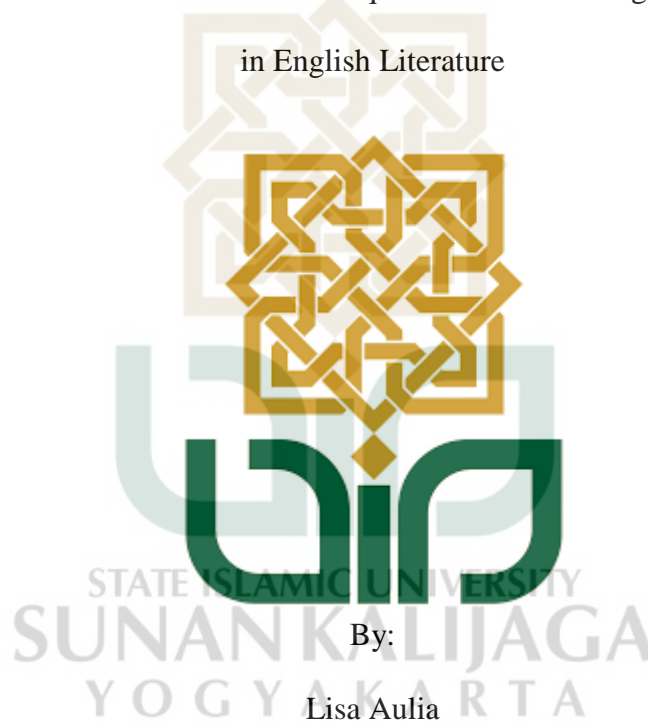


**THE SIGNIFICANCE OF PSYCHOSOCIAL WELL-BEING FOR TRAUMA
HEALING AS SEEN IN RANDA ABDEL'S *WHERE THE STREETS HAD A
NAME***

GRADUATING PAPER

Submitted in Partial Fulfillment of the Requirement for Gaining the Bachelor Degree

in English Literature



17101050012

ENGLISH DEPARTMENT

FACULTY OF ADAB & CULTURAL SCIENCES

SUNAN KALIJAGA STATE ISLAMIC UNIVERSITY YOGYAKARTA

2021

A FINAL PROJECT STATEMENT

I clarify this graduating paper is definitely my work. I am completely responsible for the content of this graduating paper. Other writing's opinions or findings included in this graduating paper are quoted or cited in accordance with ethical standards.

Bangko, 15 February 2021

The Writer,



Lisa Aulia

Student No.:17101050012

STATE ISLAMIC UNIVERSITY
SUNAN KALIJAGA
YOGYAKARTA



KEMENTERIAN AGAMA
UNIVERSITAS ISLAM NEGERI SUNAN KALIJAGA
FAKULTAS ADAB DAN ILMU BUDAYA

Jl. Marsda Adisucipto Telp. (0274) 513949 Fax. (0274) 552883 Yogyakarta 55281

PENGESAHAN TUGAS AKHIR

Nomor : B-558/Un.02/DA/PP.00.9/03/2021

Tugas Akhir dengan judul : The Significance of Psychosocial Well-being for Trauma Healing as Seen in Randa Abdel's Where the Streets Had a Name

yang dipersiapkan dan disusun oleh:

Nama : LISA AULIA
Nomor Induk Mahasiswa : 17101050012
Telah diujikan pada : Jumat, 19 Februari 2021
Nilai ujian Tugas Akhir : A

dinyatakan telah diterima oleh Fakultas Adab dan Ilmu Budaya UIN Sunan Kalijaga Yogyakarta

TIM UJIAN TUGAS AKHIR



Ketua Sidang
Dr. Witriani, S.S. M.Hum.
SIGNED

Valid ID: 605437e84bdc0



Penguji I
Dr. Danial Hidayatullah, SS., M.Hum
SIGNED

Valid ID: 6041c0e99597b



Penguji II
Ulyati Retno Sari, S.S. M.Hum.
SIGNED

Valid ID: 6053a40726e9d



Yogyakarta, 19 Februari 2021
UIN Sunan Kalijaga
Dekan Fakultas Adab dan Ilmu Budaya

Dr. Muhammad Wildan, M.A.
SIGNED

Valid ID: 606bdb7ec7d



KEMENTERIAN AGAMA REPUBLIK INDONESIA
UNIVERSITAS ISLAM NEGERI SUNAN KALIJAGA
FAKULTAS ADAB DAN ILMU BUDAYA
Marsda Adisucipto Yogyakarta 55281 Telp/Fax. (0274) 513949
Web: <http://adab.uin-suka.ac.id> Email: adab@uin-suka.ac.id

NOTA DINAS

Hal : Skripsi

a.n. Lisa Aulia

Yth.

Dekan Fakultas Adab dan Ilmu Budaya

UIN Sunan Kalijaga

Di Yogyakarta

Assalamualaikum wr. wb.

