

**THE ATTEMPTS DONE BY THE PROFESSIONALS AND THE
ASPECTS THEY HAVE TO GAIN SOCIETY'S TRUST
IN *UNBELIEVABLE* (2019) NOVEL**

THESIS

**Submitted in Partial Fulfillment of the Requirements
for the Degree of *Sarjana Humaniora***



Written by:

ARIFA NAJWANNISA

SRN: 196111089

**ENGLISH LETTERS STUDY PROGRAM
FACULTY OF CULTURES AND LANGUAGES
UIN RADEN MAS SAID SURAKARTA**

2023

ADVISOR SHEET

Subject : Thesis of Arifa Najwannisa
SRN : 196111089
To : The Dean of Cultures and Languages Faculty
State Islamic University of Raden Mas Said
In Surakarta

Assalamualaikum Wr. Wb.

After reading thoroughly and giving necessary advice, herewith, as the advisor,
I state that thesis of

Name : Arifa Najwannisa

SRN : 196111089

Title : The Attempts Done by The Professionals and The Aspects

They Have to Gain Society's Trust in *Unbelievable* (2019) Novel

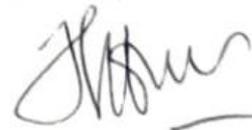
has already fulfilled the requirements to the presented before the Board of Examiners (munaqasyah) to attain the Degree of Sarjana Humaniora in English Letters.

Thank you for your attention.

Wassalamualaikum Wr. Wb

Sukoharjo, June 12th 2023

Advisor,



Shabrina An Adzhani, M.A

NIP. 198802082020122005

RATIFICATION

This is to certify that the Sarjana thesis entitled: *The Attempts Done by The Professionals and The Aspects They Have to Gain Society's Trust in Unbelievable (2019) Novel* by Arifa Najwannisa has been approved by the Board of Thesis Examiners as the requirements for the degree of *Sarjana Humaniora* in English Letters.

Chairman/1st Examiner : Hidayatul Nurjanah, M.A.
NIP. 198509282019032012



Secretary/2nd Examiner : Shabrina An Adzhani, M.A.
NIP. 198802082020122005



Main Examiner : Dr. Nur Asiyah, S.S., M.A.
NIP. 19810426201101004



Surakarta, 20th June 2023

Approved by

The Dean of Faculty of Cultures and Languages



Prof. Dr. Toto Suharto, S.Ag., M.Ag.

NIP. 19710403 199803 1 005

DEDICATION

This thesis is dedicated to:

1. My beloved parents Mr. Imron and Mrs. Dewi.
2. My beloved siblings, Arvad, Kautsar, and Massarah.
3. My beloved best friends.
4. English Letters UIN Raden Mas Said Surakarta '19.
5. English Letters Department UIN Raden Mas Said Surakarta.
6. My Almamater UIN Raden Mas Said Surakarta

MOTTO

“Just like the courage to accept hatred from others, there are times when we need the courage to disappoint those who are important to us. Not being perfect is okay. Not being right is okay. No one deserves to be disappointed in something; you've done everything possible.”

(Suhyun, 2021, p. 50)

STATEMENT OF ORIGINALITY

Name : Arifa Najwannisa
SRN : 196111089
Study Program : English Letters
Faculty : Cultures and Languages Faculty

With this, the thesis entitled *The Attempts Done by The Professionals and The Aspects They Have to Gain Society's Trust in Unbelievable (2019) Novel* is my original work. To the best of my knowledge and belief, the thesis contains no material previously published or written by another person except where due references are made.

If later proven that my thesis has discrepancies, I am willing to take the academic sanction by repealing my thesis ad academic degree.

Surakarta, June 11th 2023

Stated by,



Arifa Najwannisa

SRN. 196111089

ACKNOWLEDGEMENT

All praises be to Allah, the almighty God, for the enjoyment of time, energy, and blessings given during this thesis work so that the researcher can complete this thesis with the title *The Attempts Done by The Professionals and The Aspects They Have to Gain Society's Trust in Unbelievable (2019) Novel*.

With gratitude, the researcher is grateful for the support, help, advice, and existence of various parties in completing this thesis. The researcher would like to thank the parties who have an essential role in achieving this thesis:

1. Prof. Dr. H. Mudofir, S.Ag., M.Pd. as the Rector of the State Islamic University of Raden Mas Said.
2. Prof. Dr. H. Toto Suharto, S.Ag., M.Ag. as the Dean of Cultures and Languages Faculty.
3. Dr. Nur Asiyah, M.A. as the Head of English Letters Department.
4. Dr. Muhammad Zainal Muttaqien, M. Hum as the English Letters Study Program Coordinator.
5. Shabrina An Adzhani, M.A. as the advisor, for her guidance, advice, and correction that assist the researcher to revise some of the mistakes during the thesis process.
6. Muhammad Rizal, S. Hum., M.A as the validator who helping the researcher to validate this data to create accurate research.
7. The researcher's parents, Mr. Imron and Mrs. Dewi, for their existence and support in working on this thesis.
8. All the lectures that have taught, guided, and spread new knowledge that is very valuable and memorable for the researcher.

9. The researcher's siblings, Arvad, Kautsar, and Masarrah for their support to the researcher in working on this thesis.
10. The researcher's friends, Dila, Fachriza, Choryna, Khadija, Siska, Rei, Linggar, Isna, Puspita, Abay, Samara, Anwar, Alvian, Alif, and Fasya for their help, information, advice, and support to the researcher during this thesis.

Sukoharjo, June 11th 2023

The Researcher

A handwritten signature in black ink, appearing to be 'Arifa Najwannisa', written in a cursive style with a large initial 'A'.

Arifa Najwannisa

TABLE OF CONTENTS

ADVISOR SHEET	II
RATIFICATION	III
DEDICATION	IV
MOTTO	V
STATEMENT OF ORIGINALITY	VI
ACKNOWLEDGEMENT	VII
TABLE OF CONTENTS	IX
ABSTRACT	XI
ABSTRAK	XII
LIST OF TABLES	XIII
LIST OF ABBREVIATION	XIV
CHAPTER I	1
A. Background of Study	1
B. Limitation of the Study	6
C. Formulation of the Question	7
D. Objectives of the Study	7
E. Benefits of the Study	7
F. Definitions of the Key Terms	8
CHAPTER II	10
A. Trudy Govier’s <i>Social Trust and Human Communities</i> (1997)	10
1. The Determining Factors to Gain Social Trust	10
2. The Professional’s Attempts to Gain Social Trust.....	12
3. The Professional’s Aspects to Gain Social Trust.....	15
B. <i>Unbelievable Novel</i> (2019)	16
C. Previous Studies	17
CHAPTER III	20
A. Research Design.....	20
B. Data and Data Sources	21
1. Primary Data.....	21
2. Secondary Data	22
C. Research Instruments	22
D. Data Collection Techniques	23
E. Data Validation Techniques	24
F. Data Analysis Techniques.....	25
1. Domain Analysis.	25
2. Taxonomic Analysis	25
3. Componential Analysis.....	26

4. Cultural Theme	26
CHAPTER IV	28
A. Findings.....	28
1. Determining Factors Affecting the Gain of Social Trust Presented in <i>Unbelievable</i> (2019) 30	
2. Attempts to Gain Social Trust Performed by Professionals in <i>Unbelievable</i> (2019).....	39
3. Aspects the Professionals have in Gaining Social Trust in <i>Unbelievable</i> (2019)	50
B. Discussions.....	59
1. The Determining Factors to Gain Social Trust in <i>Unbelievable</i> (2019)	60
2. The Professional's Attempts to Gain Social Trust in <i>Unbelievable</i> (2019).....	64
3. The Professional's Aspects to Gain Social Trust in <i>Unbelievable</i> (2019).....	71
CHAPTER V	75
A. Conclusion	75
B. Implications.....	76
C. Suggestions	77
BIBLIOGRAPHY	78
APPENDICES

ABSTRACT

Arifa Najwannisa. 2023. *The Attempts to Gain Social Trust Presented in Unbelievable (2019) Novel*. Thesis. English Letters Study Program. Cultures and Languages Faculty.

