does. In this novel, Rachel described as someone who loves to drink. In the third page, she easily finishes a can of premixed gin and tonic and still have three cans in her possession as seen from the quotation below.

“The premixed gin and tonic fizzes up over the lip of the can as I bring it to my mouth and sip ... the can’s already half empty, but it’s OK, I have three more in the plastic bag at my feet (3).”

As the story goes, Rachel is always drinking various kinds of alcohol such as premixed gin and tonic, beer, wine, and whiskey.

“We sat in the kitchen drinking beers and I listened to him talk.” (320)
“Cathy was out when I got home, so I went to the off-licence and bought two bottles of wine. I drank the first one... (16).”
“I went to the Wheatsheaf, the big, anonymous pub just off High Street, and I drank three large glasses of wine. I had two shots of Jack Daniel’s (55).”

Drinking alcoholic drinks is considered normal in Western countries especially in United Kingdom according to the Drinkaware website. It is not unusual to see people no matter what their gender is, drinking together at home or at the pub. But Rachel herself said that she “drank a bit, and then a bit more, and then I became lonelier, because no one likes being around a drunk (118).” This quotation shows that even though drinking alcohol is normal, but there is no one who wants to be around a drunk. Being a person who constantly drunk may be considered as a bad thing.

Her drinking habit plays a big part in this novel. She often gets drunk and experiences black out. It is a condition which she cannot remember anything at all including the things she have done or seen. For example, Rachel does not remember what happened at the day when she went to Witney to go to Scott’s house because she is drunk. That day is the day when Megan is reportedly missing.
Rachel actually sees Megan and Tom at that time but she is unconscious. Therefore, she does not realize that it was Megan. If Rachel was sober at that time, she will be helpful to Scott and the police by informing that Megan was with Tom.

The last characterization is from the character’s speech. The reader will know Rachel’s character from the things she said. Another easily recognizable characteristics of Rachel is she lies a lot that she can be said as a liar.

The woman that Rachel sees every day from the train window, Jess or Megan Hipwell, is reportedly missing. When the police are looking for Megan’s whereabouts, Rachel is investigated as a witness because according to Anna she was seen in Megan’s neighborhood on the day when she went missing. The police asked some question to Rachel. She lied when the police mentioned about her job.

“As Gaskill nodded sombrely at Cathy, preparing to leave, I slumped back into the sofa. I could feel my heart rate starting to slow, and then it raced again as I heard him ask me, “You work in public relations, is that correct? Huntingdon Whitely?”

“That’s right,” I said. “Huntingdon Whitely.”

He is going to check, and he is going to know I lied. I can’t let him find out for himself, I have to tell him (107).”

Rachel is now unemployed but she keeps taking the train to London every day to pretend that she is still working because she is hiding it from Cathy. She is hiding it because she thought Cathy would be worried about the money for their flat. That is why she lied to the police when asked about her job. Even though she lied to the police, at the next day she decides to confess to the police that she is now jobless. Rachel tells everything to the police because she knows that there is no point of lying because the police will find out by themselves. The only people who know that she was fired are her co-workers from Huntingdon Whitely. She
met her colleagues days before she is investigated by the police at the coffee shop and she also lied to them.

“Rachel!” Martin said, arms outstretched, pulling me into a hug. I wasn’t expecting it, my hands were caught between us, fumbling against his body. Sasha and Harriet smiled, gave me tentative airkisses, trying not to get too close. “What are you doing here?”

For a long, long moment, I went blank. I looked at the floor, I could feel myself colouring and, realizing it was making it worse, I gave a false laugh and said, “Interview. Interview (46).”

Rachel coincidentally met Martin Miles, Sasha and Harriet who were her co-workers in Huntingdon Whitely. She lied to Martin that she was going to have an interview when in fact she was just going to grab a coffee. When asked about the company, she cannot name any company she knows and at that time they realized that Rachel was lying. Martin tried to save Rachel by saying “Top secret, is it? Some firms are weird like that, aren’t they? Don’t want you saying anything until the contracts are signed and it’s all official (47).” and Sasha and Harriet pretended to believe it.

There are another proof that shows Rachel is lying often. After reading the news that Megan is missing, Rachel tries to contact Scott by email telling him that she has an information about Megan. Scott replies the message and asks her to come and tell him the information. The quotation below is when Rachel is already arrived in Scott’s house. Rachel said she knew Megan from the gallery.

“You’re a friend of Megan’s?" he said at last...
“Yes,” I said. “I know her . . . a little. From the gallery.” (172)

From the quotation above, it can be seen that Rachel is lying by saying she knows Megan from the gallery. In fact, Rachel has never met Megan before or
even coming to Megan’s gallery. In Scott’s email reply to Rachel, he said that he does not know any of Megan friends that named Rachel. But he does not feel suspicious about Rachel and he immediately believe in her. In order to make Scott believe in her, she lied repeatedly.

“Drunk Rachel—wanting to be part of the story, needing a way to persuade Scott to talk to her—she lied. I lied (158).”

The quotation above is a strong evidence that Rachel purposely lying in order to make Scott believe in her information that she saw another man that kissed Megan in the house. Rachel wants to be a part of this case because Jason and Jess or Scott and Megan Hipwell is her favorite couple and she does not want them to be apart.

