

CHAPTER I

INTRODUCTION

1.1 Backgrounds

Literary work is a personal expression of a person, in the form of feeling, thought, ideas, enthusiasm or even experience with a form of a picture of life that can awaken enchantments with language as a tool that describe the writing he made. According to Esten (1978:9), literature is expressing the artistic facts and imagination as a manifestation of human life (and society) through language as a medium and has a positive effect on human life (humanity). So, literature is an art expressing the imagination that the object is human and their life by using language as a medium.

The novel is a form of literary work with a complex set of life stories in it. Novel is a part of the literature. It is the representation of human condition against the effort to reach the purpose of living. The novel expresses some aspects of human's love, life and existence because it tells about human activities and describes what happened in surrounding. Kenney (1966: 103) states "Novel is generally thought of as containing about forty five thousand words or more". So novel is longer narrative than short story and novella. In other words, the novel tells story and contains some important elements. Based on the explanations, it can be concluded that the novel is the literary work created by the author from a combination

of imagination and a reflection of life about human condition against the effort to reach the purpose of living.

In the novel *The First Phone Call from Heaven* by Mitch Albom it tells the story about The First Phone Call from Heaven in Coldwater, Michigan. One morning in Coldwater, Michigan, there was a phone call from heaven that happened as shocked residents of the city. It says the phone call from Heaven because the callers are from the people who have died. When the news was discovered by Sully Harding he did not immediately believe it. For him, dead people are still dead and it is impossible to contact people who are still alive. After the news spread through Coldwater town, Sully Harding immediately investigated the case. Sully collects data to uncover events that he considers to be a hoax. After trying hard, then he managed to uncover this case of lies and find the culprit, Horace Belvin, an old man who lost his son who had died as the hoax maker that made the phone calls that occur in this novel the researcher used a sociology of Literature approach.

The First Phone Call from Heaven is an interesting novel and it tells about the issue that took place in the Coldwater city of Michigan, which led to the social conflict among the Coldwater people regarding the issue. The novel was published in 2013.

The Author of *The First Phone Call from Heaven* he is Mitch Albom. He was born on 23rd May 1958 in Passaic, New Jersey, USA. He is well

known as bestselling author and journalist, appreciated as a screen writer, musician, dramatist and radio or TV broadcaster. He started his writing career as sports writer and won instant national fame. He is the author of Five Number One New York Times bestseller and has sold more than thirty-four million copies of his books in forty-two languages worldwide.

The story tells about the issue of phone call from heaven, from the people who lost the person they loved. As the novel opens it was the first time, Tess Rafferty of Coldwater, Michigan, is shocked when she hears a voicemail left by her mother who passed away from Alzheimer's years earlier. Tess is the first person in town that report receiving a phone call from deceased relatives, but she is certainly not alone. Soon people all over the town, they are reporting calls from their family members that call from afterlife.

Police chief Jack Sellers was also the one who has received a phone call from his dead son, Robbie which is gone. On the same day Sully Harding is released from military prison, he is the one who lost his wife named Gissele who died by car accident. When he heard about the issue he didn't believe it at all. He is sure that the call from heaven is just a lie made by irresponsible. The author describes some of the Characters there are Horace Belvin as the hoax maker, then Katherine Yellin, and Amy Pen as the hoax distribution, Sully Harding as rational character, and the victim is Tess Rafferty, Katherine Yellin, Jack Sallers, Ellias Rowe and

there are also a number of the residents who did not mention the initial. The victim who had received a call from heaven there are eight people.

Therefore, the title of this research is *Social Conflict* in novel *The First Phone Call from Heaven* by Mitch Albom. The literary work has broad social implications. In examining the social conflicts that occurs in this novel the writer used sociology of literature approach tries to understand phenomena or all aspects that occur and affect people is lives.

1.2 Statement of the Problem

Based on the background that has been described above, there are two main problems that will be focused in the research, namely:

1.2.1 How does Mitch Albom present the Social Conflict happened in the Coldwater Society?

1.2.2 What are the impacts of Social Conflict in Coldwater society in the novel *The First Phone Call from Heaven* by Mitch Albom?

1.3 Scope of the Study Statement

The scope of research in this novel the writer focuses on the point of the Social Conflict that happened in people of Michigan, Coldwater, as the place in the story *The First Phone Call from Heaven*. The writer focuses on the social conflict by using Sociology of Literature approach.