Advisor : Shabrina An Adzhani, M.A.

Keywords : True Crime, professionals, Social Trust, *Unbelievable (2019)*, Trudy Govier.

Social trust is a phenomenon in a society that involves feelings and expectations. Expectations arise when relying on someone with standardized procedures, such as a professional. This thesis explores gaining social trust through a professional's influence in *Unbelievable (2019)*. The gap between the previous studies and this research is that they have analyzed the effects of trauma, feminism, and the poor police system. However, this research is discussed the determining factors and the professional's influence in increasing social trust.

The researcher used the theory of social trust in the book *Social Trust and Human Communities* by Trudy Govier (1997), there are determining factors in the phenomenon of increasing and decreasing social trust in a society, and professionals make efforts to increase social trust, supported by the aspects possessed by each professional. The researcher used Trudy Govier's theory to answer the determining factors of gaining social trust and the professional's influence in gaining social trust in *Unbelievable (2019)* novel.

The researcher used the descriptive-qualitative method. The data of this research are in the form of texts from *Unbelievable (2019)* novel. The instrument of this research is the researcher herself as the main instrument. The data collection technique of this research is reading the novel, watching the interview videos, taking notes, and reducing unrelated data to the determining factors and professional's influence in gaining social trust. The researcher applied the Spradley (1979) technique; there are domain analysis, taxonomy analysis, componential analysis, and cultural theme.

Based on the analysis that has been done, 103 data were found in the novel *Unbelievable (2019)*. The discovery of this data found that social status is the dominant factor in increasing social trust; this factor is shown through the efforts made by professionals and the aspects they have in resolving conflicts in the novel. The dominant effort of the professionals is to become reliable and competent professionals, and credibility is the dominant aspect. Professional efforts and aspects make social trust gain, and the victim can be trusted again.

ABSTRAK

Arifa Najwannisa. 2023. *The Attempts to Gain Social Trust Presented in Unbelievable (2019) Novel*. Skripsi. Program Studi Sastra Inggris. Fakultas Adab dan Bahasa.

Pembimbing : Shabrina An Adzhani, M.A.

Kata Kunci : True Crime, professionals, Social Trust, *Unbelievable (2019)*, Trudy Govier.

Kepercayaan sosial adalah sebuah fenomena dalam masyarakat yang melibatkan perasaan dan harapan. Harapan muncul ketika mengandalkan seseorang dengan prosedur yang standar, seperti yang dilakukan oleh seorang profesional. Penelitian ini mengeksplorasi bagaimana kepercayaan sosial dapat ditingkatkan melalui pengaruh seorang profesional di novel *Unbelievable (2019)*. Kesenjangan antara penelitian-penelitian sebelumnya dengan penelitian ini adalah, penelitian tersebut telah menganalisis dampak dari trauma, feminisme, dan sistem kepolisian yang buruk di dalam novel *Unbelievable (2019)*. Sedangkan penelitian ini membahas faktor penentu dan pengaruh profesional dalam meningkatkan kepercayaan sosial.

Peneliti menggunakan teori kepercayaan sosial dalam buku *Social Trust and Human Communities* karya Trudy Govier (1997), terdapat faktor-faktor penentu dalam fenomena peningkatan dan penurunan kepercayaan sosial dalam suatu masyarakat, dan para profesional melakukan upaya-upaya dalam meningkatkan kepercayaan sosial, dengan didukung oleh aspek-aspek yang dimiliki oleh masing-masing profesional. Peneliti menggunakan teori Trudy Govier untuk menjawab faktor penentu dalam mendapatkan kepercayaan sosial dan pengaruh profesional dalam mendapatkan kepercayaan sosial dalam novel *Unbelievable (2019)*.

Peneliti menggunakan metode deskriptif-kualitatif. Data penelitian ini berupa teks dari novel *Unbelievable (2019)*. Instrumen penelitian ini adalah peneliti sendiri sebagai instrumen utama. Teknik pengumpulan data dalam penelitian ini adalah dengan membaca novel, menonton video wawancara, mencatat, dan mereduksi data yang tidak berhubungan dengan faktor penentu dan pengaruh profesional dalam mendapatkan kepercayaan sosial. Peneliti menggunakan teknik Spradley (1979), yaitu analisis domain, analisis taksonomi, analisis komponensial, dan tema budaya.

Berdasarkan analisis yang telah dilakukan, ditemukan 103 data dalam novel *Unbelievable (2019)*. Penemuan data ini menemukan bahwa status sosial menjadi faktor dominan dalam meningkatkan kepercayaan sosial; faktor ini ditunjukkan melalui upaya yang dilakukan oleh para profesional dan aspek-aspek yang mereka miliki dalam menyelesaikan konflik dalam novel. Upaya yang dominan dilakukan oleh para profesional adalah menjadi profesional yang handal dan kompeten, dan kredibilitas merupakan aspek yang dominan. Upaya dan aspek profesional membuat kepercayaan sosial kembali didapatkan, dan korban dapat dipercaya kembali.

LIST OF TABLES

Table 3.1: Taxonomy Table.....	Page. 26
Table 3.2: Componential Table.....	Page. 25
Table 4. 1: Componential Table.....	Page. 27
Table 4. 2: Determining factors of the gain of social trust Table.....	Page. 29
Table 4. 3: Attempts to Gain Social Trust by Professionals Table.....	Page. 34
Table 4.4: Aspects Professionals Have to Gain Social Trust Table.....	Page. 40

LIST OF ABBREVIATION

SS	: Social Status
NA	: Number of Adherent
LA	: Listening Attentively and Trying to Understand
RT	: Respectful and Transparent
NLI	: Normalizing victim's Limited Information
RC	: Reliable and Competent
C	: Credibility
T	: Trustworthy
HE	: Edna Hendershot
GA	: Stacy Galbraith
HG	: Hendershot and Galbraith
SO	: Society

CHAPTER I

INTRODUCTION

A. Background of Study

One of the important thing in life is how to trust others because humans are created as social beings. Humans cannot live alone and solve problems or complete their own activities without the help of other living beings. Trust is not a behavior but an expectation (Hardin as cited in Bauer, & Freitag, 2018). When humans trust, there will be expectations imposed on others, a hope that other people will act as they expected. Unlike behavior that is done without expectations and does not necessarily involve other people, trust has the burden of expectations by involving other people's feelings. According to Govier (1997), trust is a basic attitude formed from beliefs and feelings. Believe in each other is based on how they treat and how they feel about each other. When a person trusts a friend, there will be an expectation that the friend will help in both happy and crisis situations.

Trust is also valuable for reducing the complexity of life by trusting others to help and work outside of each other's limits, complement each other (Siegrist, 2021). Many uses of trust can be applied either intentionally or unintentionally in life. When using someone's services, trust is used intentionally based on reputation track record and experience. Meanwhile, trust is given unintentionally when a person is making fraudulent investments because they are not fully aware of the risks they will face. Not only on a small scale, but trust is also used on a large scale, such as conducting social relations in economics and international organizations

(Fehr, as cited in Weiss, et al., 2021). Thus, social trust is very important not only in relationships among people in society but also between people and the government and authorities of a country.

