

# Analysis of the Main Character in the Novel Heartbreak Motel by Ika Natassa: Psychological Study of Abraham Maslow's Literature

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**Abstract:** Abraham Maslow is called the pioneer of humanistic theory, which believes that humans are as capable as possible of accepting and understanding themselves. The aim of this research is to describe humanistic theory using Abraham Maslow's literary psychology approach in the novel Heartbreak Motel by Ika Natassa. The research method uses qualitative research methods. Data collection techniques use listening and note-taking techniques. The data obtained in the research are in the form of quotations from novels. The data analysis technique uses the model from Miles and Huberman. The results of research on the humanistic theory of Abraham Maslow's literary psychology approach consist of 4 data on physiological needs, 4 data on security needs, 5 data on affection needs, 2 data on self-esteem needs, 3 data on self-actualization needs.

**Keywords:** Literary Psychology, Humanistic Theory, Abraham Maslow, Novels.

## 1. Introduction

Literary works are imaginative, meaningful and innovative. Literary works are made from the use of language which is fully aimed at providing insight to the reader. Literary works can reveal the views of life, habits and culture of the author and society at a certain time. According to Jabrohim, literary works are born in the midst of society because creative minds and authors take into account the social characteristics of their surroundings (Nabilla,dkk, 2022). Through beautiful and meaningful language, literary works can be a means of conveying messages, thoughts and the good side of life that the author wants to convey. Literary works are basically reproductions of reality. According to Teeuw, literary works are a medium for expressing the author's thoughts, while literature is a person's expression for expressing their ideas through written writing to be enjoyed, used by society to understand life (Fitriani Anisa, et al, 2021). Despite the fact that it is a work of fiction, like short stories, books, and plays, the problems presented by the author are indistinguishable from real life.

According to Sumardjo, a novel is a story in prose that has a plot, a broad and complex story setting, has complex themes, different settings and a atmosphere in each storyline (Harfina Rinta, 2021). The character description and qualities of each player in the plot are the main focus in the novel. This is important because it provides a more complete view of personality, character and attitudes towards their environment. Novels are generally created gradually and in depth so that readers can feel the emotions, thoughts and feelings of the characters in the story.

Based on this opinion, every human being has their own personality and human nature as a social creature, which will result in interactions between various characters in a particular society. Human nature as social creatures, humans have a need to help and support each other. Individuals in a community depend on each other to achieve shared goals such as happiness, prosperity, and success.

One of the novels that is the subject of this research is the 400-page novel *Heartbreak Motel* by Ika Natassa, published by PT Gramedia Pustaka Utama in 2022, which presents reflections on social problems such as mental health, revealing sexual secrets, conflicts with family, and romantic conflicts.

Ika Natassa is a writer who was born on December 25, 1977, in Medan. Studied at the University of North Sumatra, Faculty of Economics, graduated in 2000. Ika Natassa has been interested in writing and reading since childhood. Ika Natassa started her literary career in 2006 by publishing her first novel entitled, " *A Very Yuppy Wedding* " in 2007. This novel was very popular and quickly became a *best-seller* in Indonesia. The popularity of her first work, Ika Natassa then wrote and published many additional novels, including *Divortiare* (2008), *Underground* (2010), *Anthology of Rasa* (2011), *Twivortiare* (2012), *Twivortiare 2* (2014), *Critical Eleven* (2015), *Architecture of Love* (2016), *Hard Signal* (2017), and *Heartbreak Motel* (2022).

The novel *Heartbreak Motel* is written from the perspective of the main character, namely Ava Alessandra. Ava Alessandra is a popular actress who has managed to win many awards. The novel describes Ava Alessandra's life as an actress who will always try to live up to the character of the role given to her. Ava will learn various acting techniques as well as practice the emotional turmoil that the character she will play will experience. Therefore, when she finishes acting in a film, Ava will spend time alone to heal and rediscover herself at a place called *Heartbreak Motel*.

Ava's life story as an actor is inversely proportional to reality, she has to struggle between career and love, between her past and her present. Being a successful artist does not guarantee Ava's happiness. He has various problems, including those related to his mental health, solving sexual problems, love conflicts, and family conflicts. An interesting conflict and a source of complexity in her life is about Ava's family. Her father left her when she was little and never returned, leaving her mother to raise Ava alone. This incident left Ava with many unanswered questions. Until one day, Ava found the answer to that question. Accepting the truth about why her father suddenly left Ava and her mother. The most important thing that can be taken from this book is about honesty, being honest with yourself so you can accept yourself as you are.

This research uses the novel " *Heartbreak Motel* " by Ika Natassa as the research object. The novel was chosen as the object of study for this research, because it was found that several problems experienced by the main characters were found in the novel through the events and behavior of the characters described in it. Apart from that, the author's popularity and the latest publication of his work are also considerations in choosing the novel. The novel " *Heartbreak Motel* " will be published in April 2022.