From the explanation above, it can be concluded that Rachel Watson is the main character of this novel. The story goes around Rachel and she also has the most part of this book. Based on the character and characterization by Robert DiYanni, Rachel Watson has some noticeable characteristic. The first is imaginative where she imagines all the things she sees everyday including other people’s life such as Scott and Megan Hipwell’s life. The second is alcoholic. She is often get drunk caused by stress that leads to her blackout where she is not able to remember anything. The last characteristic is liar. Rachel often lies to protect herself and to control the situation around her. Rachel being alcoholic, imaginative, and liar is her characteristics in order to fulfill her unsatisfied safety needs and love and belonging needs.
B. Rachel Watson’s Hierarchy of Needs

In this subchapter, the writer is going to explain the safety needs and love and belonging needs and of Rachel Watson. The writer uses Hierarchy of Human Needs Theory by Abraham Maslow in order to analyze the needs. Rachel Watson is trying to fulfill the two needs at the same time. This is possible because according to Setiawan, a person’s behavior is affected not only by one set of needs but also some or all the basic needs which appear simultaneously (43). A person does not need to fully satisfy certain needs in order to fulfill the next needs in the hierarchy. The writer will explain what needs that Rachel is trying to fulfill and how she fulfill those needs.

1. Physiological Needs

Physiological needs is the most basic needs of a human as it is placed on the base of the hierarchy of human needs. This needs include oxygen, foods, water, and sex. A person with unsatisfied physiological needs will be dominated by the needs and pushed back the other needs. For example, if someone is hungry, he or she will not be able to focus on complicated things such as studying. It is because he or she is busy thinking how to satisfy the hunger (Setiawan 47).

Rachel Watson as the main character of this novel is already fulfilled the first stage of hierarchy of needs or physiological needs. One of the physiological needs is the availability of food and drinks at her house.

“I drank the first one and then I thought I’d take advantage of the fact that she was out and cook myself a steak, make a red-onion relish, have it with a green salad. A good, healthy meal (17).”
From the quotation above, it can be seen that Rachel has enough groceries at her home. She is able to cook a steak, make a condiment from red onion and make a salad. Those foods can be said as a complete food so that Rachel can fulfill the nutritional needs of her body. Besides the foods at home, she also can easily get the food outside.

“I did as Gaskill said, I bought a ham and cheese sandwich and a bottle of water from a corner shop and took it to Witney’s only park (115).”

Rachel is outside the police station after being interrogated by Detective Gaskill and Detective Riley because she confessed that she is no longer work in Huntingdon Whitely. She looks miserable that Gaskill asked her to take a little break and eat some foods. Rachel can buy foods and drinks around the police station. She satisfies her hunger and thirst without much difficulties.

Another part of physiological needs is sexual needs. According to Maslow, sexual needs is a pure physiological needs. Even though it can be motivated by various things, it is not equal with love and belonging needs (55). Rachel’s sexual needs can be fulfilled, although she is already divorced from her husband.

“The blinds are half up—we forgot to close them last night. I smile to myself. I can feel him behind me, warm and sleepy, hard. I wriggle my hips, pressing against him a little closer.” (319)

“Still, who does what he did last night? Who fucks a strange woman in the marital bed when his wife has been dead less than a month? (323)”

The quotation above is the part when Rachel visits Scott’s house to help him looking for Megan. It shows that Rachel and Scott spent the night together. It can be seen that Rachel fulfills her sexual needs by doing sexual intercourse with Scott. This is also proves that sexual needs is not the same as love and belonging needs because Rachel and Scott can have sex without involving love. It seems like
they lose some control because on the night before, they are talking to each other while enjoying beers.

The next physiological needs is the need of oxygen. Basically, Rachel can get the oxygen easily. She has no complaint about the air in her living area. But sometimes if the train is crowded, she feels stuffy. It is difficult for her to breathe normally as shown in the quotation below.

“Every single window has been opened and yet, even while we’re moving, the carriage feels airless, a locked metal box. I cannot get enough oxygen into my lungs (45).”

Even though all of the train windows have already opened, the train carriage still feels hot and airless. The air from outside cannot get through the train. It is just the same as being trapped inside a metal box. But is does not last long because when she gets out of the train, she will get the oxygen as usual.

From the explanation above it can be concluded that Rachel can fulfill her physiological needs without much difficulties. She can easily get foods, fulfill her sexual needs although she is not with her husband anymore, and able to breathe the fresh air in the area where she lives. The problems arise when she is trying to reach the upper stage of the hierarchy or fulfill her safety and love and belonging needs.

2. Safety Needs

The second level in hierarchy of needs is safety needs which placed above the physiological needs and below the love and belonging needs. According to Maslow, humans need the feeling to be safe mainly to be safe from danger and
threat in order to have a better life (Setiawan 40). Here in this chapter, the writer will explain Rachel’s effort in satisfying her safety needs.

Rachel lost her safety needs after she lost her love and belonging needs. After the divorce, Rachel thinks that there is nothing that can protect her. This happens because Rachel feels safe being around Tom or her ex-husband. Rachel believes that Tom is her guardian. In Rachel’s opinion, Tom saved her “from grief after Dad died (75).” It can be seen from the quotation below.