The critical role of social trust in a country and its government can be seen in the phenomenon of the American state in 2020. Americans feel that social trust is more valid and this has a negative impact on Americans compliance at their own country (Devine, et al., 2020). Americans are starting to lack trust in the government. They think that the government has taken the wrong steps and as many as 77% of Americans do not support the republican party in their country. This phenomenon creates negative impacts such as political divisions (Mordecai, & Connaughton, 2020). The Summer 2020 Global Attitudes Survey conducted by the Pew Research Center concluded that the United States ranked lowest in trusting government out of a total of 13 developed countries in the world (Mordecai, & Connaughton, 2020). The United States has a low level of trust, one of which is due to polarization, human rights are unequal (Edelman, 2019).

In society, trust can provide mutual benefits by helping each other or it can also exploit each other, as happens in crime (Courson, & Nettle, 2021). When trust emerges in society's interactions, exploitation will appear faint because they feel mutually beneficial. This is why the higher the crime, the lower the social trust. Society finds it difficult to give and receive trust in order to avoid criminality that might harm them. High and low of social trust also can lead to illegal activities such as corruption and political polarization (Thanetsunthorn, 2021). The less crime, the higher social trust will be due to professional's competent. Credibility will decrease and social trust will be low if professionals do not perform their duties competently.

Low-trust societies are created because of an unsafe environment and geographical position with non-abundant natural resources, so people get used to having low-trust, such as feelings of anxiety and caution (Govier, 1997, p. 123). High-trust societies have a more open society because it has a safe environment and is in a geographical position with abundant natural resources. Hence, they always create the principle to believe as long as they do not directly see evidence of the crime and respect each other's privacy more (Govier, 1997, p. 129). This phenomenon of high and low social trust appears in the *Unbelievable* (2019) novel, a novel that tells how an 18-year-old girl named Marie, suffers from depression due to social trust that she cannot control.

In the *Unbelievable* (2019) novel, social trust decreased because the police in Lynwood were incompetent in solving the mysterious rape that Marie experienced. The researcher has analyzed the efforts made to increase social trust and clear Marie's name as the perpetrator of the false report after three years of the case being closed. Efforts are made by professionals in the novel *Unbelievable* (2019). According to Govier (1997), a professional is an expert in a field of knowledge who has more knowledge than society. A professional can also be referred to as a role, someone who works to serve society (Govier, 1997). In this novel, detectives, police officers, managers, lawyers, and a mental health counselor are classified as professionals since they have a role to serve society with their expert skills.

Competence and credibility are necessary in serving society, but not all professionals have these attitudes. In gaining social trust, convincing attitudes are needed. If there is no effort to gain social trust, there will be a feeling of hesitation for cooperation (Kim, & Beehr, 2018). This feeling of doubt can be exemplified as

Americans do not trust the rules of their own country and resist the government. This resistance and freedom of rules can lead to increased criminality such as robbery, kidnap, and rape. This criminality arises driven by the absence of society's satisfaction with the results of problem solving (Cui, et al., 2021).

Five articles studied this controversial case, and the first article is research from Sergeant Joanne Archambault with the title *Raped, Then Jailed: The Risks of Prosecution for Falsely Reporting Sexual Assault* (2019) that discusses the risks of false reports of sexual violence and uses this *Unbelievable* book as an example of a case that has occurred. Second, journal article by Carmen Daniela Garau Leon that published in 2019 with the title *The Role of Social Media and the Criminal Justice System in the Perpetuation of Rape Culture in Asking for It* (2015) and *Unbelievable* (2019). His research explains the role of social media and the criminal justice system in *the Perpetuation of Rape Culture in the film Asking for It* and the TV series *Unbelievable*. Third is a journal written by Karen B. Rosenbaum, Joshua B. Friedman, and Susan Hatters Friedman, with the title *Unbelievable: Myths and Realities of Sexual Assault* (2020) they discussed the effects of the trauma of sexual violence, such as reactions and dissociation. This journal states if serial TV *Unbelievable* deals with society's unfounded beliefs of how a rape victim is supposed to act and the consequences of not believing a victim of trauma (Rosenbaum et al, 2020).

The fourth is a research journal by Nina Ludviksen Thorsen, *Political and Social Trust in China* (2020). This study describes the politics and social trust that occurs in China. Social trust between urban locals and rural migrant workers can improve cohesion and reduce stigmatization with a female gaze. Devaleena Kundu's

article *Popular Culture and The Forensic Female Gaze: Women Detectives in Unbelievable* (2021) discusses popular culture and the forensic female gaze in the female detective character in *Unbelievable*. The patriarchal social construct identifies women within a virgin/vamp binary. (Benedict, 1993, p. 18) Women are seen either as 'good,' emotional, and passive or as *femmes fatales* who use their sex appeal to entice innocent males.

Based on the five studies above, they need to discuss what triggers low social trust in America to become high. Things that the society pays attention to in order to convince them to trust when their social trust is low. In addition, through what professionals's efforts and factors which can impact and drive the increase in social trust after 3 years of Marie's case being closed. An example of analyzed data such as "They'd doubted her before, just like the others." Shows how low social trust occurs and Marie, as a rape victim, needs competent professionals to increase social trust and save Marie from false reports. Marie needs social status to convince society and more supporters to make her statement valid. The word "They'd" refers to society. Society doubted Marie's statement and "doubted her before, just like the others." making it clear that no one believed Marie all along.

In this study, the researcher discusses what triggered Marie, as a rape victim, to have her status questioned and not gain the trust of society. As problem solvers, professionals try to control society's trust, which can decrease and increase. Whether Marie is an actual victim or just a perpetrator of a false report depends on society's opinion. Society's opinion is very influential, even in criminal cases. A crime can be ignored without follow-up just because social trust brings the masses

to strengthen or weaken a statement. After four efforts, professionals managed to increase social trust again, along with supporting aspects of professional action.

B. Limitation of the Study

After the title change from *An Unbelievable Story of Rape* (2015) to *Unbelievable* (2019), this novel caught the attention of the masses and a TV series version was made. The controversial case presented in a short duration of 8 episodes, made the masses even more eager to explore the mistakes that occurred in the unfortunate case. Feminism and patriarchy as perceived by professionals, victim trauma, criminal justice system, rape culture, and social trust becomes the main topic in this novel. However, the researcher only discussed the topic of social trust to clarify and elaborate more on how social trust can increase and what aspects that can lead to the increase. The researcher only discussed the novel version since it is richer in telling the professionals's experiences and detailed professionals's backgrounds which influences the professionals's actions in gaining the social trust.

The researcher focuses on discussing determining factors in increasing social trust, and professionals have a social status that is very influential in increasing social trust, so the efforts and aspects of professional character in this novel are also discussed in detail. Influential professionals play a role in increasing social trust in the novel, such as Detective Edna Hendershot, Detective Stacy Galbraith, Sergeant Jeffrey Mason, Officer Anna Miles, Detective Josh Kelsey, and Officer Laura Carroll. They work together to solve rape cases experienced by five victims: Marie, Sarah, Lily, Doris, and Amber. However, of all professionals, the researcher only discussed detectives Edna Hendershot and Stacy Galbraith since they have an important role in gaining social trust.

C. Formulation of the Question

Related to the background of the study above, the questions in this study are:

1. What determining factors affects the gain of social trust in *Unbelievable* (2019) novel?
2. What attempts does the professionals perform to gain social trust in *Unbelievable* (2019) novel?
3. What aspects does the professionals have to get social trust in *Unbelievable* (2019) novel?

D. Objectives of the Study

The goals to be achieved by the researcher in research on this *Unbelievable* book:

1. To reveal what determining factors are affecting the gain of social trust in in the novel *Unbelievable* (2019).
2. To point out what professionals attempts to increase social trust in the novel *Unbelievable* (2019).
3. To expose what aspects the professionals have in gaining social trust in the novel *Unbelievable* (2019).

