

## **Conflict Management in Health Care of Cassandra's Schizophrenia According Torey Hayden's Twilight Children**

**Yudi Agus Setiawan<sup>1</sup>**

Program Studi Manajemen, Fakultas Ekonomi  
Universitas Nahdlatul Ulama Al Ghazali Cilacap  
namakuyudiagus@gmail.com

### **Abstrak**

Konflik adalah perselisihan dalam diri sendiri atau perbedaan pendapat atau pertikaian antar individu yang berpotensi menimbulkan kerugian. Penelitian ini bertujuan untuk menganalisis gejala skizofrenia yang muncul pada tokoh Cassandra, dan cara Cassandra mengatasi skizofrenianya dalam novel *Twilight Children* karya Torey Hayden. Dalam penelitian ini, metode deskriptif kualitatif digunakan untuk menganalisis data; novel karya Torey Hayden dengan judul *Twilight Children*. Sumber data penelitian ini adalah novel yang dianalisis menggunakan psikoanalisis. Ada langkah-langkah yang dilakukan dalam menganalisis novel. Yang pertama adalah menentukan novel yang akan dianalisis yaitu novel *Twilight Children* dan yang kedua adalah memperoleh unsur-unsur novel seperti narasi, tuturan, sikap dan penokohan Cassandra. Hal ini dilakukan untuk menganalisis pertanyaan penelitian tentang gejala skizofrenia pada tokoh utama, dan cara mengatasi gejala tersebut. Ketiga, menganalisis data dengan menghubungkannya dengan teori psikoanalitik khususnya teori kecemasan dasar Karen Horney dan teori skizofrenia serta pengobatan untuk pulih dari skizofrenia. Ada empat gejala utama skizofrenia yang terdapat pada tokoh utama Cassandra, berkembangnya kecemasan dasar merupakan faktor pemicu paling banyak yang menyebabkan munculnya gejala tersebut.

**Kata Kunci:** Manajemen Konflik, Skizofrenia, Gejala, Pengobatan.

### **Abstract**

The conflict is a disagreement within oneself or differences or dispute among persons that has potential to cause harm. The research is aimed to analyze the symptoms of schizophrenia which appear in a character named Cassandra, and Cassandra's ways to overcome her schizophrenia in the novel *Twilight Children* by Torey Hayden. In this research, descriptive qualitative method is used to analyze the data; the novel by Torey Hayden with the title *Twilight Children*. The data source of this study was the novel which is analyzed by using psychoanalysis. There are steps done in analyzing the novel. The first is determining the novel which is going to be analyzed that is the novel *Twilight Children* and the second is obtaining the elements of the novels, such the narrations, utterances, attitudes and the characterization of Cassandra. It is done to analyze them dealing with the research question about the symptoms of schizophrenia in the main character, and the ways to overcome those symptoms. The third is analyzing the data by connecting them with the psychoanalysis theory, especially theory about basic anxiety by Karen Horney and theory about schizophrenia and the treatments to recover from schizophrenia. There are four main symptoms of schizophrenia found in the main character Cassandra, the development of basic anxiety is the most triggering factor which causes those symptoms appear.

**Keywords:** Conflict Management, Schizophrenia, Symptoms, Treatments.

## INTRODUCTION

It is commonly well-known and acknowledged fact that human interactions and dealings have the potential to develop conflict. Studies has shown that most of these conflicts remains inadequately solved and some cases even unresolved. Every human being has a different personality, as well as on how they deal with problems in life. Those who are capable on dealing with problems by looking at these issues from a positive aspect, would be able to overcome their problems very well, while those who are not able to do that, instead of overcoming their problems, they will only be haunted by the fear and worry that will never end. Of course it would be very disturbing, and if it keeps happening more and more, it can cause mental disorders (Blackman and MacCabe).

The recognition and understanding of mental health conditions has changed over time and across cultures, and there are still variations in the definition, assessment, and classification of mental disorders, although standard guideline criteria are widely accepted. Over a third of people in most countries report meeting criteria for the major categories at some points in their life ("Mental Disorder").