“You’re no one’s knight,” I say quietly.
“Ah, Rach, don’t be like that. Don’t you remember? You all sad, because Daddy’s died, and just wanting someone to come home to, someone to love you? I gave you all that. I made you feel safe (449).”

From the conversation above, Rachel is sad and needs someone to protect her just like her father. In this moment, Tom appeared in the right time and become her lover. He gave Rachel the love that she needs and made her feel protected.

Rachel’s safety needs can be fulfilled by looking at Jason or Scott Hipwell from the train window. In Rachel’s opinion, Jason is a “…dark-haired and well built, strong, protective, kind (6).” The adjectives strong, protective, and kind indicates the type of person that Rachel needs. Besides describing Scott as someone strong, she also imagines Scott’s occupation as a doctor.

“He’s a doctor, I think, probably for one of those overseas organizations. He’s constantly on call, a bag packed on top of the wardrobe; there’s an earthquake in Iran or a tsunami in Asia and he drops everything, he grabs his bag and he’s at Heathrow within a matter of hours, ready to fly out and save lives (13).”

Rachel imagines Scott as a doctor who works in the countries that is being hit by a natural disaster such as earthquake in Iran and tsunami in Asia. Doctor is closely related to curing a disease or save people’s lives. From this quotation, it can be
seen that Rachel is certainly need someone by her side to make her feel safe and protected.

Rachel’s effort in fulfilling her safety needs can be seen in the part when she discovers that the woman whom Rachel sees every day from the train window or Megan Hipwell is reportedly missing from Saturday night. She tells Scott Hipwell via email that she has an information about Megan. Scott invites Rachel to come to his house to talk about this matter. Rachel tells Scott that she saw Megan kissing with another man in the house. It turns out that the man is Kamal Abdic or Megan’s therapist who is taking care of Megan’s anxiety attacks. After investigated by the police, there is no strong evidence that shows Kamal hiding or kidnapping Megan. But Rachel does not believe it and being suspicious towards Kamal. Rachel investigates Kamal herself by pretending to be a patient to meet Kamal and observing his behavior when she starts talking about Megan. During her observation, she is not talking about Megan but instead, she tells him about the problems in her life.

“I told him that for four years I’d had problems with alcohol, that my drinking had cost me my marriage and my job, it was costing me my health, obviously, and I feared it might cost me my sanity, too (281).”

Rachel begins with telling her problems with alcohol. It can be seen that Rachel is afraid of drinking too much would affect her sanity. Rachel also talks about her marriage and why it broke. Strangely enough, when Rachel and Tom is still together and after being apart, Rachel feels that she is afraid of something. She cannot remember anything because she is often drunk. One day, she and Tom had a fight. At the next morning, Rachel felt anxious as there is something happened.
But she cannot remember it clearly because she was drunk. She remembers that he and Tom were having a wine and telling stories to each other. Then suddenly Rachel feels upset and it leads to them shouting at each other. They kept being like that until Rachel attacked Tom with a golf club. She missed the hit but she took a chunk out of the plaster of the wall. One of the proofs that Rachel’s safety needs is being threatened can be seen in the quotation below.

“Every time I passed that hole in the wall I thought about it. Tom said he was going to patch it up, but he didn’t, and I didn’t want to pester him about it. One day I was standing there—it was evening and I was coming out of the bedroom and I just stopped, because I remembered. I was on the floor, my back to the wall, sobbing and sobbing, Tom standing over me, begging me to calm down, the golf club on the carpet next to my feet, and I felt it, I felt it. I was terrified. The memory doesn’t fit with the reality, because I don’t remember anger, raging fury. I remember fear (338).”

From Rachel’s explanation above, it seems that Rachel slowly remembers what happened that night. She remembers that she was crying on the floor and Tom is begging her to stop crying. If Rachel really attacked Tom with the golf club, she must be remembered of anger and raging fury in her mind. But in reality, Rachel always remember fear whenever she looks at the hole in the wall.

After meeting Kamal and talking about her problems, she feels safe and comfortable. She is relieved to be able to share her mind. By telling her difficulties to a person who can be trusted like Kamal as a therapist, Rachel can slowly fulfill her safety needs because she is now calm and secure.

There are other parts where Rachel’s safety needs are threatened. At the same day with Megan’s disappearance, Rachel is in Megan’s neighborhood. Her initial intention is to inform Scott about Megan kissing another man. But she was drunk
on her way to Scott’s house. In the next morning, she is surprised to see a lot of bruises on her body. She remembers that there is a fight and there are Tom with a woman but she did not remember who she is. Finally Rachel remember the incident that night.

“I do remember, it’s just that I had confused two memories. I’d inserted the image of Anna, walking away from me in her blue dress, into another scenario: Tom and a woman getting into a car. Because of course that woman wasn’t wearing a blue dress, she was wearing jeans and a red Tshirt. She was Megan (400).”

At last, Rachel remembers that the woman in her memory is Megan, not Anna or Tom’s wife. All this time she was combining two memories into one occasion therefore she always thinks that Anna is the one who was with Tom that night. Rachel realizes that Tom is the one who killed Megan. Upon realizing that, Rachel hurries to Anna’s house and trying to tell her that Tom was cheating with Megan. But it turns out that Anna already knows the truth from Tom’s phone that he left on his gym bag. Suddenly, Tom comes and there is an argument about what he did to Megan. After Tom confessing that he killed Megan, Rachel grabs her phone and tried to call the police. Unfortunately, Tom realizes it and tries to prevent Rachel doing that.