E. Benefits of the Study

Theoretical and practical benefits expected from this research:

1. Theoretical Benefits

By using Trudy Govier's social trust theory, it can increase information on how this theory can work in a study, especially a study of social trust. The results of this study can be a reference for other researchers to uncover studies related to social trust in police settings. The researcher who want to find out about the

contents of *Unbelievable* (2019) novel can be facilitated by this research since it has revealed the impact of professionals's attempts in gaining social trust.

2. Practical Benefits

By linking professionals' actions with society, the researcher expects professionals to use this research as additional information in carrying out their duties in serving society. In serving society, the researcher also expects that this research can be applied in order to prevent mistakes that can have an impact on the increase or decrease of social trust, such as corruption and manipulating positions. Provide an illustration for the professionals to be more careful in their actions because whatever choice they make, it will significantly impact the lives of the victims.

F. Definitions of the Key Terms

Further explanation of the keywords that appear in this research:

1. Society

Society is a group of people who live under a general system of political authority, are aware of the differences in identity between them, and live together in a particular territory (Giddens, 1993). In *Unbelievable* (2019) novel, society plays an important role in the validity of Marie's rape case. Social trust can increase and decrease depending on who says it and how much society agrees.

2. The Professional

According to the *Social Trust and Human Communities* book, Trudy Govier explains that someone who has a profession or someone who is an expert in that field is called a professional (Govier, 1997, p.78). The

professionals include practitioner and profession or roles. In the novel *Unbelievable* (2019), the detective is the professional who is an expert in the field of investigation and interrogation.

3. The Victim

A victim is a person who receives persecution from people with more power through persecution, pressure, and oppression (Merriam Webster). This abuse can take the form of harassment and rape. Being manipulated and not getting rights that should also be included in the category of oppression.

CHAPTER II

LITERATURE REVIEW

A. Trudy Govier's *Social Trust and Human Communities* (1997)

Trudy Govier is a Canadian philosopher who works as a professor. Trudy Govier publishes many of her thoughts in book form, one of which is entitled *Social Trust and Human Communities*. Published in 1997, *Social Trust and Human Communities* is a book about how trust works in a society. In trust, there will be feelings, beliefs, and attitudes (Govier, 1997, p.7). In giving and receiving trust, it takes confidence in the heart to give trust to others sincerely, and in these situations, feelings and beliefs are used. Trust is not given solely, but attitudes become an assessment of whether someone can be trusted.

1. The Determining Factors to Gain Social Trust

According to Govier, trust always exists in all things, even the most trivial situation. In giving and receiving trust, two or more parties must face the consequences and risks (Govier, 1997, p.7). The risks involved in giving and receiving trust include expectations, receiving information from foreign sources, indirectly involving strangers, and allowing others to receive information. There are two determining factors for the level of social trusts:

a. Social Status

The higher position an informant has or the more famous, the easier it will be to gain social trust (Govier, 1997, p.60). In giving trust to someone, it takes faith. This confidence arises after various experiences have passed.

The more experiences that give a good impression, the higher the trust. In terms of profession, a person will have more confidence in a professional focused on that field because the professional already has standard procedures (Govier, 1997, p.47). There is no feeling of suspicion and doubt because in victim's expectation, why would a professional do unimportant things like a cheat just to get money (Govier, 1997, p.47).

Experience creates impressions and inferences. Someone can use the services of the same professional repeatedly because of the experience created regarding integrity, honesty, reliability, and caring person (Govier, 1997, p.47). When a parent trusts a dentist to give dental treatment to their child's teeth but not to teach him to play football, even so, parents will still count on the dentist even though they are not 100 percent sure because of his experience as a dentist who has integrity (Fukuyama, as cited in Govier, 1997, p. 47).

b. The Number of Adherent

The number of people who agree with a statement or an opinion can affect in increasing social trust whether the statement is trustworthy or not. In believing an object, validation or witnesses are needed from other people. This witness is used to validate whether the belief is true or just imagination. Therefore, the more people who believe in these beliefs, the more reasonable those beliefs are (Govier, 1997, p. 60). At the very least, these beliefs must also be felt by other people so that other people also believe these beliefs exist. If the belief is just a subjective belief, it can be considered a hallucination. If the quantity of support for a statement is low, then the

statement may be considered useless (Govier, 1997, p. 60). For example, when someone says an object is a tree, but if all the others contradicted it, saying it had never been a tree. If all the other evidence spoke against the statement, nothing could corroborate that statement (Wittgenstein, as cited in Govier, 1997, p. 60).

2. The Professional's Attempts to Gain Social Trust

Experience with family, friends, or the society build a trust that is called social trust. Like it or not, everyone has to trust other people, even strangers. According to Govier, humans will not develop if they do not trust others (Govier, 1997, p.59). In improving the quality of life, trust plays an important role. The truth is that humans depend on other humans. Every human being always faces problems, and not all humans have perfect knowledge, whereas in solving problems, there must be knowledge there. Therefore, society needs professionals as a solution to solve the problem.

Professionals have the knowledge that people need to solve their problems. A doctor, police officer, psychologist, or detective can be called a professional. A professional has knowledge and skills used to help society solve problems because only professionals are experts in a field. A relationship of trust is needed to work together with professionals. Professionals must build trust to the victim, and so does the victim. Thus, there are some attempts mentioned by Govier that the professionals can do to gain trust. The attempts are as follow:

a. Listening Attentively and Trying to Understand

A professional get used to face various kinds of problems and human characteristics. So many people have encountered that professionals need to work extra hard to get each piece of information from various witnesses. According to Govier (1997), even though professionals and the most trusting listener handled these problems could not possibly believe all of them because there were simply too many inconsistencies (Govier, 1997, p. 102). In conversation and discussion with others, we expect to be listened to and to have some influence on others. However, the discussion is a reciprocal matter. If we expect others to listen to us, we must expect also to listen to them (Govier, 1997, p.65).

b. Being Respectful and Transparent

According to Govier, an expert can be trusted if she is respectful and transparent. She has boundaries, is not a *Mr. Know-it-All*, does not intend to manipulate, be neutral, and consistent (Govier, 1997, p. 69). With this attitude, victims will trust professionals without any doubts. However, not all experts have this kind of personality. According to Govier, if a victim gets treatment from a consistent expert and according to the rules, it is just a luck factor (Govier, 1997, p. 70). It is difficult for victims to give trust and openness to professionals because several careless professionals tarnish the professional image of their careless actions (Govier, 1997, p. 102).

c. Normalizing victim's Limited Information

Trust is needed on both sides of professional-victim relationships (Govier, 1997, p. 101). Professionals must understand all kinds of criminal situations that occur. The more traumatic crime event happened to the victim, then the more stutter to explain it is for the victim, the more shock the victim will experience so that victims do not clearly remember the details of the incident when the police ask for witness statements. With a victim's condition like this, professionals must understand that information from the victim is very limited (Govier, 1997). Victims have the right to be aware of the professional service they receive if it is not under the rules, such as forcing the victim to testify (Govier, 1997, p. 101).

d. Being Reliable and Competent

In dealing with a problem in society, professionals must work competently and reliably as professionals with more knowledge and a responsibility to serve the society. If there is a professional who works with these two attitudes, then the victim and society will be happy to give trust in professionals (Govier, 1997, p. 78). When using professional services, professionals will be expected to work according to their role; however, many professionals do not work competently (Govier, 1997, p. 105). When a passenger rents a taxi, there will be an expectation that the taxi driver will perform according to the taxi driver's role. However, there have been cases of taxi drivers who sexually assaulted passengers (Govier, 1997, p. 105).