Setelah memeriksa, meneliti, dan memberikan arahan untuk perbaikan atas skripsi saudara:

Nama : Lisa Aulia
NIM : 17101050012
Prodi : Sastra Inggris
Fakultas : Adab dan Ilmu Budaya
Judul :

**THE SIGNIFICANCE OF PSYCHOSOCIAL WELL-BEING FOR TRAUMA
HEALING AS SEEN IN RANDA ABDEL'S *WHERE THE STREETS HAD A
NAME***

Saya menyatakan bahwa skripsi tersebut sudah dapat diajukan pada sidang Munaqasyah untuk memenuhi salah satu syarat memperoleh gelar Sarjana Sastra Inggris.

Atas perhatiannya, saya ucapkan terima kasih

Wassalamualaikum wr. wb.

STATE ISLAMIC UNIVERSITY
SUNAN KALIJAGA
YOGYAKARTA

Yogyakarta, 15 Februari 2021
Pembimbing,

Dr. Witriani, S.S., M.Hum.

19720801 200604 2 002

**THE SIGNIFICANCE OF PSYCHOSOCIAL WELL-BEING FOR TRAUMA
HEALING AS SEEN IN RANDA ABDEL'S *WHERE THE STREETS HAD A
NAME***

By: Lisa Aulia

ABSTRACT

This graduating paper elaborates an in-depth research on the novel *Where the Streets Had a Name*. This research aims to analyze trauma as the impact of Palestinian-Israeli conflict to Hayaat and Zeynab. Hayaat and Zeynab as Palestinians that are exposed to traumatic memory end up coping with their traumatic memory in the conflicting country, and Hayaat finds one of her trauma healing from Israelis as the party that threatens and intimidates Palestinians. Trauma is a psychological injury which is caused by emotional shock. As this research uses the qualitative method, this research aims to explain trauma healing on Hayaat and Zeynab. To analyze the change that Zeynab and Hayaat experience because of trauma, this research uses trauma theory by Nigel C. Hunt. The theory discusses how trauma emerges traumatic symptoms such as intrusive recollections, avoidance, negative emotions and thoughts, and hyperarousal to traumatized people. Interestingly, the theory also brings a solution up to help traumatized people to cope with trauma. By the presence of psychosocial well-being, Zeynab and Hayaat successfully cope with their trauma.

Key Words: *Trauma, Zeynab and Hayaat, psychosocial, Where the Streets Had a Name*

**THE SIGNIFICANCE OF PSYCHOSOCIAL WELL-BEING FOR TRAUMA
HEALING AS SEEN IN RANDA ABDEL'S *WHERE THE STREETS HAD A
NAME***

Oleh: Lisa Aulia

ABSTRAK

Skripsi ini meneliti novel *Where the Streets Had a Name*. Penelitian ini bertujuan untuk menganalisis dampak atas konflik Palestina-Israel terhadap Hayaat dan Zeynab. Hayaat dan Zeynab sebagai orang-orang Palestina yang terpapar kejadian traumatis berhasil menyembuhkan trauma mereka di negara yang sedang berkonflik bahkan Hayaat disembuhkan salah satunya oleh orang-orang Israel yang selama ini mengancam dan mengintimidasi orang-orang Palestina. Trauma merupakan penyakit kejiwaan yang disebabkan oleh emosi yang terguncang. Sebagai sebuah penelitian kualitatif, penelitian ini bertujuan untuk menjelaskan penyembuhan trauma terhadap Hayaat dan Zeynab. Untuk menganalisis perubahan yang disebabkan oleh trauma terhadap Zeynab dan Hayaat, Penelitian ini menggunakan teori trauma oleh Nigel C. Hunt. Teori tersebut membahas bagaimana trauma memunculkan simtom-simtom trauma seperti ingatan yang mengganggu, pengabaian, emosi dan pikiran negatif, dan perubahan emosi serta tingkah laku terhadap orang-orang yang menderita trauma. Menariknya, teori tersebut juga menyuguhkan solusi atas trauma yang dialami oleh penderita. Kehadiran psikososial yang kemudian membantu Zeynab dan Hayaat untuk mengatasi trauma yang mereka alami.

Kata Kunci: *Trauma, Zeynab dan Hayaat, psikososial, Where the Streets Had a Name*

MOTTO

“Sesungguhnya Allah SWT tidak akan mengubah nasib suatu kaum hingga mereka mengubah diri mereka sendiri.” (QS. Ar-Ra’d (13) :11).

Jika kamu yakin bahwa Allah SWT adalah tuhan semesta alam maka lakukan yang terbaik dan biarkan Allah SWT yang mengambil alih segala urusan.

Jangan pernah berhenti mencoba. Kamu tidak akan pernah tahu jawabannya sebelum mencoba. Cobalah, pasti ada keajaiban yang akan kamu temukan. Dirimu layak untuk mengarungi ombak kehidupan yang menyegarkan dan menantang keberanian untuk memutuskan pilihan terbaik.