“I slip my hand into my back pocket and take out my phone. Hands trembling, I fail to unlock the keypad once, twice—I get it on the third time. For a moment I think about calling Detective Riley, someone who knows me. I scroll through my call log but can’t find her number, so I give up—I’ll just dial 999. I’m on the second nine when I feel his foot punch the base of my spine and I go sprawling forward onto the grass, the wind knocked out of me. The phone flies from my grasp—he has it in his hand before I can raise myself to my knees, before I can take a breath (441).”
From the text above, it can be seen that Tom trying to stop Rachel from calling the police in a harsh way. When Rachel is about to call Detective Riley, Tom kicks Rachel’s spine from behind until she falls to the ground. This is affecting Rachel’s safety needs because he is physically abusing her. He also takes Rachel’s phone so that she cannot call the police. Then Tom brings her inside the house and locks the door. Rachel tries again to get out of the house

“I pitch myself forward and run. I get into the hallway—my hand is almost on the door handle—when I feel the bottle hit the back of my skull. There’s an explosion of pain, white before my eyes, and I crumple to my knees. His fingers twist into my hair as he grabs a fistful and pulls, dragging me back into the living room, where he lets go. He stands above me, straddling me, one foot on either side of my hips (455).”

Again, Tom is physically abusing Rachel by throwing a bottle towards Rachel. The bottle hits Rachel’s head and she is falling because of the pain on her head. He even grabs Rachel by the hair and dragging her to the living room first and then to the kitchen. Rachel cannot see properly because her vision gets blurred. The hit on her head was very painful that she faints for around an hour. After gaining her consciousness back, Tom helping her to stand right in front of the kitchen cupboard. Then he asks Rachel what he should do with her. He also disgracing Rachel by saying that she is just like an unwanted dog who will still come back to the owner even though it has been treated badly. Rachel is already fed up by Tom’s behavior. This can be proven through the quotation below.

“He smiles—that wide, beautiful smile that used to make me melt—and I start to sob. I can’t believe it, can’t believe we are brought to this, that the greatest happiness I have ever known—my life with him—was an illusion (463).”
Rachel is getting sick of Tom. His smile that used to make her fell in love with him is now different. Rachel is now realized that her love life with Tom was just an illusion. The happiness that they had was just a false memories. Rachel accepts the reality that Tom is a good liar and also abusive. During the conversation, she slips her hand into the drawer behind her and finds a corkscrew that she hides behind. She suddenly pushes Tom away, kicks him, and hurries to the door to leave the house. Unfortunately, Rachel slips and falls into the mud.

“I head for the fence, but I slip in the mud and lose my footing, and he’s on top of me before I get there, dragging me backwards, pulling my hair, clawing at my face, spitting curses through blood — “You stupid, stupid bitch, why can’t you stay away from us? Why can’t you leave me alone?”... Tom’s lips are moving, he’s saying something to me, but I can’t hear him. I watch him come, I watch him, and I don’t move until he’s almost upon me, and then I swing. I jam the vicious twist of the corkscrew into his neck (465).”

It can be seen from the narration above that Tom is not helping Rachel to stand but instead he goes on top of Rachel. Tom is still trying to stop Rachel to go to the police and hurting her by dragging, pulling her hair, clawing her face and also cursing her. In the end, Rachel decides to put Tom to death by stabbing a corkscrew into his neck. It is because Rachel cannot stand Tom’s behavior anymore. All this time Rachel believes that Tom is the one who can protect her. In fact, he is the one who emotionally and physically abusing Rachel. When being asked by the police regarding Tom’s death, Rachel saves herself by saying that she did that as a self-defense because Tom could have killed her first. Anna also protects Rachel by confirming Rachel’s story so that the police believe in her.

In the end, Rachel’s safety needs is fulfilled because she can get rid of Tom who did physical and emotional abuse to her such as throwing bottles to her,
pulling her hair, scratching her face, and also cursing her. Rachel gets rid of a
person she thought was her guardian but turns out being the one who threatened
her safety needs. Even though the memory of the day when she stabbed Tom
sometimes crosses her mind, she believes that someday she will forget it.

“Eventually, I suppose, the nightmares will stop and I’ll stop replaying it
over and over and over in my head, but right now I know that there’s a long
night ahead. And I have to get up early tomorrow morning to catch the train
(475).”

The nightmares in the quotation above are Rachel’s dreams about the day when
she killed Tom. The sentence “I’ll stop replaying it over and over and over in my
head” shows Rachel’s certain move to forget that incident. This is also one of
Rachel’s efforts to fulfill her safety needs. Her decision to take the train again the
next morning shows that she is ready to stand and walk towards better days in the
future. Rachel will continue to live her life. She is now safe from danger and
threat and may enjoy a good life without having to deal with Tom or Scott and
Megan.