3. The Professional's Aspects to Gain Social Trust

In addition, two aspects can affect social trust if owned by professionals. These aspects enhance the personal branding value of professionals in making a statement or trying to influence society. The aspects mentioned by Govier are as follow:

a. Credibility

Professionals have considerable autonomy. Professionals tend, by and large, to set credentials for admission into the profession. Consider, for instance, the matter of going to a dentist. When people do so, people are vulnerable. Most of people even feel vulnerable. People must presume that dentistry is a knowledgeable, honest, and well-regulated profession and that the particular individual people have selected to be their dentist is credible. People trust that the dentist has the professional qualities of theoretical knowledge, appropriate credentials, and technical skills and is a person of moral integrity. People assume that such professions have reasonable norms that practitioners will respect (Govier, 1997, p. 82).

A professional has specific reasons why a rule must be obeyed and followed. Professionals can quickly solve problems because of their knowledge and skills. A professional who has credibility can control himself and make society believe in him because of all the achievements and experience he has gained. A person is called credible if he can solve a problem with expertise and work in totality according to his role in the department.

b. Trustworthy

When the professional meets the victim, professionals must act so as not to upset these expectations. At this point, the personal style, character, ability, and self-presentation of the professional as an individual become significant. To be reliable, the professional needs appropriate knowledge and skills, sensitivity to the victim, competence, a capacity for organization, and a personal style and demeanor that connote these qualities to victims (Govier, 1997, p. 83).

A professional must convince the victim to cooperate with the professional in completing the professional task. When a patient wants to pull a tooth, the doctor must be able to make the patient trust the doctor that pulling the tooth will not make his health worse. If a professional is untrustworthy, the victim or client who wants to use the service hesitates. The professional-victim/client relationship will be stretched, and the task or problem cannot be resolved.

B. *Unbelievable Novel* (2019)

Near Seattle, Washington, news shocked America on August 11, 2008. An eighteen-year-old girl has to deal with the police because of false reporting. The girl, Marie, has been reported by the police and followed up in court. It was not the people closest to or enemies of Marie, but the police who reported it. Polices are accusing Marie of having given a false report of the crime of rape. Marie admitted that she had been raped and had her house broken into in the early hours of the morning. The police and detectives came to check the scene, which was Marie's apartment room.

Lynwood area police handled this case and ended up naming Marie as the perpetrator. The mass media criticized Marie's inconsistent attitude. Marie got social punishment and a fine from the court.

However, in 2011, this case was determined as a real case. Police in Westminster, Colorado, announced that Marie's statement was true, and Marie became one of the many victims of serial rape by Marc O'Leary. This statement was successfully revealed by two female detectives, Stacy Galbraith and Edna Hendershot, after accidentally when the rape victim that Stacy and Edna took care of had similar characteristics of traces of evidence left by the perpetrator. This novel, with a background story based on a true story, ends by establishing the Lynwood police as a suspect for negligence and lack of professional attitude in dealing with Marie's case.

C. Previous Studies

Five studies used *Unbelievable* (2019) as the object of their research. The first is a journal from John M. Malouff and Nicola S. Schutte from the University of New England, Australia, published their journal on 19th January 2021 under the title *False Recantations by Adults of Sexual Assault Allegations*. In this study, John M. Malouff and Nicola S. Schutte prioritizes the topic of false recantations. This journal describes the detrimental effects of false recantations. According to John M. Malouff and Nicola S. Schutte, false recantations can impact victims and victims's society. Second, Emma Toth also conducted a study with the title *A Politics of Listening: Preventing The Retraumatization of Sexual Violence Survivors in The US Criminal Justice System Through Narrative Reclamation*. On 7th June 2021, this journal found Occam's Razor by making intersection the main topic. Emma Toth finds that cases

such as Chanel Miller (2019) clarify that the US criminal justice system and socio-political culture hinder the potential of tools such as victim impact statements; however, politics can use this to encourage political listening (Toth et al., 2021).

Third, there is a journal that also discusses the novel *Unbelievable* (2019) and what the police system is like in America, with the title *Sexual Assault Cases: Exploring The Importance of Non-DNA Forensic Evidence* published in April 2018. Heather Waltke, Gerald LaPorte, Danielle Weiss, Dawn Schwarting, Minh Nguyen, and Frances Scott published this journal. Under the National Institute of Justice, researchers publish journals that discuss how DNA testing works in the investigative process. Based on what happened in the novel *Unbelievable*, they concluded that it is imperative to provide increased training for law enforcement, prosecutors, and judges on forensic evidence's applicability and scientific validity. Fourth, Makayla Colleen Moore published a journal in 2021 under *Let's Talk About Rape: Sexual Assault in Young Adult Literature*, a thesis from The University of North Carolina faculty at Charlotte. Makayla Colleen Moore focuses the journal on discussing the sexual assault narrative in the novel *Unbelievable* (2019).

The fifth is journal research that Devaleena Kundu published with the title *Popular Culture and The Forensic Female Gaze: Women Detectives in Unbelievable* (2019). This journal was published on 14 June 2021 at Christ University, Bangalore. Kundu discusses the Female Gaze and the patriarchy in the characters of Stacy Galbraith and Edna Hendershot, two detectives who thoroughly investigate Marie's case.

Based on previous research, there needs to be more information on the factors that increase social trust from a professional point of view. Further

information is needed on what factors cause social trust to increase again. In this study, the researcher will dissect the factors that make society more sure or doubtful. In contrast to previous research, the researcher focuses more on the role of professionals in increasing social trust.

CHAPTER III

RESEARCH METHODOLOGY

A. Research Design

In this study, the researcher used the *Unbelievable* (2019) novel version to research and find the problem by focusing the research sheet on the topic. Complex phenomena can be described clearly if the researcher uses qualitative methods, such as unexpected events and unique tracking (Sofaer, 1999). According to Sofaer, by using the qualitative method, the researcher have the potential to contribute significantly and increase the meaning of the quantity (Sofaer, 1999). However, the qualitative method has an inherent value as well as the value of the instrument. Following the researcher's aim in researching the *Unbelievable* novel, the researcher wants to help the readers of *Unbelievable* understand more of the intrinsic information contained in the novel. *Unbelievable* is a novel with complex conflicts and contains implied meanings in resolving the conflict. The *Unbelievable* novel has more detailed data, in contrast to the *Unbelievable* TV series, which has been modified and has little explanation. Thus, the *Unbelievable* novel is a suitable literary work if it is analyzed using qualitative methods.

Qualitative methods help provide detailed descriptions of a phenomenon (Sofaer, 1999). Under the title of the study, which aims to increase social trust, extensive and detailed data as evidence of what kind of response the society has to this case, also the society's response before and after false statements from victims was made. In the early stages of analyzing, it is essential to use this method to improve understanding of information from the most basic first (Sofaer, 1999). The

object used is the *Unbelievable* novel, and the researcher follow the pattern of the story in the novel. This novel has a complicated story pattern, a conflict that is not gradual, a mixed plot, and many points of view presented. With these objects, a qualitative method studied and uncover the data implied in the novel. However, qualitative data has weaknesses. According to Valentin Radu, qualitative research is time-consuming and inefficient, and not statistically representative (Radu, 2019).

B. Data and Data Sources

In conducting research, data from various sources supported the research process and validate the statements contained in the research. Drawing and using data can be an effort to interact with information. This activity helped during decision-making to encourage progress in schools and universities (Coburn et al., 2016). The researcher used data sourced in several fields and other sources of information based on expert statements.

1. Primary Data

Unbelievable (2019) novel contains various statements from experts that align with this novel's topic. Professionals were involved and gave their statements on the case that had happened to the characters in this novel. Since this novel is from a true story, the statements of the witnesses and experts investigating this case are significant. They provided more detailed information about this case. In the *Unbelievable* novel, the researcher uses conversation, explanation, diction, and phrases.