1.4 Objective of the Research

Relating to the problem statement mentioned and the scope, the objective of this study:

1.4.1. To analyze the Social Conflict happened in the society in the novel *The First Phone Call from Heaven* by Mitch Albom.

1.4.2. To analyze the Social Conflict impact in Coldwater society in the novel *The First Phone Call from Heaven* Mitch Albom.

1.5 Significance of Research

The benefits of this research are divided into two, namely theoretical and practical. This is explained below:

1.5.1 The significance of this research, theoretically, is to deepen the study about literature especially about sociology of literature approach that is applied in the novel *The First Phone Call from Heaven*.

1.5.2. Practically, by this research we can not only add the reference of literary studies but also can increase the reader is knowledge about Social Conflict in literary work.

1.6 Review of Related Literature

In this research, the writer describes several review of related literature as followed by:

First, this literature review was taken from Putri Utari. She is the student from English and Literature Department Adab and Humanities Faculty Alauddin state Islamic University Makassar. In her research, her discussion was focuses to analysis *Magical Realism* in Mitch Albom's *The First Phone Call from Heaven*. The researcher used Magical Realism Theory.

The second the research was taken literature review by Hemix Gatut Sudamtoko. He wrote his Thesis *the need For Keeping Hope* Reflected in Mitch Albom's *The First Phone call from Heaven* (2013). In his research, his discussion was focuses to analysis *The Need for Keeping Hope*. This objective of the study is to identification the hope in the people. When the people always have a hope, he shows characteristic optimism by using Sociological Approach.

The third was conducted by Melia Istigfaroh. She is the student from School of Teaching Training and Education University of Surakarta. Her thesis is about *Right of Child in Broken Home Family* at Mitch Albom's *The First Phone Call from Heaven*. The discussion was focusing the Right of Child in Broken Home Family that occurs in Sullivan Harding. The researcher used individual psychological approach and qualitative method to analyze the novel.

Fourth the research was taken from Sri Herlinyanti. The student of Department of English Education school of teacher training and education

Universities Muhammadiyah Surakarta. She wrote her thesis *fighting Against Hoax* in Mitch Albom's *the first phone call from heaven*. In her research, the discussion focuses on fighting against hoax of Mitch Albom's Novels. The researcher used qualitative research to identify hoaxes in the story and a sociological approach to analyses the issue.

The difference between those researchers, this research focused on the Social Conflict in the Novel *the First Phone Call from Heaven* by Mitch Albom. The analyses use the same novel but in the different titles and approach. The discussion was focuses to analysis Social Conflict by used Sociology of literature Approach. And Descriptive is the method used by the research to analysis *what is the social conflict that happened in society Coldwater* and *How does the social conflict impact in Coldwater Society in the novel*.

1.7 Theoretical Basis

In this study, the sociology of literature approach as a basis for researching the novel *The First Phone Call from Heaven* by Mitch Albom.

Yesmil Anwar & Adang (2008: 2), argues that Auguste Comte (1789-1857). Sociology was introduced by Auguste Comte of France in 1839. Comte was the first person to propose giving the term sociology to the whole of human knowledge about social life. The Comte was honored as the father of sociology through his positive philosophical work. Etymologically, sociology comes from Latin, *Socius* which means friend

and Greek word, *logos* which means word or speaking. So, sociology is talking about society. For Comte, sociology is a public social science, which is the final result of the development of science. Therefore, sociology is based on the progress that has been achieved by previous science. In addition, Comte said that sociology must be based on observation and not on speculation on the state of society. The results of these observations must be arranged systematically and methodologically. In this case, Comte did not explain how to assess the results of these social observations. The birth of sociology into science was recorded when Comte published his book titled *Positive-Philosophy* in 1842.

Sociology is the study of human social relationships and institutions. Sociology is subject matter is diverse, ranging from crime to religion, from the family to the state, from the divisions of race and social class to the shared beliefs of a common culture and from social stability to radical change in whole societies. Unifying the study of these diverse subjects of study is sociology is purpose of understanding how human action and consciousness both shapes are shaped by surrounding cultural and social structures.