Problems regarding the character's psychology relate to life, which has a sequence of demands to continue life. Behavior influences human tendencies to have a satisfying existence by meeting life's demands. Krech said that people who have mental disorders and behavioral irregularities need treatment so they can express themselves freely and try to release feelings and thoughts that are hidden and ignored. Thus, if an individual can accept himself as a whole, he will obtain satisfactory preservation of psychological integration.

Literary psychology discusses literary works in relation to the psychological aspects contained in a literary work. To reveal psychological elements in literary works, the help of psychological theories is needed. The development of literary psychological theory from psychoanalytic theory is a humanistic theory developed by Abraham Maslow. Abraham Maslow, a psychologist, assumed that humans are actually good creatures, so humans have the right to realize their identity in order to achieve self-actualization. Humans try to fulfill and express their potential and talents which are often hampered by societal conditions that reject them. If human potential and talents are hampered by a society that rejects them, this can cause a person to experience mental problems or have a negative impact on the individual such as anxiety, depression and a feeling of worthlessness. Additionally, the individual may not be able to reach his or her full potential and may feel dissatisfied with his or her life. This condition can also affect an individual's social and emotional relationships with other people and their environment. So individuals experience limitations in expressing themselves freely.

Maslow (Wicaksono, 2020:115) believes that humans are moved to understand and accept themselves as much as possible. A very well-known theory to this day is the theory of *the Hierarchy of Needs* which can be explained as follows.



**Figure 1: Abraham Maslow's Humanistic Theory of Needs**

(Source: <https://gambaranbrand.com/pengertian-karya-wan-indeh-lahan-satu-phase-dalam-branding-hierarki-NEUT-maslow/>)

According to Maslow, humans are motivated to fulfill their life needs (Wicaksono, 2020:116). These needs have levels or hierarchies, starting from the lowest (basic/physiological) to the highest (self-actualization). The hierarchy of needs is as follows:

### **1.1 Physiological needs (Physiological)**

Physiological needs are the most basic needs, if these needs have not been achieved and satisfied then the individual will not move to achieve the needs above them. This means that the need for self-actualization can be achieved if the need for self-esteem is fulfilled. According to Wulandari, physiological needs are the most basic or urgent needs; based on this, physiological needs such as clothing, food, and shelter are the most prioritized for satisfaction by individuals. For example, breathing, eating, drinking, sleeping, etc. It is concluded that basic human needs are the first to be met, so that once they have been met, humans will try to achieve the next need.

### **1.2 The need to feel safe and secure (*Safety*)**

The need for security and peace is a second level need after the basic level. This was conveyed by (Saputro, 2020: 121) that individuals need to feel safe to be able to freely carry out their activities without being disturbed by threats that could disrupt their safety. This need is needed so that humans are more focused on meeting subsequent needs. Needs like this fall into the realm of psychological needs because they affect the human psyche. For example, feeling safe and protected from crime, wild animals, being ridiculed, humiliated, etc. It can be concluded that the need for security is a form that every individual is entitled to obtain in order to live his life.

### **1.3 The need for affection (*Love/Belonging*)**

The need for affection is the third level need after the need for security. According to (Saputro, 2020:121) the need for affection is the need for people to tie themselves to a certain social group and identify themselves with that group or it could also be between individuals. There is a desire to interact socially with other individuals to form friendships and socialize, interact closely, cooperate and communicate in a friendly way with other individuals. The need to belong and belong, warmth, kinship, giving and receiving affection, friendship, and spending time together telling stories and sharing are forms of affiliation (Ihsanty, 2021:112). This can be done by building healthy relationships with the people we care about, providing attention, and providing the support needed.

### **1.4 Need for Appreciation (*Esteem*)**

After the need for affection is met, individuals want to get appreciation for the things they have done, attempted and given, that is, walking at the level of appreciation needs. This was expressed by (Saputro, 2020: 122) this need will arise because of the desire to be respected by others for their achievements. These needs include recognition, attention, appreciation, reputation and praise from other people to satisfy the psyche. The need to be respected is a necessary sense of trust and responsibility from others. For example, harsh words that may have never been heard before can cause deep pain, feelings of not being appreciated (Ihsanty, 2021:112). So, it can be concluded, it is important for us to give appreciation and recognition to other people. This can be done by paying attention to their achievements or contributions, giving honest and sincere praise, and providing support and motivation to improve themselves. Someone who can fulfill these needs will feel appreciated and recognized by the surrounding environment and will be more confident and happier.