2. Secondary Data

Secondary data is collected for other purposes and reused to answer other research questions (Hox et al., 2005). The researcher used three secondary data in this study: video interviews, news, and journals. The researcher watched two video interviews from TV stations about the two detectives who were working on this case at the time, also, interviews with Christian T. Miller, who became the author of this novel. After watching, the researcher took important notes from the conversation. Using the news, the researcher concluded an explanation that answers and completes the research questions. Then, by using journals, the researcher also collects data in the same way as data collection in the news. Because this novel has a complicated conflict and became the center of attention by American society at that time, many points of view could be used as a reference to complete the information about the object used by the researcher, which is why the researcher used the three secondary data. The perspective is collected from two videos interview with the *Unbelievable*'s author and the real detectives, news, and journals. This secondary data also ensures that information is understood and presented correctly.

C. Research Instruments

In qualitative research, the researcher as an instrument is an accepted and acceptable stance (Annie, 2012). In this study, the researcher used herself as a research instrument. In searching for and collecting data for this research, the researcher carried out four activities, such as watching the video interviews, read the

object `sources, taking notes, and citing texts. The researcher quotes the text in the *Unbelievable* novel, news with the same topic as the case in the *Unbelievable* novel, because the *Unbelievable* novel is the primary data used in this study. In addition, the researcher also cites news about this case to complete the information in the study. By using news media, researcher get more information. The researcher watched the interview. Researcher collected data by watching interviews from several TV stations with novel writers and detectives responsible for this case. In addition, as for the courtroom broadcast for the rape perpetrator.

By carrying out these activities, researcher can analyze data from data sources in more detail and ensure that each data can be reduced properly. This research activity can anticipate errors in understanding the research content.

D. Data Collection Techniques

Data Collection Techniques are various ways of collecting written information, selecting information, and selecting data in various ways (Lawal, 2013). In collecting information for this study, the researcher used four techniques.

1. Reading novels, news, and journals to get the data needed and complete the knowledge in this research.
2. Watching documentation of interviews with figures involved in this rape case; the real detectives and the *Unbelievable*'s author. Also, an interview with the author of this *Unbelievable* book, T. Christian Miller.

3. Taking notes during the process of reading and understanding the contents of the novel. Also, take notes while watching the interview to get data that is not written in other data sources.
4. Reducing the data that has been obtained from data sources. This activity aims to put research answers on target according to the research questions posed in this study.

E. Data Validation Techniques

Data source triangulation is similar to methods triangulation. However, it focuses more on obtaining data from multiple sources within a single data collection method to ensure a complete perspective (Moon, 2019). The researcher used data validation techniques and Data Source Triangulation to verify the truth and clarity of the data results that the researcher has reduced. The researcher used four different data sources and validate them. The researcher uses the *Unbelievable* novel to read and take notes in this study. The researcher enlisted the help of one of UIN Surakarta's lecturers, Mr. Muhammad Rizal, S.S., M.A., to validate the data. The researcher asked Mr. Rizal to discuss the data results because Mr. Rizal has a long career history in the relevant field; cultural studies. Mr. Rizal is experienced in researching the same object source (novels) and is an expert in social science and psychology from a literary point of view. These experiences made the researcher choose Mr. Rizal as a validator whose skills were helpful in the researcher in validating the data for this study.

Furthermore, the researcher watched a video interview with the detective who faced the case and looked for a valid statement. In compiling this research, not only collecting and reducing data, but the researcher also validated the data with

experienced experts in literary field and ensured that the data the researcher had included in this study were verified. Method triangulation involves the use of multiple methods of data collection about the same phenomenon (Polit & Beck, 2012).

F. Data Analysis Techniques

An activity that concludes and displays data in a positive way, such as patterns that might complete each data condition, is called descriptive analysis (Rawat, 2021). In this study, researcher used Spradley's analysis technique as a data analysis technique. The essential core of ethnography concerns the meaning of actions and events to the people that seek to understand (Spradley, 1979).

1. Domain Analysis.

The researcher read data sources for primary data and secondary data. The researcher understand and look for data from several sources, such as novels as primary data and news and journals as secondary data. In addition, the researcher watched one secondary data; an interview.

2. Taxonomic Analysis

The researcher must collect the data and be careful in sorting the data. At this step, there is a risk of unimportant data being carried away and destroying the research content, making the research not focus on the object or focus of the problem raised. The researcher must know which data should be prioritized and ignore unnecessary data so that the research content can focus and be clear on the problem.

Table 3.1: Taxonomy Table

Data Coding Table				
No.	Data	Explanation	Data Code	Analysist

3. Componential Analysis

In this stage, the researcher converted the data into table form and make the table display easier to understand. In this study, the researcher created a table containing.

Table 3.2: Componential Table

Novel	Portray Determining Factors of Social Trust								Number
	SS							NA	
	CR				T				
	LA	RT	NLI	RC	LA	RT	NLI		
HE									
GA									
HG									
SO									
Σ									

4. Cultural Theme

In this stage, the researcher summarized the final results after finishing the research. The researcher analyzed the object using the theory of social trust. Based on social trust theory, 200 data were collected in text, containing the trigger of why the society cannot trust the victims. These are the efforts made by the perpetrator in minimizing evidence, the perfect background of the perpetrator

who did not have a bad history, and the weakness of society in responding to this case.

CHAPTER IV

FINDINGS AND DISCUSSIONS

A. Findings

In this chapter, the researcher presented the results of the analysis about the factors and efforts made by professionals in increasing social trust, by dividing the two parts, findings and discussion. This chapter uses data in the form of texts based on *Unbelievable* (2019) novel and analyzed using Trudy Govier's Social Trust theory. The results of this data analysis are used to answer three formulations of the study about the determining factors of the increasing social trust, findings the attempts performed by professionals and aspects owned by professionals.

Explanation Code:

Characters Code:

- b. Edna Hendershot (**HE**)
- c. Stacy Galbraith (**GA**)
- d. Hendershot and Galbraith Collaborate (**HG**)
- e. Society (**SO**)

Determining Factors to Gain Social Trust:

- a. Social Status. (**SS**)
- b. Number of Adherent. (**NA**)

The **Professional's Attempts** to Gain Social Trust:

- a. Listening attentively and Trying to Understand. (**LA**)
- b. Being Respectful and Transparent. (**RT**)
- c. Normalizing victims's Limited Informations. (**NLI**)
- d. Being Reliable and Competent (**RC**)

The **Professional's Aspects** to Gain Social Trust:

- a. Credibility (**CR**)
- b. Trustworthy. (**T**)

Table 4. 1: Componential Table

Novel	Portray Determining Factors of Social Trust									Number
	SS								NA	
	CR				T					
	LA	RT	NLI	RC	LA	RT	NLI	RC		
HE	2	2	1	10	4	1	7	-	-	27
GA	7	-	3	14	2	2	1	-	-	29
HG	-	2	-	26	3	-	-	1	-	32
SO	-	-	-	-	-	-	-	-	15	15
Σ										103

The componential table above points out the determining factors in the novel *Unbelievable* (2019). In the social status factor, there are 88 data found; this factor is dominant. These 88 data are included 18 listening attentively and trying to

understand, seven actions of being respectful and transparent, 12 of normalizing the victim's limited information, and 51 of being reliable and competent performed by Hendershot and Galbraith. In the number of adherent factor, 15 data were found, which showed that this factor also influenced the increase in social trust. In the professional aspects, 66 aspects of credibility and 21 aspects of trustworthiness were found in the novel *Unbelievable*.