Besides losing her husband after their divorce, not long after that she lost her
job. The danger and threat of this case is lack of money. According to Poston,
economic stability is considered a part of safety needs for adult and it can be
fulfilled by having a job (350). Rachel is now having no income because she is
currently unemployed. This affects her safety needs because her financial state is
not stable. She is using all the money that she have to take the train to London
every day and buy alcoholic drinks. She is doing all of these things to fulfill her
safety needs and also love and belonging needs that will be explained in the next
subchapter. “I went out to get another bottle, but I was thwarted by the ATM,
which gave me the much-anticipated riposte: There are insufficient funds in your account (221).” Rachel is worried because she is starting to be broke and she is currently have no job. She even have to borrow from Cathy. She currently has no money in her possession. Then she decides to ask her mother for a loan and her mother accepts it with pleasure. Her mother “…promised to transfer £300 (256)” to Rachel’s bank account. Therefore, Rachel’s safety needs in money is easily fulfilled.


In this novel, besides trying to fulfill her safety needs, Rachel also tries to fulfill her unsatisfied love and belonging needs. Love and belonging needs which placed at the third rung of Abraham Maslow’s hierarchy can be defined as the needs to give and receive affection (Harper & Guibault 635). The writer will explain how Rachel fulfill her love and belonging needs.

Rachel lost her love and belonging needs since her divorce with her husband five years ago. Rachel and Tom have a happy and joyful life that can be proven from the quotation below.

“In the old days we might have driven to Corly Wood with a picnic and the papers, spent all afternoon lying on a blanket in dappled sunlight, drinking wine. We might have barbecued out back with friends, or gone to the Rose and sat in the beer garden, faces flushing with sun and alcohol as the afternoon went on, weaving home, arm in arm, falling asleep on the sofa (3).”

The quotation above shows the enjoyable things that Rachel and Tom did when they were still a couple. They had picnic at Corly Wood while enjoying wine under the tree, joined a barbecue party with their friends, and had some beer in the
beer garden. It indicates the happiness of Rachel and Tom’s marriage. Until one day Rachel looked into Tom’s computer to check on his schedule because she was about to give a surprise anniversary party to Tom. She was not supposed to touch the computer because Tom afraid that she would accidentally delete important documents. But that day Rachel saw a good opportunity to check his schedule so she decided to look in his computer calendar. After she noted down some dates, she was about to leave but his email inbox was opened.

“There was a message at the top from aboys@cinnamon.com. I clicked. XXXXX. That was it, just a line of Xs. I thought it was spam at first, until I realized that they were kisses... I read through his messages: there were dozens, hidden in a folder entitled “Admin”.”

From the quotation above, it can be seen that Tom is cheating. Rachel discovered that woman’s name, Anna Boyd through the messages. They communicated by emails so Rachel would not know because Rachel is bad at using computer. In addition, the folder where he saved the messages from Anna is a strong evidence that he is cheating. He named it as “Admin” in order to make people less suspicious about the contents of the folder. Upon knowing that, Rachel decided to end her marriage with Tom. Not long after that, Tom married Anna and move her into Rachel and Tom’s house so Rachel have to leave. From the explanation, the writer believes that Rachel Watson’s love and belonging needs are not fulfilled. It was satisfied when she lived happily with her husband but she lost it when they divorced. She is no longer acquire the love from Tom because he is now with another woman. According to Maslow, the absence of friends or a partner can make a person strongly wants love and affection. As a result, that person will try hard to achieve a love or belongingness (43). In this part, the writer
will explain Rachel’s efforts to satisfy her love and belonging needs and how she fights with loneliness.

The first thing that Rachel does to overcome her loneliness is riding the train every day from Ashbury to Euston and taking a glance over her old house that is now occupied by Tom and Anna near the train tracks. This can be proven from the quotation below.

“That was my first home. Not my parents’ place, not a flatshare with other students, my first home. I can’t bear to look at it. Well, I can, I do, I want to, I don’t want to, I try not to. Every day I tell myself not to look, and every day I look (9).”

That house is Rachel’s first house and she also lives there after marrying Tom. But after the divorce she stays with Cathy, her friend from the university. Rachel keeps on trying to not look at that house because her heart hurts to see Tom and his new family. But she is still looking at the house because there are many good memories that she had with Tom. Rachel tries to fight her loneliness by remembering the good times with Tom. Besides looking at her house, Rachel is also trying to get Tom’s attention. There are various things done by Rachel to have Tom’s attention such as calling Tom almost every day. Rachel usually calls Tom when she was drunk.

“After they’d both gone to bed I remembered that I hadn’t drunk the second bottle, so I opened that. I sat on the sofa and watched television with the sound turned down really low so they wouldn’t hear it. I can’t remember what I was watching, but at some point I must have felt lonely, or happy, or something, because I wanted to talk to someone. The need for contact must have been overwhelming, and there was no one I could call except for Tom. There’s no one I want to talk to except for Tom. The call log on my phone says I rang four times: at 11:02, 11:12, 11:54, 12:09 (17).”
From the quotation above, it can be seen that Rachel feels lonely. She copes with her loneliness by drinking wine while watching television from the sofa. But unfortunately, it cannot ease her feelings. Rachel needs someone to talk to. Therefore, she calls Tom four times in a row. It seems like Rachel was drunk when she called Tom because she cannot remember anything at all about the phone calls. Besides calling Tom at night, Drunk Rachel also sends him emails.

“I take a deep breath and open my Gmail account. I’m relieved to see I have no messages. But when I click on the Sent folder, there it is: I have written to him, he just hasn’t replied. Yet. The email was sent just after eleven last night; I’d been drinking for a good few hours by then (153).”