### **1.5 The need for self-actualization (*Self-Actualization*)**

The highest level of needs is the need for self-actualization. This need will exist if the previous needs have been met. Self-actualization is a need to fulfill one's existence. This was expressed by (Saputro, 2020: 121) Self-actualization can be interpreted as the highest development because all talents, potential, qualities and capacities are fully utilized. Self-actualization is the highest need, so it becomes the lowest priority need. When an individual has reached the level of self-actualization, he is no longer bothered by the problem of finding food, is no longer bothered by security threats and disease, has friends who are close and full of love, and also has a feeling of being appreciated (Saputro, 2020: 126).

Based on what has been explained, the researcher is interested in researching "Analysis of the Main Character in the Novel *Heartbreak Motel* by Ika Natassa: Psychological Study of Abraham Maslow's Literature", so the main aim of this research is to describe humanistic theory using the literary psychological approach of Abraham Maslow in the novel *Heartbreak Motel* by Ika Natassa.

## 2. Structure of Reference

This research is based on relevant research that has previously existed. Some relevant previous research is research by Widayanti A (2022) with the title "Study of Abraham Maslow's Humanism in the Novel *Nayla* by Djenar Maesa Ayu" (Study of Abraham Maslow's Humanism in the Novel *Nayla* by Djenar Maesa Ayu). The method used in this research is qualitative method. The approach applied in this research is a literary psychology approach using Abraham Maslow's theory. The results of the research show that there are 41 data that reflect the theory of humanism in the novel *Nayla* by Djenar Maesa Ayu. This data includes physiological needs, the need for security, the need for belonging and love, the need for esteem, and the need for self-actualization.

Another relevant research is research conducted by Jumiati, H. Sapiin (2022) entitled "Psychological Analysis of the Main Character in the Novel 'God, Allow Me to Be a Prostitute' by Muhidin M. Dahlan Review of Abraham Maslow's Humanistic Psychology" aims to describe the main psychological aspects in the novel. This research uses descriptive qualitative research methods, with Abraham Maslow's humanistic psychology approach. The results of the analysis show that there are 25 data that indicate the five needs of the main character well, based on Abraham Maslow's humanistic psychology theory.

## 3. Research Methodology

The method used in this research is a qualitative research method. According to Bogdan, qualitative research has a natural setting as the direct source of data and the researcher is the key instrument. Qualitative research is presented with descriptions. According to Salfia, qualitative research is research that explains concepts that are related to each other, which is carried out using sentences and words without using statistics (Adriantik Amanda, et al, 2022). The data collected is in the form of words or sentences from existing images, not in the form of numbers or numbers. Qualitative research emphasizes the process, not just producing results or products.

So, qualitative methodology provides flexibility for researchers to deepen their understanding of the phenomenon being studied. Based on this theory, this research will seek to produce descriptive data in the form of words that are in accordance with linguistic rules regarding analyzing humanistic theory in the novel *Heartbreak Motel* by Ika Natassa: A Psychological Study of Abraham Maslow's Literature. Qualitative research data is data resulting from research using a qualitative approach and is descriptive in nature. The data used in this research are literary works containing words, quotes and sentences in the novel *Heartbreak Motel* by Ika Natassa.

Data sources in the form of works, texts, manuscripts and writings are forms of research data for a literary work. In this study, the source of research data for the text of the novel *Heartbreak Motel* is that which is related to the humanistic theory of Abraham Maslow's literary psychology approach. According to Ambarwati (2022:117), various data sources can be divided into two types, including: a) The amount of primary data, is a data source that contains primary data, namely data obtained directly in the field, for example sources or informants (Ambarwati, 2022: 117). The primary data source used in this research is the novel entitled *Heartbreak Motel* by Ika Natassa which was published by PT Gramedia Pustaka Utama in 2022. This novel has 400 pages. field, but from sources that have been created by other people, for example: books, documents, photos and statistics. Secondary data sources can be used in research, in their function as complementary or primary data sources if no sources are available in their function as primary data sources (Ambarwati, 2022). Secondary data sources used in this research include libraries/other books in the form of writings related to the research object in the form of Literary Psychology books.

The data collection technique in this research uses listening and observing techniques. The listening technique is the most important technique used in collecting data by reading. Researchers read the novel *Heartbreak Motel* which contains Abraham Maslow's humanistic theory. The data obtained is then recorded. The katat technique is a technique for collecting data by taking notes or quoting text in the novel *Heartbreak Motel*.

The data analysis technique used in this research uses the Miles and Huberman model. Qualitative data analysis is an interactive process that takes place continuously until the analysis is complete and there is no more relevant data to examine. The steps for data analysis according to Miles and Huberman are data collection, data reduction, data presentation, drawing conclusions.

## 4. Results and Discussion

Abraham Maslow is known as a pioneer of the humanistic psychology school which states that human behavior is influenced by the individual's drive to achieve happiness and fulfill needs. According to Adeyoye, humans are driven to fulfill needs at the most basic level, followed by highest needs (Aini, et al, 2022). Several types of humanistic theories are as follows.