Sociology of literature comes from the words sociology and literature. Literature is a reflection of society. Through literature, an author expresses the problems of life. Literary works receive influence from society and at the same time is able to give effect to society. A Literary work can be defined as a branch of literature dealing with words as raw

material to create a picture, an idea or a story in a meaningful pattern. Yet words, being the backbone of the pattern, are not really of great importance if they are not carefully manipulated into good syntactically structured sentences so as to convey the target idea in an artistic way. By this, it is meant that the work is valued as work of art with a literary style which is, of course, different from that we use in colloquy.

The writer use this approach to support research and analyze Social Conflict in the novel *The First Phone Call from Heaven* by Mitch Albom, the writer assumes that the sociology of literature approach is suitable for the analysis, as some concepts from the Sociology Literature approach itself as follows:

1.7.1 Sociology of Literature Approach

In analyzing the novel, the writer wants to apply sociology of literature approach proposed by Alan Swingewood.

Alan Swingewood in his book *the sociology of literature* explains that sociology is essentially the scientific, objective study of man in society, the study of social institutions and of social processes; it seeks to answer the question of how society is possible, how it works, why it persists. (Swingewood 1972: 11)

Literature is a work art, which expresses of human life and the problem on society, economics and politics with qualities of the

relationship among them. (Swingewood 1972: 12) literature focuses on relation the social world of man with his family, man and woman, with politic, with the state and adaption to desire to change it.

The theory of sociology of literature is not merely used to explain the social reality that is transferred or copied into a literary work. This theory was also changed in its journey to analyze the relationship between the author's cultural area and his work, the relationship of literary works with a social group, the relationship between social phenomena that arise around the author and his work. Sociological study of literature proves very useful to understand the socio economic situations, political issues, the world view and creativity of the writers in which they occur and determinants of a literary work. Therefore, sociological theories used for the study of a literary work cannot ignore the existence of the author, the world and his inner experience, and the culture in which the literary work was born. So the sociology of literature is a study that connects literature with sociology.

Thus, it can be concluded that the sociology of literature is one approach to parse literary works that explore the relationship between the authors experience and view of social life and the results of literary works with the community.

However, this study is only limited in the study of the author is description through literary works about the condition of social aspect, culture, and related to society and the problems of daily life.

1.7.2 The Concept of Conflict

Wellek and Warren (1993: 285) state that the conflict is something dramatic, inexpediency perception between two people in a story. Conflict occurs because of there is no agreement reached toward each desires of individuals. This case usually happened in the real life in which the people try to avoid it. However, in a literary work, conflict is very important to support the content of the story. The reader certainly will not be interested if there is no conflict happened in a story. The author of literary work will build and develop many conflicts in making good story. Therefore, the reader will be interested to be read it.

Conflict is the disagreement arising within someone and with others in the sphere. Conflict often cause apposition nature between one party to the other, up to which parties involved looking at each other as a hindrance and disturb achievement of the needs and objectives of each. According to Kilman and Thomas (in Luthans; 1983: 366) the purpose of the conflict of lack of match objective between the value and goals, such as the behavior that intentionally disrupt efforts to achieve goals, and emotionally containing atmosphere or hostility.

This fact provides clear evidence that conflict is an important language in various disciplines, especially social science, although all of these disciplines develop different perspectives for studying conflict. Sociology most likely views conflict more on social interactions carried out by individuals against other individuals in their environment, as pointed out by George Harbert Mead when developing the Symbolic Interaction Theory that all human social interactions have certain goals (Sanders, 2007: 2)

1.7.3 The Causes of Conflict

Pruitt and Rubin cite Webster, that “conflict means the perception of differences in interests (perceived divergence of interests), or a belief that the aspirations of conflicting parties are not reached in a stimulant way” (Pruitt & Rubin, 2004: 10)

The researcher described the conflict that occurs in this Novel by explain about the conflicts experienced from *The First Phone Call from Heaven* to the recipients and said that there would be life after death. Occurs the conflicts when Sully does not believe it at all.

1.7.4 Social Conflict

Social conflict refers to conflict in which the parties are an aggregate of individuals, such as groups, organizations, communities, and

crowds, rather than individuals as in role conflict. Group conflict is used as a synonym of social conflict in this essay.