STATE ISLAMIC UNIVERSITY
SUNAN KALIJAGA
YOGYAKARTA

Dedication

My parents, Rosdiana and Iskandar S.Ag, this hard work is dedicated for your
endless love for me. I love you both.



ACKNOWLEDGMENT

Alhamdulillahirobbil'alamin, I have done my final paper successfully. I would like to deliver my best gratitude to the Almighty Allah SWT that helps me to finish this final paper. Allah SWT spreads his endless love and blessing in every second the researcher elaborates this final paper. In addition, the guidance from Prophet Muhammad SAW that starts his journey to spread Islam has been a start point for every Moslem to contribute for this wonderful and perfect religion.

Finally, I have done this final paper after a long process of asking, reading, finding, identifying, and analyzing, but this final paper cannot be done without the kindness and support from others. I would like to express my gratitude and happiness to:

1. Ulyati Retno Sari, S.S., M.Hum as the Head of English Department, Faculty of Adab and Cultural Sciences, UIN Sunan Kalijaga.
2. Dr. Witriani, S.S., M.Hum as my advisor. Thank you for inspiring me to write a better final paper and letting me learn more. I am grateful to have wonderful experiences in writing from you, Mam.
3. Dr. Danial Hidayatullah, S.S., MA as my academic advisor and the one that inspires me to choose Literature.
4. Febriyanti Dwiratna Lestari, M.A with her brilliant idea leads me to do research about psychosocial issues.
5. All of my lecturers in English Department, Dr. Ubaidillah, S.S., M.Hum., Aninda Aji Siwi, S.Pd., M.Pd., Arif Budiman, S.S., M.A., Dwi Margo Yuwono,

M.Hum., Harsiwi Fajarsari, SS, M.A, Nisa Syuhda, S.S., M.Hum, Rosiana Rizqy Wijayanti, S.Hum., MA., Dr. Ening Herniti, M.Hum., Bambang Hariyanto, S.S., MA.

6. *Emak*, the only one mother that I have, thank you for loving me as always. I want to let you know that I have worked very hard to make you happy and proud of me although it cannot pay back what you always do for me.

7. *Ayah*, for being your daughter is the best thing ever. I spend a lot of my best moment with you, and you teach me to be who I am right now. Letting and allowing me to try new things are an unlimited ticket for me to explore the world endlessly.

8. Myself, thank you for not losing hope in life and doing your best as always. I would like to see the better version of you in the future. Glad to be a lifetime student.

9. My older sister, *Kak Fifie*, thank you for always being the best sister in my life. My older, younger brother, Indah and Fatih, who complete my little world.

10. My support systems: *Mba Lulu*, Mufan Nurmi, Farah Sausan, Ifah who listen to my *unfaedah* stories over and over and encourage me to do better in life.

11. My beloved friends in Asrama Hamasah: Ucil, Tita, Odah, *Mba Asma*, *Mba Ummu*, *Mba Maida*, Juna, Fatma, Maritha, thank you for teaching me to be a better person and Muslimah. I am very lucky to know you all.

12. My beloved friends in English Literature: Rosa, Febi, Nadim, Tya, Ayis, Jula, Fariz, Melina, Erika, Galang, Fachri, Ria, Nanda, Icha, Eva, Sita, Seruni, Nuly and Thifah, Vika that allow me to be their friend which is very meaningful.

13. KAMMI, AIESEC UGM, Youlead, Duta Kampus, Duta Felari PPI, ECC, Teater Pandora, Aktivis Peneleh, Rumah Indonesia Berdaya, and PMC are chances that help me to explore different kind of experience during my campus life and the people there.

I am fully aware that this final paper is not perfect, and therefore I welcome any suggestions to make this final paper better.

Bangko, 19 Maret 2021

The writer



Lisa Aulia

17101050012



TABLE OF CONTENT

COVER	i
FINAL PROJECT STATEMENT	ii
APPROVAL.....	iii
NOTA DINAS	iv
ABSTRACT	v
ABSTRAK	vi
MOTTO	vii
DEDICATION	viii
ACKNOWLEDGEMENT	ix
TABLE OF CONTENT	xii
CHAPTER I INTRODUCTION.....	1
1.1 Background of the Study	1
1.2 Problem Statements	4
1.3 Objectives of Study.....	5
1.4 Significances of Study	5
1.5 Literature Review	5
1.6. Theoretical Approach.....	6
1.7 Method of Research.....	11
1.8 Paper Organization	13
CHAPTER II INTRINSIC ELEMENTS	14
2.1 Intrinsic Elements of Where The Streets Had a Name Novel	14
2.1.1 Characters and Characterization	15
2.1.2 Novel Summary	23
2.1.3 Plot Summary	25
2.1.4 Setting.....	28
2.1.5 Theme	29
2.1.6 Point of View	30