#### 4.1 Physiological Needs

In the novel *Heartbreak Motel*, there are physiological needs that Ava must fulfill, for example daily needs in the form of eating, drinking, sleeping, bathing. The following is an excerpt of resolving inner conflict and social action from the novel *Heartbreak Motel* as follows.

Data (1)

*“Ya ampun, dalam kesendirian sih dalam kesendirian ya tapi jangan lupa jaga kesehatan ya kali. Sana, makanlah! Mandi juga pasti belum kan?”*

*Aku memilih untuk tidak menjawab.*

*“Belum? Iih, sayang sekali! Sana mandi, makanlah!”*

*“Iya, iya, ini bentar lagi gue pesan room service.”*

*(Heartbreak Motel, 2022: 73)*

Data quote (1) physiological needs are found in the sentence 'don't forget to take care of your health, next time. Come on, eat! You haven't showered yet, right?'. This shows that there are physiological needs that must be met. Lara was worried about Ava who was doing her habit of going to the hotel after finishing the film, thus ignoring the need to eat and shower. Meeting the needs for eating and bathing is one way to maintain health. In this quote, Ava can fulfill her food and bath needs by ordering room service at the hotel.

Data (2)

*Selesai mandi pagi itu, aku duduk di kasur, kepalaku juga ikut dingin, aku duduk di kasur, membaca lagi komen-komen itu, semuanya, Menghapus mana yang kurang terbuka.*

*(Heartbreak Motel, 2022: 91)*

Data excerpt (2) physiological needs is in the sentence above. This shows that Ava needs a shower to feel calmer, having previously felt emotional and upset about comments that cornered her. Ava takes action to delete comments she deems inappropriate or less than revealing, and blocks those she deems unnecessary. This shows that bathing can make Ava wiser in making decisions and make Ava calmer.

Data (3)

*Sandal yang sama yang sedang kupandangi sambil senyum-senyum sendiri, menit ini, di kamar hotelku, setelah dua belas bungkus kecil nasi uduk-dia delapan, aku empat, tiga potong ayam goreng, satu porsi ati ampela yang kami bagi berdua, sepiring bawang goreng ekstra, dua bungkus krupuk kampung, dan hampir dua jam percakapan, cerita, sesekali tawa termasuk dalam perjalanan pulang kami yang agak tersedat macet karena hujan.*

*(Heartbreak Motel, 2022: 182)*

Data excerpt (3) physiological needs in the sentence 'aftertwelve small packets of nasi uduk - he contains eight, I have four'. This shows that Ava can fulfill her food needs according to what she wants. Ava went to dinner with Raga for the first time after previously meeting at the hotel. In the quote above, Ava fulfills her food needs by eating her favorite uduk rice. This shows that physiological needs are met.

Data (4)

*“Dahsyat juga tuh obat dokternya, lo tidur kayak pingsan sampai enam jam.”*

*Perlahan, kepalaku mulai mengingat potongan-potongan kejadian hari ini. Aku pingsan, sadar pertamaku di trailer disambut wajah panik Daniel, Tito, dan Manda, setengah sadarku selama perjalanan panjang dari lokasi syuting ke rumah sakit daerah terdekat yang bisa mereka temukan, dokter yang mengumumkan tekanan darahku jauh di bawah normal, dan aku yang mengakui jumlah jam tidurku yang juga jauh di bawah kebiasaan normal.*

*(Heartbreak Motel, 2022: 335)*

Quote data (4) physiological needs in the sentence 'The doctor's medicine is also great, you sleep like you faint for up to six hours'. This shows that Ava's sleep needs were met after receiving treatment from a doctor. Ava needs sleep to maintain her body's health. Ava is having trouble sleeping because there are so many things disturbing her mind. Ava admitted that the number of hours she slept was also below normal habits, which caused Ava to experience low blood pressure.

Physiological needs (Saputro, 2020) are basic human needs that must be met to maintain body health. Physiological needs include the need for food, drink, shelter, sleep, and other physical needs. Fulfilling adequate physiological needs

will make a person feel comfortable and healthy, so that they can carry out daily activities well. Based on the quotes above, Ava can fulfill her physiological needs by eating, bathing and getting enough sleep.

## 4.2 Safety Needs

In the novel *Heartbreak Motel* there is a need for security. Safety needs are needs that are met after physiological needs are met. The following is an excerpt of resolving inner conflict and social action from the novel *Heartbreak Motel* as follows.