Finally social conflict refers in common usage to interaction in which the means chosen by the parties in pursuit of their goals are likely to inflict damage, harm or injury but not necessarily in every case. Pruitt and Rubin cite Webster, that "conflict means the perception of differences in interests (perceived divergence of interests), or a belief that the aspirations of conflicting parties are not reached in a stimulant way" (Pruitt & Rubin, 2004: 10)

Social conflict encompasses a broad range of social phenomena, class, racial, religious, and communal conflicts, riots, rebellions, revolutions, strikes and civil disorders, marches, demonstrations, protest gatherings and the like.

Conflict could be divided into two types; they are the internal conflict and the external conflict. Internal conflict is a conflict that happened in a person within her or his and also giving the impact to the character, which is directly related to the person. Such as occurs in the heart or soul of person. Then, External conflict, it can be an opposition between a character and an outside it. Man against man, man against society or man against nature.

1.7.4.1 Internal Conflict

Internal conflict or psychological conflict is conflict that happened at heart, soul a figure or story figures other. Become it have the shape of conflict that happened between human and it self. It more to intern problems a human, for example that thing happened caused by opposition between two desire, confidence, and choice that different each other, expectations or problems the other. Nugiyantoro (1995: 124). Dollard and Miller (as cited in Engler, 2014, p.193) state that the definition of internal conflict in psychological view is *“a situation where the frustration arises from a situation in which incompatible responses are occurring at the same time.”*

It has been explained before; the writer concluded that internal conflict is struggle can happen in somebody, internal conflict is a conflict that happened of an idea and others idea, one and her selves or him selves. This occurs from the one own self.