CHAPTER III ANALYSIS.....	32
3.1 Traumatic Symptoms.....	33
3.1.1 Hayaat’s Traumatic Symptoms.....	34
3.1.1.1 Nightmare.....	36
3.1.1.2 Flashback.....	39
3.1.1.3 Psychological and Physiological Responses.....	41
3.1.1.4 Avoidance.....	44
3.1.1.5 Changes in Thought Pattern and Mood.....	46
3.1.2 Zeynab’s Traumatic Symptoms.....	48
3.1.2.1 Psychological and Physiological Responses.....	51
3.1.2.2 Changes in Thought Pattern and Mood.....	52
3.1.2.3 Anger Outburst.....	55
3.1.2.4 Sleep Disturbance.....	56
3.2 Psychosocial Well-being for Trauma Healing.....	57
3.2.1 Psychosocial Well-being for Hayaat’s Trauma Healing.....	58
3.2.2 Psychosocial Well-being for Zeynab’s Trauma Healing.....	74
CHAPTER IV CONCLUSION AND SUGGESTIONS.....	78
4.1 Conclusion.....	78
3.1 Suggestions.....	80
REFERENCES.....	81

CHAPTER I

INTRODUCTION

1.1 Background of Study

War has killed 240 million people in the 20th century, but rest of victims have lived with the memory of war as victims while no one has an accurate number of how many victims who are psychologically damaged by war (Hunt, 2010: 1-2). Even though many victims survive a traumatic event, the impact of a traumatic event cannot be prevented. They have to deal with traumatic symptoms, and they have to struggle with many changes from their psychology to physiology. One of many literary works that specifically talks about trauma is the novel *Where the Streets Had a Name*.

The novel *Where the Streets Had a Name* by Randa Abdel-Fattah tells about the victims of war. This novel features two women characters, and all of them struggle over the same things after the Palestinian-Israeli conflict. Those two characters are Zeynab as grandmother and Hayaat as the grandchild and also the main character. Hayaat is the main character that experiences loss and abuse because her best-friend dies, and she has a zigzag scar on her face from the traumatic event. Meanwhile, her grandmother experiences the feeling of how bad memories haunts in many aspects of her memory, cognitive, emotion and those changes can be seen in the novel.

This novel was written in April 2008, and it won Inky Awards from Australia in 2009. Elizabeth Bird reviewed this novel on her blog, and she stated that Randa Abdel-Fattah as the author waded into waters that book publishers for children generally shied away from. Hers was the hottest of hot topics, but she handled her subject matter with dignity and great storytelling. This novel shows how the long-term consequences of the Palestinian-Israeli conflict on Hayaat and Zeynab.

The Palestinian-Israeli conflict as one of the longest intractable conflicts exposes Palestinians to violence. Moreover, the consequence includes chronic exposure to mass trauma. On the other hand, Hayaat and Zeynab as Palestinians that are exposed to traumatic memory end up coping with their traumatic memory in the conflicting country. In addition, Hayaat finds one of her trauma healing from Israelis as the party that threatens and intimidates Palestinians. These two conditions are crucial to examine because they show two paradoxes which are the emergence of trauma healing in Palestine as a conflicting country and discovering trauma healing from the opposite side as the threatening party. This research is determined to answer the explanation of trauma healing on Hayaat and Zeynab, and how it works on them.

While Hayaat and her family move from Beit Sahur to Bethlehem, they leave the past as they move into a new place, but the past does not let them go. Instead of having a new life and enjoying the present, they have to struggle with the past that cannot stop interrupting their lives. Their new lives are haunted either by their traumatic memory that does not only come as images of the past or their traumatic events emerge traumatic symptoms which change their daily life, cognitive, emotion,

and body response. A traumatic memory gives a big impact on Hayaat's life because she should bear with nightmares, negative emotions and thoughts, and strong psychological and physiological responses relate to her traumatic experience. Furthermore, her grandmother, Zeynab, has to cope with her traumatic event although it happened fifty-six years ago.

Traumatic experience in the novel *Where the Streets Had a Name* aims to prove that war takes more than material, like home or land because it badly influences the psychological state of the victims. Hayaat and Zeynab as victims of the Palestinian-Israeli conflict have to face the present life with unbearable traumatic symptoms. Interestingly, unpredictable and shocking memories that turn out to be traumatic symptoms in the story are not the only fascinating part of the novel, but the way traumatic memory can be seen from social perspective. The researcher is interested to delve into how psychosocial takes a role on trauma healing between Zeynab and Hayaat, and how social support helps them to cope with such a shocking and unbearable event that turns to be traumatic symptoms in a conflicting country.

Trauma is a psychological injury which is caused by emotional shock. Traumatic memory affects the breakdown of the brain as internal injury and remains unhealed (Payne et al, 2004: 78). Trauma comes from a shocking experience of unexpected events while it hopefully assaults victims with repetitive nightmares or hallucinations (Caruth, 1996: 11).