Furthermore, mental disorder can also be defined as any illness with a psychological origin manifested either in symptom of emotional distress or in abnormal behavior. Most of mental disorders can be broadly classified as either psychoses or neuroses. Psychoses can be defined as major mental illnesses that are characterized by severe symptoms such as delusion, hallucination, and an inability to evaluate reality in an objective manner, while neuroses are less severe and more treatable illnesses, including depression, anxiety, and paranoia as well as obsessive-compulsive disorders and post-traumatic stress disorders (Christensen et al.).

There are various kinds of psychoses; schizophrenia is one of the examples. Schizophrenia is a mental disorder characterized by abnormalities in the perception or expression of reality. It commonly manifests as auditory hallucination, paranoid or bizarre delusion, or disorganized speech and thinking with significant social or occupational dysfunction (Christensen et al.). The phenomenon of schizophrenia not only can be found in a medical or psychological field, but it can also be seen in literary works. One of literary works that is possible to portray the phenomenon of schizophrenia is a novel.

There are some novels showing the phenomenon of schizophrenia. Most of them are fictions that serve only the imagination of the authors, but there are also some novels that present the story based on the real story or the author's self-experiences. *Twilight Children* is an example of the novels that provides much information about

schizophrenia. It offers the readers to get more information about schizophrenia through its very interesting story. *Twilight Children* is a work of non-fiction which offers many lessons of life. We can see the patience of Torey Hayden in overcoming an extra ordinary little girl named Cassandra. It is really worth to become a model for those who have a relationship with extraordinary people in their lives. This novel is a very interesting object to be analyzed as the way the author deals with delicate issues making the readers absolutely aware of what is going on without making it too unpalatable to read. The way she describes her strong emotions throughout the book, showing her warmth, compassion and courage in ferreting through layers and smokescreens to get to the truth behind Cassandra's conflict is also the reason why the researcher wants to analyze in Cassandra's schizophrenia reflected in this novel.

## RESEARCH METHOD

The researcher applies descriptive qualitative method to analyze the object of the research. In making the analysis becomes descriptive form, interpretation and description are employed (Sugiono). The main data is from the novel entitled *Twilight Children* by Torey Hayden. According to Bogdan and Taylor (Gentles et al.), qualitative method is a research procedure that results descriptive data both written and spoken from someone or the attitude which can be examined. Additionally, this method concerns in process, meaning and understanding gained through words. During the research, the qualitative method is used to gather both samples and other valuable matters which can support it.

For completing the analysis and interpretation of the data, the supporting sources are also needed. It includes several books and reference relates to the theory of literature. Some references used by the researcher are the further information about schizophrenia, information about intellectual period of children. There are two patterns of abnormalities in families with schizophrenia. In the first family type, parents show clear divisions in upbringing their children; one parent is too close to the child who comes from a different gender. While in the second family type, bad relationship between the child and one parent involves a power struggle between the parents and ended with the dominance of one parent. Both the pattern of these families will produce children with poor adaptive capacity of the world around them (Semionov et al.).

The first theory is about intellectual period of children (Gómez-León). This theory is used to show the normal condition of children between the ages of 6 to 12 year-old, and to distinguish Cassandra's behavior with the normal children in her age. Second is the theory about psychoanalysis and social psychoanalysis as a branch of psychoanalysis. It is as the basic theory to analyze the psychological condition of

Cassandra. Third is a theory about Horney's basic hostility and basic anxiety. This theory is used to help the researcher to find out the causes which become the triggering factors of Cassandra's schizophrenia. Fourth is about schizophrenia itself, the symptoms, and the treatments of schizophrenia. This last literary theory is used to find out how Cassandra's schizophrenia is reflected in the novel and how Cassandra overcomes her schizophrenia.

To find out the answer of the problem questions from the novel *Twilight Children*, the below steps are to do:

1. Determining the object of research. Before starting doing the research, the researcher has to determine first the object which will be analyzed. In this research, the object is the novel, by Torey Hayden entitled *Twilight Children*.
2. Obtaining the elements of the novels, such as the narrations, utterances, attitudes, and also the characterization of Cassandra.
3. Analyzing the data by finding out and getting the meaning which is implied in characterization supported by the plot line which leads the character's actions and conditions. The features and the symptoms of schizophrenia will be connected with the data, then finishing by answering all two problems which have been stated as the research questions.

Making a conclusion as the last step of analyzing the data in this research. After the data have been analyzed, some conclusions of the analysis will be taken from the research(Hoffman et al.).