Data (1)

*Reza meyakinkan bahwa semua keribetan dengan media yang sangat mungkin muncul, apa pun bentuknya, dia yang akan mengurusnya. "Kamu tidak perlu ngapa-ngapain. Kamu Cuma perlu percaya sama aku dan terus cinta sama aku aja," senyumnya, menciumku sekali lagi. Senyumnya yang terkadang terlihat jail tapi selalu menenangkannya.*  
(*Heartbreak Motel*, 2022: 84)

Data quote (1) The need for security is found in the sentence 'Reza assures that all complications with the media that may arise, whatever form they take, he will take care of'. This shows that Ava's security needs are met. This quote tells of Ava's past, when she was still with Reza. In the quote, Reza tries to calm Ava, giving Ava a sense of security. Reza assured Ava not to worry, guaranteeing that he was ready for any complications that might arise in their relationship with the media.

Data (2)

*Lara tahu semuanya, kecuali kegiatan anehku yang satu ini. Rahasia kecil berupa sejenis kemerdekaan berda di ruang publik tanpa diikuti, diamati, dan diusik. Merdeka perempuan menjadi biasa ditengah kemacetan, bukan perempuan yang patah jantung menjadi omongan semua orang dan bahan caci maki orang yang bahkan tidak kukenal.*  
(*Heartbreak Motel*, 2022: 133)

Data quote (2) about the action of feeling safe is found in the sentence 'for a moment of freedom to be in a public space without being followed, observed or disturbed'. This shows that Ava's security needs are met. Ava has the opportunity to feel free and independent in public spaces without being surrounded, watched or disturbed. For her, being independent or free means being able to be herself without having to be the center of attention or be the subject of other people's conversations. This gives her the opportunity to feel like an ordinary woman in a crowd, not the subject of other people's conversations or even the target of ridicule from people she doesn't know. This gives Ava a sense of security and can feel freedom.

Data (3)

*Hampir tengah malam kami sampai di rumah, dia mengantarku pulang. Aku menunggu mobilnya keluar pagar baru membuka pintu rumah dan masuk. Empat jam tadi, hampir 240 menit bersama manusia yang kusebut aneh dan random tadi, menyaksikan cita-cita masa kecilnya, mendengarkan suara kalemnya, kuliahnya, bercerita, filosofinya, melihat senyuman canggungnya dan tawanya, merasakan dilindunginya.*  
(*Heartbreak Motel*, 2022: 219)

Data quote (3) the need for security is found in the sentence 'the man I called strange and random earlier, witnessed his childhood dreams, listened to his calm voice, his lectures, told stories, his philosophy, saw his awkward smile and laugh, felt protected'. This shows that Ava's security needs are met. After the incident, Ava understands what happened. Ava felt devastated. But with Raga's concern, it's like listening to Raga's random stories. Ava felt protected, safe and comfortable.

Data (4)

*"Dengerin dulu. Gue Cuma mau bilang, kalau lo mau ngapa-ngapain yang lo rasa penting, lo pakai deh metode bikin daftar risk/reward itu. Gue liat soalnya lo bisa tenang banget hari ini."*  
*Kertas berisikan daftar risk dan reward yang sedang kupegang detikini, dikamarku, dan seseorang yang tanpa dia sadari bisa membuatku tenang banget hari ini, yang detik ini sedang menuju rumahku.*  
(*Heartbreak Motel*, 2022: 239)

Data quote (4) the need for security is found in the sentence 'The paper contains a list of risks and rewards that I am holding right now, in my room, and someone who without realizing it can make me really calm today'. This shows that Ava's security needs are met. Lara suggested that Ava use the concept of risk and reward to consider all actions that are

considered important, because this concept can give Ava peace of mind. This quote shows that risk and reward can be an effective way to help someone make important decisions, giving someone a sense of security and calm.

According to hierarchy theory, the need for security is the second basic need after physiological. According to Saputro (2020), individuals need to feel safe to be able to freely carry out their activities without being disturbed by threats that could disturb their safety. Based on the quotes above, Ava experiences feelings of security and comfort in various ways, such as getting a sense of security from Reza due to complications with the media, feeling free and independent in public spaces, feeling protected and comfortable with Raga, and using the concept of risk and reward to create a decision that brings peace. This reflects Ava's need for security being met.

### 4.3 Affection Needs

In the novel *Heartbreak Motel* there is a need for affection. The need for affection is a need that is met after the need for security is met. The following is an excerpt of resolving inner conflict and social action from the novel *Heartbreak Motel* as follows.