The novel *Where the Streets Had a Name* tells a story about Hayaat as a brave 13 years old girl that is accompanied by her friend to reach West Jerusalem that is

guarded by Israeli soldiers. They pass checkpoints, and two Israelis help them to reach West Jerusalem. In the middle of their way to reach West Jerusalem by Taxi, they are blocked by Palestinian protestors to Israeli soldiers, and it is the time that Hayaat's sick memory comes and returns without even permitting. This novel shows the life of a Palestinian family that is affected by the Palestinian-Israeli conflict, and how they cope with the changes after the shocking moment. The journey of Hayaat to West Jerusalem strengthens this family relation, and they find that they should take care of each other from another unexpected moment in the future.

Even though the journey of Hayaat in the novel *Where the Streets Had a Name* does not mention a term of trauma even once, the researcher finds traumatic symptoms that play a big role on it. In the end, the researcher wants to dig deeper into how traumatic symptoms change Zeynab's and Hayaat's lives, and how social plays as an important component to help these two characters to cope with it. Hence, this researcher uses Nigel C. Hunt's trauma theory that can be seen from psychosocial because social has an important role to diminish traumatic symptoms of traumatized people, so this research can be useful for society to help traumatized people to cope with their trauma.

1.2 Problem Statements

1. What are traumatic symptoms that change Hayaat's and Zeynab's lives?
2. How does psychosocial well-being function for trauma healing on Hayaat's and Zeynab's traumatic symptoms?

1.3 Objectives of Study

This research aims to find out:

1.3.1 The traumatic symptoms that are experienced by Zeynab and Hayaat

1.3.2 The role of psychosocial well-being for Zeynab and Hayaat to cope with their traumatic symptoms

1.4 Significances of Study

The significance of the study of this research is mostly for the researcher to analyze comprehensively a literary work from psychoanalysis' perspective. The researcher intends to dig deeper into one of mental health cases that is trauma from two women characters in the novel *Where the Streets Had a Name*. This research plans to significantly be a part of the contribution to cope with mental health cases nowadays as a reference and reading material to know more about trauma and social roles in trauma healing. Furthermore, this research aims to broaden the capacity of the researcher herself and support the process of knowledge in English Department for further studies.

1.5 Literature Review

Because there is no one ever using the novel *Where the Streets Had a Name* along with trauma theory by Nigel C. Hunt as a research before, this research presents a newness of a research in English Department of Sunan Kalijaga State Islamic University.

The researcher has the same object with Muneera Miftah and Zayed al-Mudafar because we analyze the novel *Where the Streets Had a Name* by Randa Abdel-Fattah. The journal by Muneera and Zayed was first published in 2018. The title of the journal is *Land and Identity in Randa Abdel-Fattah's novel Where the Streets Had a Name: an Ecocritical Reading*, and it uses ecocriticism theory. Meanwhile, the everyday suffering that Palestinians face either under the occupation or in the diaspora reminds Palestinians of their identity which connect to the land of the birth is the problem of the journal. The conclusion of the analysis is an ecological connection to the land of Palestinian and interconnectedness between identity and land.

This researcher currently has a different analysis because the researcher chooses to analyze the effects of traumatic symptoms in life and the role of psychosocial for trauma healing in the novel *Where the Streets Had a Name* by Randa Abdel-Fattah.

1.6 Theoretical Approach

Trauma

In this research, the researcher uses trauma theory from Nigel C. Hunt that is originally from her book *Memory, War and Trauma*. This theory focuses on victims from a conflicting country which fits the theme of the object of this research, and this theory also provides a simple and applicable solution which is psychosocial that can be found easily in the novel *Where the Streets Had a Name*. Even though the theory

focuses on real patients, the researcher claimed that this theory has a detailed and extensive explanation about the variables and sub-variables of this research, so the researcher is able to analyze the data from the fictional characters without asking their condition and situation that they experience. This theory also describes indications that traumatized people experience when they successfully cope with their trauma that help the researcher to apply the theory to fictional characters. Unfortunately, Nigel C. Hunt does not mention how psychosocial concept can be applied formally in a conflicting country, and how this concept helps traumatized people that lose their family members and friends as their social well-being.

Nigel C. Hunt states that traumatic memory cannot only be seen from psychology because individual memory correlates with other people, social, culture, and history to remember, and Nigel finds psychosocial as the heart of trauma healing. This research aims to find out how social takes a role on trauma healing as a concept of psychosocial from Nigel C. Hunt.

Nigel stated that Trauma is an injury of psychological functioning that consists of memory, cognitive, behavior, and emotion as a response of potent experience dominations, and it emerges to the self or others as life-threatening (Hunt, 2010: 7).