## **RESULTS AND ANALYSIS**

The researcher uses 106 units of data which can be seen in the appendix to do the analysis. These data are divided into two categories that each category consists of some units. The first category is Cassandra's schizophrenia which consists of five subjects according to symptoms that often appear in Cassandra. They are Cassandra's delusion, Cassandra's hallucination, Cassandra's catatonic behavior, Cassandra's grossly disorganized behavior, and other symptom that sometimes appears. The second category is about Cassandra's ways to overcome her schizophrenia. It consists of three subjects according to the ways which have been done by Cassandra to overcome her schizophrenia. It is based on two treatments which are usually used in medical field for recovering schizophrenia, they are family education and relationship and individual psychotherapy. Furthermore, those two treatments are reflected in three ways. Family education and relationship is reflected in Cassandra's ways in trying to get love and affection. While individual psychotherapy is seen in her efforts in giving trust to Hayden, and willing to face Uncle Beck as her biggest problem.

The reflection of Cassandra schizophrenia can be seen through the symptoms. As explained before, people diagnosed with schizophrenia usually experience a combination of three symptoms. They are positive, negative, and cognitive symptoms. Positive symptoms consist of delusion, hallucination, disorganized speech or thinking, grossly disorganized behavior, and catatonic behavior. Negative symptoms are affective flattening, alogia, and avolition. The last but not least is cognitive symptoms which conclude disorganized thinking, slow thinking, difficult understanding, poor concentration, poor memory, difficult expressing thoughts, and difficult integrating thoughts, feelings and behavior. Therefore, there are four symptoms that often appear in Cassandra, they are delusion, hallucination, catatonic behavior, and grossly disorganized behavior. Then, sometimes other symptoms appear in Cassandra's behavior, and those are disorganized speech and disorganized thinking. These symptoms can give the indication that Cassandra is really suffering from schizophrenia. To make it clearer, the researcher will discuss each symptom one by one.

### **1. Cassandra's delusion**

The first symptom that often appears in Cassandra is delusion. As explained in literature review, delusion is a false personal belief that is not a subject to reason or contradictory evidence and is not explained by a person's usual cultural concepts. It is firmly held erroneous beliefs due to distortions or exaggerations of reasoning or misinterpretations of perceptions or experiences ("Symptoms of Schizophrenia").

Regarding the explanation above, it is found that Cassandra often suffers delusion since she is abducted by his father. She often says something that actually never happens at all. It makes the people around her think that Cassandra has been turned into a liar, because she always tells about something that is not true.

Cassandra's delusion often appears when she is at school, as explained by Mrs. Baker, Cassandra's teacher, Mrs. Baker told that she is a troubled child for many lies that she has done. As explained in the novel, *"The biggest problem is that you often don't tell the truth. You make up stories about people that get them into trouble, and you often talk about things that aren't really happening at all"*. In addition, to show Cassandra's lies, Hayden does not only explain in page four, but also explains in page sixteen, *"her little sister falling in the canal and being swept under the culvert but then being rescued by an unidentified boy who just happened to be passing ,"* and *"A number of the lies, she said, seemed completely pointless, such as coming to school in a pair of running shoes she wore almost every day and insisting they were new."* These illustrations give more evidences about Cassandra's

delusion. Something which she believes true are things that are actually not important and pointless, and everybody knows that they are only lies.

Cassandra's delusion sometimes seems annoying for the school staffs and her school-mates because she often never realizes about what she has done. She often does not admit that what has happened is the result of her actions. "*Cassandra had purposely hidden her schoolwork, and then told the school staff that another child had stolen it from her. The only thing that had saved the other child from the serious trouble was a playground aid who had happened to notice Cassandra placing something carefully into a trash bin outside the school.*"

These data show obviously that Cassandra often experiences and feels something which is completely inappropriate with the reality. She always tries to convince people about what she has experienced. She wants everyone to know about all that she feels because sometimes she cannot keep it by herself. It is very hard for people to believe Cassandra, because according to them, Cassandra never says something true. This makes it hard for people to know whether all what she says really happen or not.