Here is the email that Rachel sent to Tom:

“Could you please tell your wife to stop lying to the police about me? Pretty low, don’t you think, trying to get me into trouble? Telling police I’m obsessed with her and her ugly brat? She needs to get over herself. Tell her to leave me the fuck alone (153).”

From the passage above, it is clear that Rachel is still trying to have Tom’s attention and this time she sent email to Tom. Rachel sent the email unconsciously because she is drunk at that night. That email contains Rachel’s request to Anna to stop lying to the police about her. Anna tells the police that Rachel is obsessed with Anna and her daughter. Rachel even called Anna’s daughter as “ugly brat (153).” Rachel feels ashamed after reading the email she sent to Tom. She is also frightened that Tom would report her to the police. This email can be an evidence of Rachel obsessive behavior. According to Anna, Rachel had once tried to kidnap her baby. Rachel went into Watson’s house when Anna was sleeping and took Evie outside. The baby cried in Rachel’s arms. Anna suddenly woke up and discovered Rachel running while carrying Evie. Anna hurriedly chased Rachel
and succeed in getting Evie back. But she still wants Rachel to be arrested for kidnapping Evie.

Maslow said that because humans are social creatures, they need other people in their life. Humans have tendency to be together, to be a part of a group, and to have a relationship with other people (Setiawan 124). Since Rachel has no partner and does not consider Cathy as her close friend, therefore Rachel feels lonely and it affects her love and belonging needs. Rachel still manages to fulfill her needs.

Another thing that Rachel does to overcome her loneliness is observing a couple from the train window. If the train stops at a signal, she usually looking at the number-fifteen house which located near her old house in number twenty-three. It is her favorite trackside house because she always looks at a seemingly happy couple from her seat. The house owner is a couple that she named them Jason and Jess. She imagines their life as explained in the character analysis. In Rachel’s opinion, “*they are a perfect, golden couple* (6)” even though Rachel never met them before. Jason and Jess is her dream couple.

“They’re a match, they’re a set. They’re happy, I can tell. They’re what I used to be, they’re Tom and me five years ago. They’re what I lost, they’re everything I want to be (14).”

From the quotation above, it can be seen that Rachel wants to be like them. Her failed marriage five years ago left her with sadness and she still cannot go over it. She cure her sadness and loneliness by looking at Jason and Jess’s happiness every day from the train window. It is also her way to fulfill her love and belonging needs. She really wishes her relationship with Tom would be like them.
That Friday, as usual Rachel rides the train to London and she takes a look at Jason and Jess’ house but she sees something strange.

“…I look at him and realize that it isn’t Jason. This man is taller, slender, darker. He’s a family friend; he’s her brother or Jason’s brother. He bends down, placing the mugs on the metal table on their patio. He’s a cousin from Australia, staying for a couple of weeks; he’s Jason’s oldest friend, best man at their wedding. Jess walks towards him, she puts her hands around his waist and she kisses him, long and deep (42).”

Rachel sees Jess kissing with another man in the house. It makes her surprised and angry when she realizes that man is not Jason. She feels betrayed because she thinks Jason and Jess is a perfect couple. They are Rachel’s role models but Jess is seen with another man. She feels sorry towards Jason because she knows how terrible it is to be cheated. When Rachel sees the news about a missing woman in Witney in the Yahoo mail news page, she realizes that the woman is Jess whose real name is Megan Hipwell. The day Megan disappeared is the same with the day Rachel caught her kissing with another man in her house. Rachel immediately thinks Megan is kidnapped by that man. She decides to tell Jason or Scott Hipwell about this incident and contacted him by email.

Another proof that shows Rachel still cannot getting over Tom revealed in this part. The police come to Rachel’s house to gain some information regarding Megan’s disappearance because Anna Watson told the police that she saw Rachel in the neighborhood at the day Megan disappear. Rachel lies to Gaskill the police officer that she was there to see her ex-husband. When in fact, Rachel was actually wanted to meet Scott Hipwell and tell him about what she saw yesterday. There is a proof that Rachel is still into Tom. It is revealed when the police asks her about her name and ring on her necklace.
“Your husband?” he said. “You mean your ex-husband? Tom Watson?”
Yes, I still bear his name. It was just more convenient. I didn’t have to change my credit cards, email address, get a new passport, things like that.”
“Right. And the ring—the one on a chain around your neck. Is that your wedding band?”
“No,” I lied. “It’s a . . . it was my grandmother’s."

It is proven from the conversation above that Rachel is still keeping things related to Tom. She is still using Watson as her last name because she does not have to change the name on her cards, email, and passport. She tells the police that the ring on her necklace is her grandmother’s when in fact it is her wedding ring. It can be seen that up until now Rachel cannot let go of Tom as if Tom is still a part of her life. Detective Riley also said that she is “unwilling to move on and refuse to accept” that Tom is now having a new family.