Humans cannot live without memory which reminds them about their past where they can construct who they are and people that they live with, and it also has an important role in the presence of a traumatic memory. Memory along with cognitive, emotional, and behavioral elements constitutes traumatic stress, and it

activates when the fear of memory is stimulated by any reminder of the traumatic event (Hunt, 2010: 67). Traumatized people are more aware of stimuli that relate to their traumatic event than non-traumatized people, and they are programmed to respond quickly to similar environmental stimuli (Hunt, 2010: 61). Victims of a traumatic memory tend to avoid similar environmental stimuli to their traumatic event, but it possibly emerges another symptom.

The symptoms that usually appear are intrusive recollections, avoidance, emotional numbing, and hyperarousal. The changes exist in the physiology and mental state because of the overwhelming nature of a traumatic event. The traumatic memory does not happen to normal stress because it involves an initial unconsciousness of a person to the traumatic event. Traumatic event contains memorized bodily and psychological responses that accurately threaten to the psyche (Hunt, 2010: 7). The symptoms of trauma as follow relate to each other. Intrusive recollections are implicit, hard to control, and related to strong emotion and/or perceptual elements, and these memories usually relate to traumatic stress (Hunt, 2010: 145). Avoidance is activated because intrusive recollection conceptualizes, as avoidance when intrusive thoughts are out of control of the survivor. Intrusion leads to the automatic fear response, which is too hard for the individual, who reverts to a strategy of avoidance; thus no processing of the traumatic information takes place (Hunt, 2010: 65). Meanwhile, hyperarousal emerges as the next step of avoidance, hyperarousal forms the change of emotion and behavior of the survivor. The

indicators of hyperarousal are difficult to sleep, irrational anger, difficult to concentrate, hypervigilance, and uncommon startle response (Ayers et al, 2015: 3).

Nigel also stated about nightmares and guilt that often come as another unconscious symptoms of traumatized people. Nightmares mostly occur after a traumatic event happens, and the frequency increases afterwards. Nightmares in many cases change the victims of a traumatic event, and this type of memory, unfortunately, comes without a schedule. The inconsistent of nightmares' frequency is different for victims because it might come frequently in an early year after a traumatic event or a few years afterwards. Victims also feel guilty after their traumatic events occur, and this kind of traumatic memory is hard to reconcile and cope with. The guilt leads them to remind themselves about the loss of friends or family, and they cannot do something about it. This feeling needs justification from others because victims should cope with the guilt by accepting their traumatic events (Hunt, 2010: 146-147).

Traumatic memory is an area where we can integrate work across different approaches from psychology and social because memories are social discourses (Hunt, 2010: 61). Social discourses involve cultural and social memory and to both formal and informal approaches to history (Hunt, 2010: 121). Social and cultural influences affect narrative which consist individual recollections (Hunt, 2010: 125).

Narrative is the heart of what it is to be a psychosocial of human being. Traumatized people need society to remember, construct, and find the meaning of their traumatic event. Narrative helps people to make sense and understand a situation

where it involves intense and shocking experience, but implicit memory prevents traumatized people to transfer their shocking and unpredictable experience into verbal where it can be a strategy to diminish the intense emotion about their traumatic event that transforms into continuing symptoms (Hunt, 2010: 126).

Narrative functions as a bridge to integrate the past and the present, and how people intend to live in the future (Hunt, 2010: 116). Traumatized people tend to use avoidant strategies when they are unable to develop narrative that needs social and collective construction because individual memory needs others or collective memory by sharing data, view, and interpretation of an event (Hunt, 2010: 126). Social plays an important role as the factor of why traumatized people live in a conflicting country or the role of social to reveal identities by collective memory. Traumatized people experience two types of memory in which narrative attends to be the reconciliatory strategy. When traumatized people experience intrusive recollections that are implicit memory, they have no complete story about their traumatic event that remains as fragments, and they experience uncontrolled strong emotion toward their traumatic memory, as traumatic stress. Even though traumatized people have difficulties to narrate what they have experienced, there are still traumatized people who have passed many years to narrate and understand which is called consummate memory. Consummate memory releases traumatized people from intrusive recollections because traumatized people succeed in narrating and dealing with their traumatic memory. Even though they have coped with their intrusive recollections, they still

experience anger and sadness toward their traumatic memory, but they have control over it (Hunt, 2010: 145).

This research focuses on how victims from the Palestinian-Israeli conflict cope with traumatic events, and a long process of traumatized people end up narrating as the way to cope with traumatic symptoms. This research tracks the process of shocking and unexpected memory that turns into trauma, and how psychosocial helps traumatized people to cope with traumatic symptoms.

1.7 Method of Research

1.7.1 Type of Research

The type of this research is qualitative method. Qualitative methods focus on a text. It also has unique ways to analyze data. This method needs to mention specific designs, but the researcher has to carefully reflect on its role in the study. The researcher has to use specific protocols to record data, analyze the information through various steps of analysis and mention approaches when the researcher documents the validity and the accuracy of collected data (Creswell, 2014: 232).