## **2. Cassandra's Hallucination**

The first hallucination is portrayed in the form of 'Snakes Family'. It can be seen in the part when the first time Cassandra comes to the unit. In the opening page, Hayden illustrates the time when she asks Cassandra to draw her family, she draws pictures that consist of her real family, then she explains it, "*that's my dad.*" Then she pointed to first faint figure, "*That's my sister Magdalena. And that's my sister Mona. And that's my mom. And that's Daddy David. And that's Uncle Beck*" Later on, Hayden asks about her existence in the picture, *she began to draw several small snakes*, after that, she explains it,

"This is Mother Snake. And this is Father Snake and these are kid snakes. And this is Minister Snake. And this is Cowboy Snakes. And this is Fairy Snake. They're my brothers and sisters, these ones. He's my brother and he is my brother and this one's my sister."

This statement shows that Cassandra does not explain about real figures, because in fact, she has only a family that she mentions before. Her sisters are only Magdalena and Mona; she has no other sisters but them. Besides, she does not have any brother, but in that statement she talks about her brothers, they are 'Minister Snake' and 'Cowboy Snake'. "*These are my other brothers. In my other family.*"

*From when I was abducted. I lived in a whole other family then, and these are my brothers and sisters from."*

When Cassandra explains about her other family, we can find something odd, as told in the statement, "*I called them 'Minister' and 'Cowboy' and 'Fairy' because that's how they liked to dress up... .*" These three figures are obviously imaginative. First figure is 'Minister Snake', if people talk about *Minister*; they usually talk about those who hold responsibilities in a government. To hold a position as a minister, people should take a high level of education. Moreover, the minister that Cassandra means is only a young man, "*Well, not him. He really was a minister. He was grown-up. Like seventeen... .*" It seems impossible for a seventeen year-old youth to be a minister, logically, seventeen year-old is a period in which young men start to be mature. It means that they are not mature yet. Then, they are usually still -at least- in a high school. The second figure is 'Cowboy Snake'. It is a bit strange to hear that there is a cowboy in a city of New York. Everybody knows that cowboy usually lives in Texas or other South America. So, there is only a little possibility for Cassandra to have a brother as a cowboy. Besides, it is silly when Cassandra says that she has brotherz in the same age with her, as she says to Hayden, "*...But Cowboy and Fairy were my age... .*" A brother should be above or below her age, except if they are twins. Then, third figure is her little sister, 'Fairy Snake'. Talking about 'Fairy', it leads us to the imaginative figure in fairytales. Everyone knows that there is no fairy in a real life, because fairy exists only in fairytales. Fairy does not have an age because she is only an imaginative figure, it is contrary to this statement, "*...Well, Fairy was younger. She was three... .*" Furthermore, as we read in many fairytales, fairy usually helps people to achieve something impossible, because fairy is always described as a figure who has a miracle or magic power. So, Cassandra's statement here is inappropriate, "*...I took care of her... .*" From these facts, it can be seen clearly that it is very impossible for Cassandra to have fairy as a sister.

From all the data above, it can be concluded that Cassandra experienced some types of hallucination. First hallucination is the appearance of 'Snake Family'. 'Snake Family' are Cassandra's other family that actually only exist in her imagination. 'Snake family' is only the imaginative figures that are created by herself. Those figures have their own characteristics which each of them reflects Cassandra's feeling. Another Cassandra's hallucination is shown in the form of auditory hallucination. They are some voices which talk to her, but sometimes talk each other in her head. Those voices really disturb her because she does not know what she should do to confront them. The last but not least hallucination is the shadow of Uncle Beck which becomes a main problem of Cassandra. All the bad treatments

which she received from Uncle Beck when she was abducted still exist in her mind, that is why she assumes that the shadow of Uncle Beck keeps terroring her life.

### **3. Cassandra's Catatonic Behavior**

This part specifically discusses the catatonic behavior that occurs in Cassandra. Catatonic behavior is characterized by a marked decrease in reaction to the immediate surrounding environment, sometimes taking the form of motionless and apparent unawareness, rigid or bizarre postures, or aimless excess motor activity. Cassandra shows an indication of catatonic behavior by keeping silent for several times, or by freezing herself for some hours even days. Cassandra starts those indications for some reasons, such as when she feels uncomfortable with herself, or with the people around her, when she cannot accept the way others treat her or when she cannot get what she wants. These indication can be seen through the illustration when the first time she comes back home, when she is at school, and at the time when she is already in the unit with Hayden.