1. Determining Factors Affecting the Gain of Social Trust Presented in

Unbelievable (2019)

The researcher found the data of two factors that determine the gain of social trust in the novel *Unbelievable* using the Social Trust theory written Trudy Govier. According to Govier (1997), informant's social status of investigation can help gain social trust because people with high social status (experienced, has standard procedure, and has integrity) is more trusted since they have reliable skills that can minimize accidents. In number of adherent, social trust can increase as more people defend because a statement needs validators; the more people who validate, the more valid a statement is (Govier, 1997, p. 60). This subchapter focused on the social status and the number of adherent with the following findings:

Data consists of the social status and the number of adherent found in *Unbelievable (2019)* novel is:

Table 4. 2: Determining factors of the gain of social trust Table

No.	Determining Factors	Total of Data
1.	Social Status	88
2.	Number of Adherent	15
	Σ	103

a. Social Status

In believing a statement, humans rely on evidence and knowledge (Govier, 1997, p. 53). Some humans feel that it is not enough when they only read the news or just rumors of gossip spread in society; some feel they have to see firsthand or come directly to the crime scene to believe a statement. Society thinks that news can be manipulated; therefore, the social status becomes a factor of consideration in giving trust. If society's gossip needs to be more convincing, people will buy newspapers and watch the news because journalists and reporters have a more critical social status.

A professional gets a particular position for society in validating a statement. Based on the table above, 88 data display social status factors in the novel *Unbelievable*. The results show that social status factors are dominant in increasing social trust. Here are 2 of the 88 data used as examples of whether social trust can be an essential factor in increasing social trust in the novel *Unbelievable*.

Datum 79/CH.16PG.237/HG/SS/RC/CR: “The court records for Marie’s false-reporting charge were expunged in the spring of 2011” tells

about a deletion of Marie's report about the rape which was considered false. In 2008 when the rape happened and Marie reported the case, she was considered lying and her report was regarded as false. Then from the data, it is explained that Marie is finally trusted and the records for her false reporting charge were deleted.

Marie is just a part-time employee who quit school, which makes it difficult for society to trust her. After Hendershot and Galbraith stated that Marie was indeed a rape victim and not the perpetrator of the false report, social trust increased, and Marie's false-reporting charge was expunged. Removing the false report charges previously given to Marie shows that a decision can change, and social trust can increase if social status factors exist. An experienced expert who has integrity and is considered to have standard procedures will be more easily trusted.

Datum 81/CH.16PG.241/HG/SS/RC/CR: "In December of 2013, Marie and Lynnwood agreed to mediation, in hopes of settling before trial. Both sides wrote the mediator beforehand. Fisher said Marie wanted \$5 million" (p.241) shows how Hendershot and Galbraith's social status has made the Lynwood police apologize for their unprofessionalism in handling Marie's rape case. Social status can be a factor because of experiences and integrity so that society can easily give trust. Lynwood police, the police discharged in Marie's rape case, do not have these experiences, so their social status is lower than Hendershot and Galbraith, the detectives who have uncovered irregularities in the rape case of Marie.

The mid-1990s was the last year Lynwood police handled a rape case, while Marie's rape occurred in 2008.

Datum 86/CH.16PG.245/HG/SS/RC/CR: “Rider says his agency has become more cautious about labeling a case unfounded since Marie” (p.245) reveals the actions of the Lynwood police after Hendershot and Galbraith told the truth about Marie's rape case. In the past, when the Lynwood police handled Marie's case, they doubted Marie's statements and instead suspected Marie because of Marie's foster parents' judgment of her. Marie's foster parents considered her a flirty, uneducated, rebellious orphan girl who needed love and attention. Marie's foster parents suspected this poor girl was seeking attention by making false reports and pretending to be raped.

This statement from Marie's foster parents was accepted and believed by the Lynwood police because of their social status. Peggy (Marie's foster parent) used to be a foster-care manager and now work as children's advocates. When someone is labeled 'professional,' that person carries 'status' (Govier, 1997, p. 81). Knowledge is one of the reasons why someone has a high social status, and a professional has this knowledge, which society does not have.

Marie does not own this social status, so even though Marie herself experienced the crime, Marie still found it difficult to gain social trust in society. Marie needs to professionals to improve her level of credibility. For this reason, the statements from Hendershot and Galbraith helped Marie improve her social trust and image. After the truth was revealed, the

Lynwood police were sanctioned and improved their system by being more careful in handling cases.

Datum 05/CH.12PG.174/GA/SS/LA/CR:

The next day, at 2:15 p.m. on February 12, Galbraith got the results. The rapist's DNA—the few dozen cells found on Doris's teddy bear, Sarah's white kitchen timer, and Amber's face—matched the cells on the rim of Michael O'Leary's coffee mug. (P. 174)

In the datum above, Galbraith is a professional detective. Galbraith works seriously and can be relied upon since Galbraith has social status as a professional who is an expert on rape cases. Galbraith can handle this case with totality. What Galbraith did trigger increased social trust because an expert in that field solved a problem.

In solving a new task or problem in society, professionals need partners to support the work results to be more valid and maximized. In the datum below, Galbraith invites colleagues in the department where Galbraith works to work together to solve the rape case. 06/CH.12PG.169/GA/SS/LA/CR: "Galbraith quickly explained the connection to the other cops around the table in the Westminster conference room. A white Mazda in the vicinity of two of the victims. The victims' description of the attacker matched O'Leary's driver's license" (p.169) shows how Galbraith quickly found where the perpetrator's location was tracked. Galbraith knew that the perpetrator could have falsified his identity or luggage so that no one suspected. Galbraith gets the latest information about the perpetrator's vehicle in more detail. This

result is supported by aspects that Galbraith has as a professional, namely the credibility aspect.

In solving the serial rape case, Galbraith used all the items in the victim's room as evidence, even though nothing seemed suspicious. In the datum 08/CH.7PG.82/GA/SS/LA/CR: “Both women remembered the large black camera with its clicking noise. Well, there’s a difference, Galbraith noted. The attacker had taken pictures of Amber, too. But he had used a pink digital camera” (p.82) shows Galbraith's expert attitude in carrying out the task. Galbraith understood that the victim could not notice what items were used and not used by the perpetrator. The victim was also unable to notice what items were carried by the perpetrator, so Galbraith as an expert, considered that all items in the victim's room were evidence.

According to Galbraith, all statements from the victim can be used as an essential asset in finding the perpetrator. From datum 27/CH.7PG.87/GA/SS/NLI/CR: “For Galbraith, the woman’s report of rape was enough to make Tucker a suspect” (p.87) It can be seen that Galbraith does not demand incomplete information from victims. According to Galbraith, a professional must maintain boundaries in handling rape cases.

In dealing with rape cases, Galbraith seeks to obtain DNA traces of the perpetrator through the victim's body, even though it will be more complicated. In datum 69/CH.7PG.90/GA/SS/RC/CR: “In Golden, Galbraith had managed to capture a few of the rapist’s cells when she brushed Amber’s face with a swab in the front of her patrol car” (p.90)

Galbraith did not force Amber to provide information. As an expert professional, Galbraith chose to maintain boundaries with the victim and look for traces of the perpetrator's DNA that might be left on the victim's face or other body parts.

Social status factors are owned by professionals who are experts in a field. In this novel, society increases its trust in Hendershot and Galbraith even though a statement sounds strange and absurd. In datum 73/CH.15PG.230/HG/SS/RC/CR: "At the time of his arrest, O'Leary had been planning another attack in another Denver suburb, Weiner told the judge. Investigators had found his surveillance notes. "Like a wolf, he was a predator," Weiner said" (p.230). During the trial, Hendershot's team revealed that the perpetrator had a mental disorder and considered himself a wolf. Although it sounds strange and absurd, if professionals with social status express this statement, society easily believes it.