1.7.2 Data Sources

The novel *Where the Streets Had a Name* is the main data for this research. The novel portrays and illustrates the cases of trauma from Hayaat and Zeynab, and it is represented by words, phrases, and sentences of the novel. Besides the novel *Where*

the Streets Had a Name, the data unit of this research is books, journals, and other relevant sources.

1.7.3 Data Collection Technique

This research uses the library research technique which relies on the technique of reading. The main data from this research is the novel *Where the Streets Had a Name* that cannot be the only data. To make a complete and to reach the validity of data, this research uses the reading technique to collect data from the main source and also from supporting sources.

This research finds the variables and sub-variables from a psychology book that explains the symptoms of trauma. Thereby, books and journals help this research to be scientific and trustworthy. The data of the interrelation between memory and trauma is from international journals and books because this research is necessarily completed by ideas from experts.

1.7.4 Data Analysis Technique

The data analysis technique of this research:

1. Read the object of the research specifically and make sure the researcher knows the object well.
2. Find variables and sub-variables of the theory from similar references as the research.

3. Input variables and sub-variables in Microsoft Excel to make them well-regulated and ordered.
4. Read the whole object to find data that fit into variables and input them all in a different column with variables.
5. Analyze the data and make sure to read many references that help the researcher to dig deeper into the data with variables.
6. Place the right data for answering problem statements of the research in chapter III.

1.8 Paper Organization

This research is divided into four chapters. The first chapter consists of the background of study, problem statements, objectives of study, significances of study, literature review, theoretical approach, and method of research. The second chapter analyzes the intrinsic elements of the novel *Where the Streets Had a Name* based on Narratology. The third chapter analyzes the role of memory that turns a shocking experience into trauma that is suffered by Hayaat and Zeynab, and the way these two characters cope with it in the novel *Where the Streets Had a Name*. The last chapter contains the conclusion and the suggestion.

CHAPTER IV

CONCLUSION AND SUGGESTIONS

By analyzing data from the novel *Where the Streets Had a Name*, the researcher finds a lot of information and detailed explanation about trauma in Hayaat's and Zeynab's cases. The change of their lives brings a wide impact on Hayaat's and Zeynab's present lives, and the researcher would end up this research by delivering the conclusion of this research. The conclusion is based on the problem statement, and this last chapter also provides suggestions to heighten the quality of further research.

4.1 Conclusion

Hayaat and Zeynab are haunted by traumatic symptoms as the effects of their traumatic memory, and they find that their traumatic symptoms change their psychology to physiology. After Hayaat loses her best-friend and her beauty because of her traumatic event, she experiences familiar nightmares that are related to her traumatic event while her physiology responds by wetting the bed that she shares with her older sister and younger brother. When she is flooded with fear, her physiology responds by trembling hands, biting nails, and producing excessive sweat. She cannot get rid of the past because she is always trapped by her traumatic memory in many times when similar things remind her of her traumatic event, and she is stuck in the past. The horror and fear that haunt her sleep and every time she remembers

about her traumatic event cannot be more frightening and hurt for Hayaat who has avoided to remember things that relate to her past while she realizes that she has lost her beauty forever. Losing her beauty gives a long-term shame to Hayaat because the scar on her face is not only the physical memory of her traumatic event but also the evidence of her carelessness which takes her beauty forever.

While Hayaat is haunted by the memory of losing her best-friend and beauty, Zeynab tells Hayaat about her traumatic event and the time when she spends most of her lifetime in a refugee camp. Instead of forgetting her traumatic event that happened fifty-six years ago, Zeynab remembers every detail of her traumatic event that hurts her more and more. She realizes the feeling of shame and helplessness that haunts her life since she could not do anything to get back her legal land and house from an Israeli family, and therefore she belittles herself. The traumatic memory rises the fear inside her, so she feels like the memory suffocates her. The fear rises the anger as her responses to the past that she can no longer change, and it also affects her quality of sleep.

Even though both Hayaat and Zeynab are haunted by their traumatic memory, they find that they can cope with it. Hayaat's interaction with three good Israelis; Nur, Foad, Samy, and Zeynab; make her realize that her perceptions and thoughts about her traumatic event are wrong because she meets good Israelis that prove her wrong about her hatred and grudge to Israelis. She also finds out Nur and Zeynab who have tragic and unjust experiences, but they can accept and forgive what the past has done to them. She then decides to change the way she looks at the past, and she

realizes that she can reconstruct her traumatic memory about Maysaa when she starts remembering Maysaa in her best and beautiful moments rather than her tragic death. Both Hayaat and Zeynab find out their meaning of the sick and horror traumatic event when they realize that their lives have a meaningful purpose. The social encourages Hayaat and Zeynab by using narrative as the heart of psychosocial to realize that their lives are meaningful and beautiful although the past has hurt them, but they know that they can choose to survive or give up.