Data (1)

*Tidak ada yang tahu jika ditanya kapan persistnya mulai jatuh cinta kepada seseorang karena cinta hampir tidak pernah lahir sekaligus namun secuil demi secuil sampai akhirnya kita tak lagi merasa utus kecuali bersamanya, tapi kita selalu bisa merasa kapan hati mulai bersuara. Begitu juga dengan sesuatu, dan sesuatu yang dianggapnya adalah akting. Momen sutradara pertamaku mengumumkan hal itu di satu sore di kantornya menjadi pemantiknya, dan setelah lima hari syuting dengan hanya tujuh adegan dan satu dialog yang dimainkan di film itu, aku langsung jatuh cinta pada seni peran. Akting memberiku kesempatan untuk merasakan hidup orang lain, menjadi orang lain, dan dalam memainkan satu demi satu peran, akting membawaku semakin mengenal diriku sendiri. Iya, aku tahu ini mungkin terdengar seperti omongan kosong besar bagi yang tidak mengerti.*

(*Heartbreak Motel*, 2022: 41)

Data quote (1) the need for affection is found in the sentence 'and after five days of shooting with only seven scenes and one dialogue played in the film, I immediately fell in love with acting'. This explains Ava's process of understanding and finding love for the art of acting. The lighter delivered by Ava's first director was the one that started Ava's acting career. 'Acting is not pretending. Acting is a fair matter. Be honest about your feelings if you were in the same situation as the character you play.'

Data (2)

*"Waktu promo nanti... iya aku tahu ini masih lama tapi aku mau ngomong dari sekarang aja. Media, orang-orang, semuanya pasti akan diperbesar-besarkan kamu dan aku main satu film lagi. Aku tahulah bagaimana medianya. Banyak yang akan membuat kesimpulan sendiri yang mungkin akan membuat kamu tidak nyaman. Aku Cuma mau bilang, aku nggak akan ngomong atau melakukan apa pun yang kamu nggak setuju. Semuanya senyamannya kamu. Aku tidak mau kamu mengalami lagi semua kesintingan media saat kita putus."  
Dia mengucapkan semuanya dalam satu tarikan napas.  
"Aku tidak mau kamu kenapa-kenapa. Aku Cuma mau bilang itu."*

(*Heartbreak Motel*, 2022: 67)

Data quote (2) the need for affection is found in the sentence 'I don't want you to be upset. I just wanted to say that'. This shows that Ava's need for affection is met. Reza wanted to make sure Ava knew that he would pay attention to her comfort and would not do or say anything that could make Ava feel uncomfortable. Reza will try to protect Ava from unfounded media opinions. This shows that even though their relationship has ended, Reza still displays his affection and concern for Ava.

Data (3)

*"Gue... ya, gue nggak mungkin minta lo cerita detail kejadiannya karena itu Cuma bikin lo ngerasain sakitnya dan marahnya lagi. Aku tidak tahu, mau ngomong apa. Aku tidak tahu. Gue Cuma tahu gue perlu melindungi lo dari kemungkinan apa pun yang bikin lo makin sedih, itu aja. Tidak, aku minta maaf".*

(*Heartbreak Motel*, 2022: 235)

Data quote (3) the need for affection is found in the sentence 'I just know I need to protect you from the possibility of anything that makes you even sadder, that's all'. This shows that Ava's need for affection is met. Lara was worried when she found out that Ava had conveyed her statement about Ava's experience. Lara regrets that she couldn't protect Ava when the incident happened. Lara just wants to protect Ava from things that make her sad. Lara's concern shows her affection for Ava.

Data (4)

*“Ava,” Raga menyebut namaku dengan cara yang khas itu. “Aku punya banyak alasan untuk mulai serius mikirin pindah lagi ke Jakarta dan aku tidak mau berbohong dengan mengatakan bahwa kamu bukan salah satu alasan. Tapi aku juga tidak mau kamu merasa terbebani. Ini keputusanku, Va. Kamu nggak pernah minta, kamu nggak pernah memaksa. Jangan jadi beban buat kamu. Hubungan kita tetap sama, kita jalani aja apa adanya.”*

(Heartbreak Motel, 2022: 283)

Data quote (4) the need for affection is found in the sentence 'I have many reasons to start seriously thinking about moving back to Jakarta and I don't want to lie by saying that you are not one of the compensations'. This shows that Ava's need for affection is met. Raga wants to move back to Jakarta, and Ava is one of the reasons Raga is considering moving to Jakarta. Raga doesn't want Ava to feel like she's a burden for her decision. This shows Raga's concern and affection for Ava.

Data (5)

*“Va, Ibu kan uda bilang kalau bisa honor ditabung aja, buat kamu, nggak usah beli-beliin Ibu. Mukena Ibu juga masih bagus.”*

*“Tapi aku mau beliin Ibu.”*

*Aku masuk Ibu lalu melihat lama seperti aku baru saja membelikan satu batang emas. Dipeluknya aku, diciumnya keningku. Ketika pelukannya lepas, mukena baru itu yang dipeluknya erat-erat di dada dan dihirupnya wanginya.*

(Heartbreak Motel, 2022: 291)

Data quote (5) the need for affection is found in the sentence 'Mother then looked at me for a long time as if I had just bought a gold bar'. This shows that Ava's need for affection has been fulfilled. Ava gave her mother a new mukena. This love shows a child's love for his mother, where Ava wants to show her gratitude and love by buying a mukena. The mother is happy with what Ava is doing, reflecting that her child's love and attention are valuable things to her. This shows the loving relationship between mother and child.