The first catatonic behavior appears when she feels uncomfortable with herself or with the people around her. It can be seen at the first time she came back home after the abduction. Cassandra shows some drastic changes. She turns into a stranger that is not friendly at all. She often remains silent for hours, even days, it is stated in the statement, *"No one ever knew precisely what had happened to her during those twenty-six months. Cassandra was totally mute for the first weeks after her return ."* When the first time she returns home, she seems that she cannot be approached by anyone. She simply cannot communicate with anyone. She constantly mutes. It happens because she is uncomfortable with the situation. After passing hard live in abduction alone, she is not used living together with people, although they are her family. She feels like a stranger around her own family.

It also happens when she is at school. Mrs. Baker tells Hayden that Cassandra sometimes keeps silent along the day and ignores anyone who tries to approach her. She feels uncomfortable being in the middle of her friends. She is not accustomed living with her peers because she lived apart from outside world for more than two years. She only lived with her father and her uncle, so they are the only two people that she usually met. As explained in the novel, *"Mrs. Baker says there are sometimes days and days when you don't want to say anything to anyone and this makes it difficult to do your work in class."* In addition, to show the catatonic behavior of Cassandra, Hayden again explains the evidences in the next page, *"She could still be oddly unpredictable and sometimes went silent for hours and occasionally even days,"* and *"Cassandra was chatty to a point of being verbose; however, every once in a while she'd suddenly refuse to speak to anyone, and this*



*could last anywhere up to a few days.*" It seems that Cassandra feels hard to continue her life with other people since she passed her 26 months only with her father and uncle. It is hard for her because she passed uncommon things for children in her age during 26 months in abduction. She feels like she is a stranger in the middle of people around her. She feels uncomfortable and unsafe with those people (Kwary).

Those data above are the information which can give evidences that the symptom of catatonic behavior really occur in Cassandra. From those data, it can be seen that Cassandra shows the indication of catatonic behavior by keeping silent for several times, or by freezing herself for some hours, even days. Those indications are shown for some reasons, such as when she feels uncomfortable with herself, or with the people around her, when she cannot accept the way others treat her or when she cannot achieve what she wants.

#### **4. Cassandra's Grossly Disorganized Behavior**

Besides delusion, hallucination, and catatonic behavior, grossly disorganized behavior is also the symptom of schizophrenia which appears through Cassandra's behavior. As mentioned in the literature review, grossly disorganized behavior includes difficult in goal-directed behavior (leading to difficulties in activities in daily living), unpredictable agitation or silliness, social disinhibition, or behavior that are bizarre to onlookers. It is a symptom of schizophrenia which can be seen directly because it appears in behavior. In this part, the researcher discusses some indications in Cassandra's behavior that lead to grossly disorganized behavior.

Cassandra was abducted by her father for more than two years. She passed very hard two years with an alcoholic father and a very cruel uncle, uncle Beck. Her very fragile soul makes her difficult to overcome the bad things that she experienced constantly in a very young age. Two years after the abduction, she comes back home as different Cassandra. A pretty little girl Cassandra has changed into a strange little girl with terrible behavior. Her emotions and behavior often change rapidly and unexpectedly. Sometimes she becomes uncooperative and very difficult to control. In another time, she is very expressive, emotional, and hyperactive. These things happen as the results of that long-time abduction. The first appearance of Cassandra's grossly disorganized behavior can be seen through her behavior at home, as explained in the novel, *"She hated her stepfather and wouldn't tolerate him in the room. She refused to talk to him or even look at him. She fought constantly with Magdalena and did many small, nasty vengeful things to her. With*

*her new sister, Mona, she was so spiteful and short-tempered that her mother didn't dare leave the two of them alone together."*

Furthermore, the quotation below also shows the grossly disorganized behavior of Cassandra at home, Cassandra started easily, was prone to unexpected tantrum, suffered horrific nightmares, and alternated between shouting at everyone and not speaking at all. she lied constantly, stole from everyone in the family, and had chaotic eating problems, tending to hoard and hide food, or else taking too much, consuming it too fast, and vomiting it back up.