While Palestinians expose to high violence, but some of them do not choose aggressive and violent behaviors to live in a conflicting country. The success of Hayaat and Zeynab to cope with their traumatic memory proves that humanity can heal the pain which traumatized people have experienced by its sincerity and kindness to help and support each other.

4.2 Suggestions

The researcher finds that victims of a conflicting country can experience identity crisis when their land and home are occupied by another country. The home and land are not just a place to live but also the place which shapes their perspective, circle, habit, and social life. Interestingly, psychological maturity of the characters can also be a fascinating research to analyze. It may be interesting to dig deeper into both the identity crisis that victims of a conflicting country experience and psychological maturity for further research.

REFERENCES

- Abrams M.H. 1971. *Glossary of Literary Terms : Third Edition*. New York : Cornell University.
- American Psychiatric Association (APA). 2013. *Diagnostic and Statistical Manual of Mental Disorders DSM-V-TR, 5th Edition*. Washington, DC: APA
- Ayers Susan. et al. 2015. *The Relationship between Adult Attachment Style Post-traumatic Stress Symptoms: A meta-analysis*. Journal of Anxiety Disorders volume 35, October 2015, pages 103-117.
- Bal Mieke. 2009. *Narratology: Introduction to the Theory of Narrative*. Canada: University of Toronto Press.
- Briere John N. & Scott. 2015. *Principles of Trauma Therapy*. United States : SAGE Publications, Inc.
- Caruth Cathy. 1996. *Unclaimed Experienced (Trauma, Narrative, and History)*. London: The Johns Hopkins University Press Baltimore and London.
- Chatman Seymour. 1978. *Story and Discourse : Narrative Structure in Narrative and Film*. New York : Cornell University.
- Creamer, M. 1995. 'A cognitive processing formulation of posttrauma reactions', in Kleber, R. J., Figley, C. R. and Gersons, B. P. R. (eds.) *Beyond Trauma: Cultural and Societal Dynamics*, pp. 55–73. New York: Plenum Press
- Creswell W. John. 2009. *Research Design (Qualitative, Quantitative, and Mixed Methods Approaches)*. India: Sage.

- Ellis, B. J. 1990. *Sex Differences in Sexual Fantasy: an Evolutionary Psychological Research*. Journal of Sex Research, Vol. 27, No. 4, 527-555.
- Fattah, Randa Abdel. 2009. *Where the Streets Had a Name*. United Kingdom : Marion Llyod Books.
- Frewen, Paul and Lanius. 2015. *Healing the Traumatized Self : Consciousness, Neuroscience, Treatment*. New York : W. Norton & Company.
- Halbwachs Maurice. 1980. *The Collective Memory*. Harper Colophon Books. New York.
- Harun Azahar. et al. 2013. *Freytag's Pyramid: An Approach for Analyzing The Dramatic Elements and Narrative Structure in Filem Negara Malaysia's First Animated Cartoon*.
- Herbst Alida & Gerda. 2016. *Trauma Counselling: Principles and Practice in South Africa today*. South Africa : Juta and Company (Pty) Ltd.
- Hühn Peter. et al. 2009. *Handbook of Narratology*. Berlin : Walter de Gruyter GmbH & Co. KG.
- Hunt C. Nigel. 2010. *Memory, War, and Trauma*. Cambridge: Cambridge University press.
- Hunt, N. and McHale, S. 2008. 'Memory and meaning: individual and social aspects of memory narratives', Journal of Loss & Trauma 13(1): 42-58.
- Lang, P. J. 1979. 'A bio-information theory of emotional imagery', Journal of Psychophysiology 16: 495-512.

- Levin Peter A. 2015. *Trauma and Memory Brain and Body in a Search for the Living Past*. California : North Atlantic Books.
- Miller-Graff, L.E., and Cummings E.M. 2016. *The Israeli–Palestinian conflict: Effects on youth adjustment, available interventions, and future research directions*. *Developmental Review* (2016), doi: 10.1016/j.dr.2016.10.001.
- Payne D. J. et al. 2006. *The Biopsychology of Trauma and Memory*. United Kingdom: Oxford University press.
- Tolin, D. F., & Foa, E. B. 2006. *Sex Differences in Trauma and Posttraumatic Stress Disorder: A Quantitative Review of 25 Years of Research*. *Psychological Bulletin* Copy 2006, Vol. 132, No. 6, 959–992.
- Van der Kolk B. A. & Fisler R. 1995. *Dissociation and the Fragmentary Nature of Traumatic Memories*. *J. Traumatic Stress* 1995; 9, 505–525.
- Van der Kolk B. A. 1998. *Trauma and Memory*, 52 *Psychiatry & Clinical Neurosciences* 52.
- Zadra Antinio & Donderi. 2000. *Nightmares and Bad Dreams: Their Prevalence and Relationship to Well-Being*. *Journal of Abnormal Psychology* 2000, Vol. 109, No. 2, 273-281.