The need for affection is a need that arises after the need for security is fulfilled. These needs include love, affection, friendship. Based on the quotes above, the need for affection is fulfilled, such as Ava's process of finding love in the art of acting, Reza's concern for Ava's comfort and protection, Lara's worry and concern for Ava, Raga's concern for Ava, and Ava's love for her mother. The need to belong and belong, warmth, kinship, giving and receiving affection, friendship, and spending time together telling stories and sharing (Ihsanty, 2021).

#### 4.4 Self-Esteem Needs

In the novel Heartbreak Motel there is a need for self-esteem. Self-given needs are needs that are met after the need for affection is met. The following is the resolution of inner conflicts and social actions from the novel Heartbreak Motel as follows.

Data (1)

*Iya, jelaskan ke Lara harus pakai permisalan yang begitu. Lara mencontohkan mata, aku tertawa. Ini percakapan bodoh kami di tepi kolam renang di Amankila, tiga hari liburan kami merayakan Semenjana yang hanya diisi dengan tidur, makan, berenang, berjemur, ngobrol, dan tertawa.*

(Heartbreak Motel, 2022: 101)

Data quote (1) the need for self-esteem is found in the sentence 'This is our stupid conversation by the swimming pool at Amankila, our three-day holiday celebrating Semenjana which was only filled with sleeping, eating, swimming, sunbathing, chatting and laughing'. This shows that Ava's personal needs are met. Ava feels happy about the success of the film Semenjana. Ava celebrates with Lara as a self-reward. During their three-day holiday, Ava and Lara enjoyed sleeping, eating, chatting and laughing which provided special moments for them.

Data (2)

*Tapi bukan itu masalah besarnya. Ini bukan hanya masalah kemungkinan aku akan mengenal orang. Bukan. Tadi malam waktu dia tanya namaku siapa, dan mala mini waktu dia meastikan lagi namaku siapa ... itu tuh ... bagaimana aku harus mengatakannya? Aku suka bahwa dia tidak mengenal aku siapa. Aku suka cara dia memperlakukanku, mengurusiku, menunjukkan perhatiannya tanpa tahu siapa aku. Aku suka tulusnya, baik, sopannya. Aku ingin kenal dia dan dia kenal aku tanpa harus mengarahkan kata orang. Aku suka bisa merasakan lagi saling mengenal dari awal tanpa dikendarai*



*penghakiman dan asumsi, seperti percakapan kami malam tadi. Dan inginku tidak banyak. Aku Cuma ingin ala mini bisa seperti malam tadi. Aku hanya ingin normal sekali saja.*

*(Heartbreak Motel, 2022: 178)*

Data quote (2) about the self-needs given is in the sentence 'I just want to be normal once'. This shows that Ava's long-standing desire to be independent has been fulfilled. Ava feels happy when she can meet someone who doesn't know her as an actress. Ava likes genuine attention from people without knowing Ava's identity. Meeting Raga is the thing that Ava is most grateful for, because by being with Raga, Ava can feel like an ordinary person.

Self-given needs (Saputro, 2020) are human needs to be appreciated, recognized and respected by others. This need arises after the need for affection is met. These needs can be met through recognition, praise, awards and achievements. The need for self-esteem can be seen in several quotes, such as when Ava celebrates the success of her film with Lara, and when Ava wants to be known by Raga without Ava's true identity as an actress being known.

#### 4.5 Self-Actualization Needs

In the novel Heartbreak Motel there is a need for self-actualization. Self-actualization needs are needs that are met after self-given needs are met. The following is the resolution of inner conflicts and social actions from the novel Heartbreak Motel as follows.

Data (1)

*Ada sesuatu tentang Reza yang tidak bisa dibungkus dengan kata-kata kecuali bahwa jika ia lagu, lagu itu akan selalu kuingat nadanya dan liriknya, mungkin sesekali juga masih kudengarkan. Rasaku saat mendengar yang tak lagi sama.*

*(Heartbreak Motel, 2022: 361)*

Data excerpt (1) the need for self-actualization is found in the sentence above. This illustrates that Reza has something impressive in him for Ava. However, if the analogy is a song, Reza is a song, then this song will always be remembered by people who know him. But for now, Ava's feeling when listening to this song is different, which means that Ava no longer feels love for Reza.