Rachel’s effort in fulfilling her love and belonging needs does not only limited to Tom but also to Jason or Scott Hipwell that she sees every day from the train. After knowing that Megan is missing, Rachel immediately contacts Scott by email in order to tell him what she saw that Friday. After Rachel gets the message reply from Scott, she agrees to come to Scott’s house. She lies to Scott by pretending that she is Megan’s friend from gallery in order to make Scott believe in her. She explains what she saw that day to Scott. Turns out the man that she saw is Megan’s therapist, Kamal Abdic. A few days later the police successfully find Megan buried in the woods. Rachel keeps herself being updated with Megan’s news to find the murderer. At the same time, Rachel and Scott often spend their time together and grow closer. Rachel wants to be like Jess who is being loved by Jason or Scott.
“It hits me like a wave. I can feel blood rushing to my face. I remember admitting it to myself. Thinking the thought and not dismissing it, embracing it. I wanted it. I wanted to be with Jason. I wanted to feel what Jess felt when she sat out there with him, drinking wine in the evening (321).”

Rachel just realizes that she is happy to be around Scott. It seems like she already found a partner for her life. After being separated from Tom, Rachel needs affection from the others as a substitution for Tom. Rachel wants to feel what Jess or Megan feels when she is with Jason or Scott Hipwell. Rachel wants to be treated like Megan because she feels that she lost affection from a partner after the divorce with Tom. Every day, she sees how Scott treats Megan with love. Now that she knows Megan is not there anymore, she thinks she can be together with Scott and feels how is it to be Megan so that Rachel can fulfill her unsatisfied love and belonging needs. Based on the quotation below, Rachel seems to interpret Scott’s gestures as love.

“We drank and watched the trains go by and talked about nothing: television and work and where he went to school, just like normal people. I forgot to feel what I was supposed to be feeling, we both did, because I can remember now. I can remember him smiling at me, touching my hair (321).”

From the quotation above, it can be seen that Rachel believes that she receive the love from Scott because she finally has someone to talk to. Rachel even forgets that she is there not to get close to Scott but to help Scott finding Megan’s murderer. This happens because Rachel wants to belong to someone. She feels comfortable being around Scott. Unfortunately, Rachel is wrong. Scott is actually has no interest towards Rachel.

“Detective Riley told me,” he says. “She was asking me about you. Whether I was in a relationship with you.” He laughs. “A relationship with you? Jesus. I asked her, ‘Have you seen what my wife looked like? Standards haven’t fallen that fast (365).”
From the conversation above, it can be seen that Scott strongly denies that he is in a relationship with Rachel. Scott’s way to talk to Rachel gives an impression that it is impossible for him to fall in love with Rachel. The sentence “Standards haven’t fallen that fast” shows that Scott believes her wife is more beautiful than Rachel. Scott’s wife or Megan is described as a beautiful blond woman, “…five foot four, slim, with blond hair and blue eyes (80).” That is a totally opposite with Rachel who is described as a heavy set woman and bloated face caused by drinking. Scott does not want to make Rachel as Megan’s replacement. But Rachel wrongly interprets Scott’s behavior. She thinks that being close with Scott will make her find a new love. This makes Rachel realize that she fails to fulfill her love and belonging needs through Scott Hipwell. Rachel still have no one who can give her affection. As a result, Rachel’s love and belonging is not yet fulfilled.

Rachel fails to regain love and affection love from Tom. She is also not able to win Scott’s heart. According to Arndt, Jr. if the physiological and safety needs are satisfied, people start to seek for a friend, a lover, and a place in a group (152). Here in this novel, Rachel does not have to get love from the opposite sex as a lover but she can fulfill her love needs from her friend. Rachel’s friend who is always there for her is Cathy. In the end, Rachel finally realizes that there is someone who loves her.

“It was Cathy, oddly enough, who served me my last drink. When the police brought me home, grimly pale and bloody, and told her what happened, she fetched a bottle of Jack Daniel’s from her room and poured us each a large measure. She couldn’t stop crying, saying how sorry she was, as though it was in some way her fault (472).”
The passage above shows that Cathy feels guilty towards what happened to Rachel after the police tell Cathy that Rachel killed Tom. Cathy is crying because she feels like it is her fault to not paying more attention and giving affection to Rachel. Cathy’s behavior shows that she cares about Rachel. This can be seen from the sentence “She couldn’t stop crying, saying how sorry she was, as though it was in some way her fault.” Cathy feels guilty thinking that she did not get really close and give much attention to Rachel.

Actually, Cathy shows caring personality towards Rachel. When Rachel needs a place to live after her divorce, Cathy “… happened to have a spare room going…” (11) and kindly lets Rachel live in her apartment. Cathy also wants Rachel to have someone by her side as quoted on the dialogue below.

“Isn’t there someone from work, maybe, or the rugby club?” and Damien said, “For Rachel? Not being funny, Cath, but I’m not sure I know anyone that desperate (16).”

Cathy feels pity for Rachel because she is lonely. Cathy tried to ask her boyfriend to find a man but her boyfriend refused because it seems like there is no man who wants to be with Rachel.

One day Rachel got home drunk and throw up on the stairs. She leave her wet pants caused by her urine on the floor. Cathy is really angry seeing all the mess and asks Rachel to move out from her house. She gives one month for Rachel to find another place to live. But a few days later she apologizes to Rachel for treating her that way.

