

## ABSTRACT

Storytelling is a way to construct social relationship. It helps to understand human reality. What happens in the story reflects what is going on in the real world. People use story to actualised their psychological and social identities.

Conversational stories based on personal daily experiences tend to have a climatic structure which center around disturbances; failure, dangerous, scaring, or embarrassing situations and other inconvenience feelings. Protagonist of a story (it can be the teller itself) manages these disturbances by calling on sources of strength. In some stories, the disturbances are resolved in contest of individual skills: physical, will-power, or intelectual. In others, protagonists understand and overcome the disturbances in community ways : helping, advising, or joint action together.

The disturbances can often be found among workers. They need sources of power to solve the problems. They actively manage and create resolutions in the world of contest in which individual acts alone to overcome the challenge, or in the world of community in which the disturbances are managed in concert with others.

# **CHAPTER 1**

## **INTRODUCTION**