This statement shows how terrible Cassandra is. She becomes very hard to be understood. According to literature review, it happens because Cassandra experienced *a vicious circle*. She lacks of love and warmth of parents because she is separated with her mother. Her father tells her that her mother does not want her anymore and just want to take care of her sister, Mona, so she asks him to take Cassandra. That is why her father take Cassandra with him, and this is the beginning of the circle. Then it is worse because of the fact that she heard. She thinks that she is treated unfair by her mother. She wonders why her mother prefer Mona to her, whereas, she also needs the love and affection from her mother. After that, she experiences an internal conflict. She tries to repress her anger by denying her father's statement. She keeps convincing that her mother loves her too, and will take her back soon, but it does not happen. Her mother does not come to take her and her father keep drinking. It makes her to be neglected. She keeps waiting her mother but her mother never comes. She starts anxious thinking that what her father says about her mother is true, then again she feels very angry. Moreover, she gets a sexual abuse very often by her uncle, because her father often leaves her only with her uncle.

It makes her condition getting worse. She really misses her mother. She wants her mother knows about what she has experienced. Her anger grows stronger because her mother never comes to take her home. Then her hostile feeling grows too for all of the things that she experiences. She is still trying to repress her anger and hostile feeling with a little hope that some day her mother will know about what she has experienced. She believes that if her mother knows, she never lets Uncle Beck do those things to her. The fact that her mother never comes strengthen her anger and hostile feeling. She becomes very angry because she starts to believe that her mother does not love her anymore, and only wants to live with Mona. She eventually concludes that there is nobody loves her. Her father does not care about her and her uncle is disgusting. All of those things change a pretty little girl Cassandra into a poor erratic little girl.

Furthermore, grossly disorganized behavior can be easily detected when someone changes her/his emotion and behavior very suddenly. It happens to Cassandra when she is at school, and later in the psychiatric unit. Her teacher states that Cassandra often shows a rapid emotional and behavioral change. Her emotion and behavior often change unexpectedly, as it is stated in the novel, *"She also tells me that at other times you have lots of problem. You can get angry and have a hard time following the rules. Occasionally when you are a school, you get very upset and then you stop talking."*

## CONCLUSION

Conflict is unavoidable. It is a consequence of incompatible behavior and unmet expectations. The best way to manage conflict is to prevent it from happening, that is not an easy job. The problem with conflict is not its existence, but rather its management. When it is managed poorly, then outcome will be unfavorable with counterproductive results but when managed properly, then it stimulates competition, identify legitimate differences and become powerful source of stimulation. According to the result, some researches have found medication for schizophrenia but it only helps to decrease the symptoms and when they stop taking the medication, the symptoms will resurface. This medication is called antipsychotics medication. Also, there are treatments for schizophrenia which are useful to help the schizophrenics to learn how to socialize with other people. They are, psychosocial treatments, rehabilitation programs, individual psychotherapy, family education and relationship, and self-help group. Based on this explanation, there are two treatments done by Cassandra as her way to overcome her schizophrenia. They are family education and relationship and individual psychotherapy. Furthermore, those two treatments are reflected in three ways. Family education and relationship is reflected in Cassandra's ways in trying to get love and affection. While individual psychotherapy are seen in her efforts in giving trust to Hayden, and willing to face Uncle Beck as her biggest problem. Hence, the researcher divides it into three points, they are trying to get love and affection, giving trust to Hayden, and willing to face Uncle Beck as her biggest problem. The first point relates to any ways which are done by Cassandra in looking for the substitution of her mother's love and affection. While the second point refers to all ways which show her effort to solve her problems by trusting someone who can help her to crack her problems. The last but not least point shows her willing to face her biggest problem as it is her biggest cause made her be a schizophrenic.

All those data above show Cassandra's ways in overcoming her schizophrenia. The ways can be categorized into three points. Those three things are according to the

two treatments for schizophrenia, family education and relationship, and individual psychotherapy. The first point shows how Cassandra tries to get the missing love and affection of parents through Hayden. She asks Hayden to be her mother so that Hayden will give her a warmth, a warmth that she should get from her own mother. While, the second point portrays Cassandra's effort in opening her gloomy past life. She tells all the terrible things that she has experienced during the abduction. By trusting Hayden, hopefully, she can have a partner who can help to face of her problems. The last but not least point shows her willing to face her biggest problem in order to get that problem away from her life.

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