“Hi, Rachel, just phoning to make sure you’re OK.” She’s worried about me, because of the thing with the taxi. “I just wanted to say that I’m sorry, you know, about the other day, what I said about moving out. I shouldn’t have. I overreacted. You can stay as long as you want to (95).”
Cathy is concerned about Rachel’s condition. Although Rachel is always being a troublesome friend, Cathy still puts up with her. Therefore, she cannot abandon Rachel. After the phone call on the dialogue above, Cathy reminds Rachel to not go to the bar and going straight home. This shows Cathy’s loving and caring personality towards Rachel.

There is another proof that shows that Cathy is a good friend for Rachel. All this time, Rachel is lying to Cathy about her job. Cathy does not know that Rachel was dismissed and now unemployed. Cathy knows the truth from Martin Miles and she is really upset because Rachel lied to her. Cathy is curious to know what Rachel does every day since Rachel always pretending to go to work.

“What have you been doing? Where do you go? What do you do all day?”
“I walk. Go to the library. Sometimes—”
“You go to the pub?”
“Sometimes. But—”
“Why didn’t you tell me?” She approaches me, placing her hands on my shoulders. “You should have told me.”
“I was ashamed,” I say, and I start to cry. It’s awful, cringeworthy, but I start to weep. I sob and sob, and poor Cathy holds me, strokes my hair, tells me I’ll be all right, that everything will be all right (234).”

The conversation above shows that even though Rachel lied to her but Cathy does not angry. Cathy even says that Rachel should have tell her about the condition. Rachel’s lie does not make Cathy leave her side. Instead, she tries to reassure Rachel by hugging her and telling her that everything is going to be fine. Knowing that Rachel lost her job, Cathy tries to find one for Rachel.

“Cathy has got me a job interview. A friend of hers has set up her own public relations firm and she needs an assistant. It’s basically a glorified secretarial job and it pays next to nothing, but I don’t care (359).”
Cathy kindly finds Rachel a job vacancies in a public relation firm which is similar to Rachel’s previous workplace and she tells her friend about Rachel’s condition briefly. But sadly, Rachel wastes her chance to get a job. She does not come to the interview because she was busy getting involved in Megan’s case.

From the analysis above, it can be concluded that Rachel tries to fulfill her love and belonging needs by trying to have Tom’s attention such as calling him, sending him emails, and coming to his neighborhood to see him. She is also still using Tom’s last name and their wedding ring. She fulfill her needs by looking at the couple that she named Jason and Jess, that actually Scott and Megan in real life, every day from the train window. She imagines their life and she wants to be like them because in Rachel’s opinion they are perfect couple. When Jess is missing, Rachel tries to help Scott to find her because she holds important information about her. But in looking for Megan, Rachel wants to be with Scott and feel what Megan feels when she is with him. Unfortunately, Scott does not want to be with Rachel because he is simply wants to find his wife. At the end, Rachel fails to fulfill the love from Tom and Scott and later realized that she can fulfill the love and belonging needs from her friend or flat mate, Cathy. As Maslow mentioned that people lives to overcome the feeling of loneliness (Setiawan 41), now Rachel does not have to be lonely because she has a friend with her.
CHAPTER IV
CONCLUSION AND SUGGESTION

A. Conclusion

*The Girl on The Train* is Paula Hawkins’s debut novel which was published by Riverhead Books in 2015. This novel tells a story about a woman named Rachel Watson who always looking at a couple in their house from the train window to fulfill her safety needs and her love and belonging needs. In order to analyze the character, the writer uses character and characterization theory and the hierarchy of human needs theory by Abraham Maslow. This research is a qualitative research with descriptive analysis technique.

The result of the character analysis is Rachel Watson is the major character of this novel. She has some noticeable characteristics such as imaginative because she is always imagining other people's life, she is alcoholic because she drinks a lot, and she lies a lot that she can be said as a liar. Her characteristics affects the way she fulfill her needs.

Rachel lost her safety needs after the divorce because in her opinion, Tom is the one who can protect her. She tries to fulfill her safety needs by looking at Jason or Scott Hipwell through the train window and visiting a psychiatrist named Kamal Abdic. Even though Tom is considered as her guardian, she sometimes feels afraid around Tom. Later she realizes that Tom is often emotionally and physically abusing her. Therefore she decides to kill Tom and fulfill her safety needs. She also fulfills her safety needs in money by getting a loan from her mother.
Rachel’s love and belonging needs is fulfilled by asking for attention from her ex-husband, Tom, by calling him and sending him emails. She is still using Tom’s last name and their wedding band. She also tries to have Scott’s attention with always being by his side to help Scott when Megan is missing. But unfortunately, Scott does not want to be with Rachel. At the end of the story, Rachel fails to get fulfill the love and belonging needs from Tom and Scott but she realizes that she can get the love from her friend, Cathy, who shows affection towards Rachel. She lets Rachel live in her flat and constantly caring to Rachel. In this novel, Rachel can fulfill Abraham Maslow’s hierarchy of needs up until the third stage or love and belongingness needs.

B. Suggestion

The writer suggests the reader especially the English Literature student who interested in studying *The Girl on The Train* novel to use other theories because there are many unexplored topics. This novel can be said as a new novel because this book was first published in January 2015. It is even hard for the writer to find the previous research. This indicates that it is possible to do another research with this novel. The theme for the next research can be about marriage, female characters or the point of view of this novel. Besides the novel version, this story is also available in movie version. The comparison between the novel and movie version can also be used as the research topic.
WORKS CITED