Data (2)

*Ini yang kumau. Aku mau Allah mengampuni semua dosa Ibu. Aku mau Allah memaafkan semua kesalahan Ibu. Aku mau Allah Cuma mengingat yang baik-baik tentang Ibu. Aku mau Ibu tenang. Aku mau Ibu bahagia. Aku mau Ibu diberi hak masuk surge. Aku mau aku bisa terus mengingat tentang Ibu.*

*Dan ini yang kuminta kepada Tuhan, Bu.*

*Aku mohon supaya aku cukup mengingat yang perlu diingat.*

*Termasuk tentang Bapak.*

*(Heartbreak Motel, 2022: 375)*

Data excerpt (2) the need for self-actualization is in the sentence above. This shows that Ava has let it all go so that Ava's self-actualization needs are met. Ava prayed and asked Allah SWT for her mother so that Allah SWT would forgive all her mother's sins. Ava also prays that she will be able to keep the memories of her mother well, remembering things that need to be remembered, including about her father. This shows Ava's sincerity towards all the truths that hurt Ava about her mother and father.

Data (3)

*Hidup tidak pernah berhenti menyimpan misteri, menyembunyikan arti, tidak selalu memberikan jawaban atas setiap pertanyaan, dan sementara itu, pertanyaan baru akan terus lahir menuntut dan menagih jawaban. Mala mini, masuk ke lift dilepas pendinginnya, kembali ke kamarku dan memandangi langit Jakarta dini hari dan lampu-lampu di luar sana, sendiri, aku mengerti pertanyaanku ke dia tadi memang tidak perlu dijawab. Kenapa kita berani jatuh cinta, berani memilih mencintai seseorang meski risikonya terlalu besar, mungkin kadang-kadang membiak dan membengkar melampaui besarnya cinta itu sendiri? Dalam senyap, sesuatu yang menjalar di relung daratan yang menjawab.*

*Karena tidak ada yang mengalahkan rasanya menerima dan diterima, mencintai dan dicintai.*

*Apa adanya.*

*Tanpa tetapi.*

*(Heartbreak Motel, 2022: 391)*

Data quote (3) the need for self-actualization is found in the sentence 'Because nothing beats the feeling of receiving and being accepted, loving and being loved'. This shows that Ava has accepted herself, so that Ava's actualization needs

are met. Ava realizes that the most basic nature of love is receiving and being accepted, loving and being loved. Ava accepts everything that is within herself. Ava, who is always the attention of many people, is always the talk of people, cannot be sad or angry except with a happy smile for people, must be alone like crazy, and the children who are called their own father are only mistresses, who were thrown away, and have no more business.

The need for self-actualization (Saputro, 2020) is the highest need in the hierarchy of needs. This need is to achieve one's potential, develop creativity, seek meaning in life, and achieve higher life goals. Based on the quotes, Ava seeks satisfaction in loving and being loved, accepting herself, and forgiving others. Ava also prays that she can immortalize memories of her mother well, remembering things that need to be remembered, including about her father. This shows Ava's sincerity towards all the truths about Mother and Father which really hurt Ava's heart.

The results of Abraham Maslow's humanistic theory in this research in the form of physiological needs, security needs, affection needs, self-esteem needs, and self-actualization needs have significant results. Below is a table where the results will be classified.

**Table 1: Classification of Abraham Maslow's humanistic theory of needs**

No.	Abraham Maslow's Humanistic Theory	Amount
1.	Physiological Needs	4
2.	Safety Needs	4
3.	Affection Needs	5
4.	Self-Esteem Needs	2
5.	Self-Actualization Needs	3
Amount of data		18

Based on this table, it illustrates that there are needs that must be met by Ava. There are 4 data for physiological needs, 4 data for security needs, 5 data for love needs, 2 data for self-esteem needs, 3 data for self-actualization needs. All these needs have been fulfilled by Ava's character named Ava Alessandra.

## 5. Conclusion

The results of research regarding Abraham Maslow's humanistic theory in the novel *Heartbreak Motel* by Ika Natassa can be concluded that this research describes Abraham Maslow's humanistic theory which consists of physiological needs, security needs, love needs, self-esteem needs, and self-actualization needs. Physiological needs are basic needs that must be met first in normal humans. The need for security allows individuals to be free to carry out their activities without being disturbed by threats that could disrupt their safety. The need for affection explains belonging and having, warmth, kinship, giving and receiving affection, friendship, and spending time together telling stories and sharing are forms of affiliation. This need for self-actualization is the highest need in Abraham Maslow's humanistic theory so that it is the lowest overall priority. The results of research on needs theory according to Abraham Maslow in the novel *Heartbreak Motel* by Ika Natassa are (18) consisting of physiological needs there are (4) data, security needs there are (4) data, love needs there are (5) data, needs to be provided the self has (2) data, and the need for self-actualization has (3) data.

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