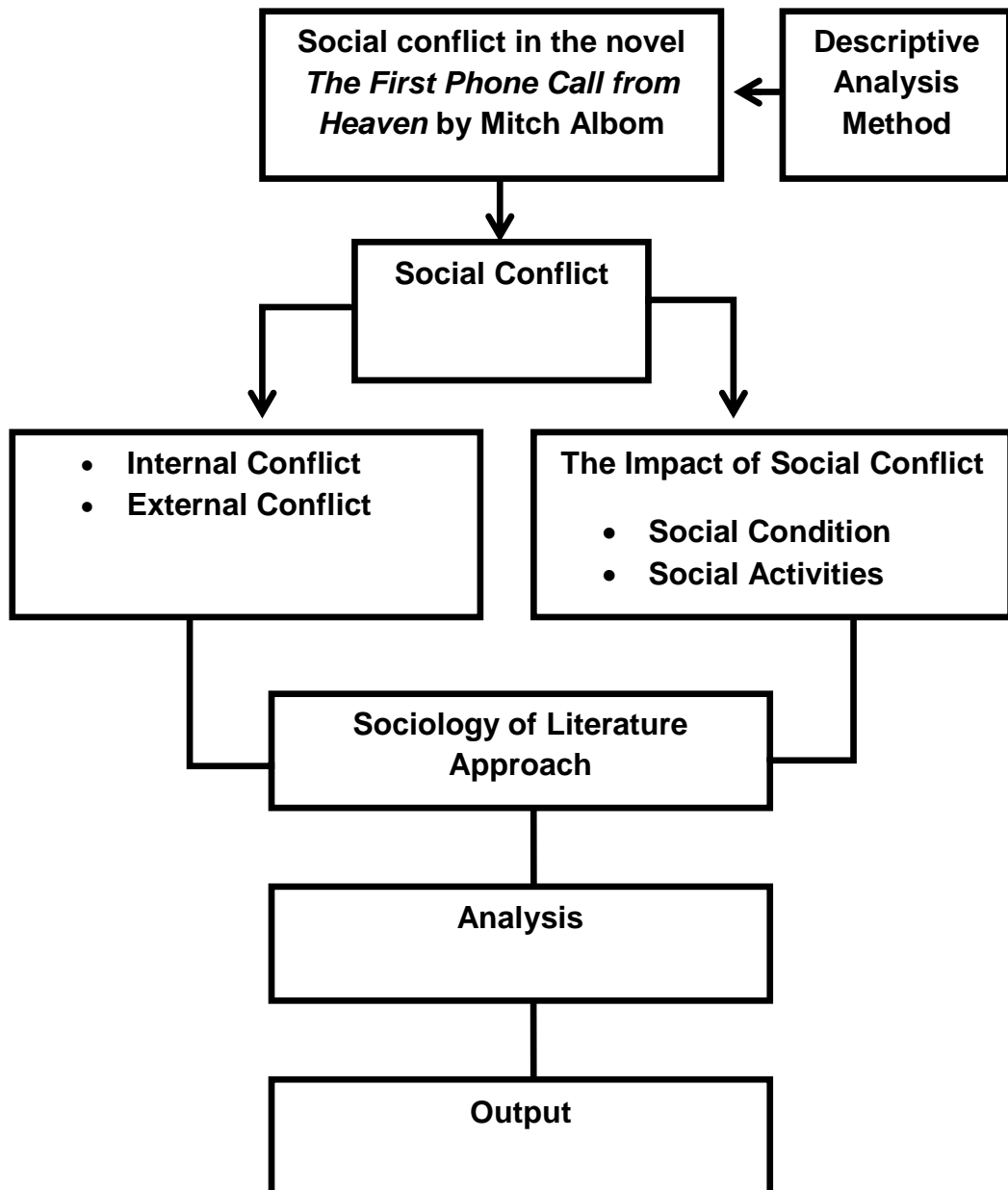
1.7.4.2 External Conflict

External Conflict is the conflicts that happen to one character with something outside him. Conflict is stated in this way, man-nature, beautiful-ugly, etc. an external conflict is shown though action such as fight, argument and physical struggle, good and bad characters. These conflicts can be in the form of physical conflict and social conflict. Physical conflict which is also called elemental conflicts is the conflict caused by a

clash of action between the characters and the environment. Nugiyantoro (1995: 124).

Conflicts it can be consist of internal and external conflict. As the internal Conflict, external conflict is also common in people in their daily life. External conflict is a struggle between two people, two groups of persons, one and his environment and even between one and nature (social conflict).

1.8 Conceptual Framework



Based on the conceptual Framework above, the writer wants to reveal an explanation of the Framework itself, reviewing the Novel "The First Phone Call from Heaven" by Mitch Albom. The writer focused her research

on the social conflicts of a small town Coldwater on Lake Michigan in the novel "The First Phone Call from Heaven". The writer have two main problems, first is how the author presents the social conflict by using the sociology literature approach and Descriptive analysis method in describing the problems.

1.9 Method and Techniques

1.9.1 Method of Research

Descriptive analysis method becomes the method used by the writer to analyze this novel. The writer uses this method because this method can be used to analyze deeply about the cause of phenomena happen in the novel.

The method of research could be combined though the combination between two methods is one condition, the method is not opposition.

According to Ratna (2004:53) the descriptive analysis method is implemented by describing the fact and continues with the analysis. Etymologically, description analysis means describing.

This method used in this research, the writer is going classify how does the author present the social conflict happened in Coldwater society and what are the impact of social conflict in the Novel "The First Call Phone from Heaven" by Mitch Albom. The use of descriptive analysis

method is completely help the writer to get more understanding about the study matter by describing the substantive of the research itself.

1.9.2 Technique of Research

The writer divides technique of study, those are:

1.9.2.1 Reading Comprehension

In analysing the novel, the writer uses reading comprehension as a technique of collecting data. The writer was trying to comprehend the content of the novel, and other references to supplement the data used by the writer.

1.9.2.2 Library Research

In this study, the writer used library research to combine primary data and secondary data from several other books and references. There are some data that the writer obtained from previous research, including literary works, bachelor master thesis and related review that will be formulated in this research.

1.9.2.3 Internet Research

The writer use internet to search references that related to the topic analyse on this research.

1.9.3 Technique of collecting data

Data is all material in the form of facts and evidence that is used as information and then analyzed and explained using an approach with the aim of supporting a research. In the literature study data collected were collected from the research library.

1.9.3.1. Primary Data

Primary data is data obtained directly from the original source such as data taken from the novel.

1.9.3.2 Secondary Data

Exciting data recorded in books, journals, or articles that can be used as an added reference to support a study.

Some data used by writer in previous related research in the form of undergraduate theses and journals, related reviews, dictionaries, and literary works that will be formulated in this study.

1.9.4 Technique of Analyzing Data

The writer divides the technique data into three types namely:

1.9.4.1 Classification

The writer needs to classify the dialogue in the novel or the content that related to the topic.

1.9.4.2 Interpretation

This research is being interpreted the content in the novel such as conversations, dialogues or expression used by the author.

1.9.4.3 Explanation

The explanation is the technique that used by the writer to explain the work or the result interpretation in the form such a text, quotation, meaning and the message which are related to the topic.