Datum 88/CH.15PG.233/HG/SS/RC/T:

By Dougan's calculation, McNulty could sentence O'Leary to a minimum of twenty-six years. He, too, asked for mercy. Now, it was the judge's turn. "Mr. O'Leary, let me address you first," McNulty began. "You indicated that people might hate you, consider you a monster. It's not my job to vilify you. It's not my job to judge you. It is my job to judge your actions. (p. 233)

In the datum above, it can be seen that the perpetrator's behavior has been very evil, but due to low social trust, society ignores the victim's statement. After Galbraith and Hendershot successfully uncovered the case, society

recognized that what the perpetrator had done was evil and difficult to forgive. The other 78 data can be seen in the appendices section for further explanation.

b. Number of Adherent

Believe that the earth is round despite never having seen it in person is an example of the number of adherent (Govier, 1997, p. 60). The number of people who believe in a statement will lead to the beliefs of others as well. Theories that emerge from scientists are created based on a view that many people think. It takes a mass to make a statement believable and acceptable. In the novel *Unbelievable*, society gives credence to Marie. However, when the Lynwood police try to interrogate many witnesses and people close to Marie, most doubt Marie's statement, so this statement becomes weak.

Fifteen data in *Unbelievable* show that the number of adherent affects the level of social trust in a statement. The researcher explains 2 out of 15 data as examples of the number of adherent influencing the level of social trust. Datum 92/CH.16PG.249/SO/NA/-/-: "More than a million people signed an online petition to remove the case's judge from the bench" (p.249) shows that the social trust in the novel *Unbelievable* increases as more people believe. When people around the victim begin to think that the victim was raped, the news spreads and indirectly leads to a broader scope of society's opinion. This false report became global news when more and more positive thoughts defended the

victim and agreed with the statement that the Lynwood police were wrong and not credible in solving the rape case.

Datum 22/CH.15PG.237/HG/SS/RT/CR: "It had worked well in Washington. The cops in Lynnwood had missed their chance, he said. "If Washington had just paid attention a little bit more, I probably would have been a person of interest earlier on" (p.237) shows the Lynwood police regretted that they had dismissed Marie's rape case and thought that they could have gained more credibility from society if they had paid more attention to the patient. However, the people of Washington and the Lynwood police ignored the neglected issue. They ended up with Marie being considered lying and only giving a false report to the Lynwood police. The number of adherent factors appears in this situation, where people not took Marie's case seriously and told the Lynwood police not to waste much time dealing with this rape case.

In believing a statement, the masses need to make the statement valid, and Marie does not have the power to make the masses believe her statement. In datum 93/CH.3PG.27/SO/NA/-/-: "That Jordan would see Marie so differently from Peggy doesn't necessarily surprise" (p.27). Only Jordan believed Marie's statement as a victim; this could not strengthen Marie's statement or make Marie believe it. The more people who believe a statement, the more the statement will be considered valid, and Marie's statement cannot fulfill this.

Marie's foster parent was surprised that Marie's statement happened. Since the number of adherents to Marie's statement is low, Marie's statement is considered invalid. Datum 91/CH.14PG.213/SO/NA/-/-:

I think there was a lot of denial on my part,” Peggy says. “It was just so painful. I...I knew when I heard all the evidence that it was true. But it was still just horrifying that it really did happen. And that I was involved in not believing her. (p.213)

This datum shows that Peggy (Marie's foster parent) regrets doubting Marie's statement. Peggy thought what Marie said was just a trick and a means to seek attention and affection from others. After society began to believe Marie, Peggy also realized her mistake in accusing Marie of making false reports. The other 13 data can be seen in the appendices section for further explanation.

2. Attempts to Gain Social Trust Performed by Professionals in *Unbelievable* (2019)

The researcher found data findings using the same theory; Trudy Govier's Social Trust theory. These data findings answer what efforts have been made by professionals to gain social trust in the novel *Unbelievable*. The researcher uses the same theory, Social Trust, by Trudy Govier (1997) because the question is relevant to the previous question, which can be answered with four attempts made by professionals that Govier has written. The following shows a detailed explanation and sample data of how professional efforts can increase social trust in the novel *Unbelievable*:

The data contains efforts implemented by professionals in increasing social trust found in the novel *Unbelievable*:

Table 4. 3: Attempts to Gain Social Trust by Professionals Table

No.	The Attempts to Gain Social Trust by Professionals	Total of Data
1.	Listening Attentively and Trying to Understand	18
2.	Being Respectful and Transparent	7
3.	Normalizing Victim's Limited Information	12
4.	Being Reliable and Competent	51
Σ		88

a. Listening Attentively and Trying to Understand

Knowledge and beliefs are transmitted from person to person by asking each other, listening to each other, and validating each other's answers (Govier, 1997, p. 57). By validating the solution, it can be said that someone already has new knowledge from others. Professionals use listening attentively and trying to understand to increase social trust to gather information and then process the information to be used as evidence. When the professional listens attentively and tries to understand, testimony will be created (Govier, 1997, p. 57). Testimony is not just obtained; this testimony must be based on answers from someone competent and expert to validate a statement and become a valid testimony

In this part, the researcher explained the data in *Unbelievable*, which shows the effort of listening attentively and trying to understand. There are

18 pieces, and the researcher presented two examples of data found in *Unbelievable*. Professional's attempt can be seen from datum 01/CH.2PG.14/GA/SS/LA/CR:

A lot of times people say, 'Believe your victim, believe your victim,'
" Galbraith says. "But I don't think that that's the right standpoint. I think it's listen to your victim. And then corroborate or refute based on how things go. (p.14).

It shows that each professional has their way of trying to get information from victims. Galbraith prioritized listening first and then using reason instead of just trying to believe, which leads to doubts if the investigation results do not match the victim's statement. Galbraith's efforts are under the characteristics of listening attentively and trying to understand; the ability to listen and then process information (Govier, 1997, p. 62).

Datum 15/CH.16PG.249/HG/SS/LA/T: "The victim's information could help solve other cases down the road. It's like the advice Grusing got: Just get them talking" (P. 249) shows that Hendershot acted by listening attentively and trying to understand by giving the victim time to tell the story without cutting or arguing. In gaining trust, professionals must give space to the victim to tell the victim's version of the story (Govier, 1997, p. 8). Giving space, beliefs, and confidence will emerge from the victim so that information will be obtained.

In dealing with rape victims, a dynamic approach is needed so that the victim is comfortable and free to tell about the incident. In datum 02/CH.2PG.14/GA/SS/LA/CR: "Galbraith had her own rule when it came

to rape cases: listen and verify" (p.14) shows that Galbraith has personal rules in handling rape cases. This action is because rape cases involve trauma. To avoid the victim's discomfort to cooperate and valid results requires handling skills. Galbraith prioritizes listening to statements from the victim first.

In dealing with rape victims, a dynamic approach is needed so that the victim is comfortable and free to tell about the incident. In datum 02/CH.2PG.14/GA/SS/LA/CR: "Galbraith had her own rules when it came to rape cases: listen and verify" (p.14) shows that Galbraith has personal rules in handling rape cases. This action is because rape cases involve trauma. To avoid the victim's discomfort to cooperate and valid results requires handling skills. Galbraith prioritizes listening to statements from the victim first.

Hendershot knew that she was not allowed to force the victim to give a statement as a professional. Therefore, Hendershot chose to start the interview slowly. In datum 09/CH.4PG.41/HE/SS/LA/CR: "Hendershot turned on her tape recorder. She hoped enough time had passed to allow Sarah to recall additional details. She started slow: What was Sarah's life like in the days and months before the rape?" (p.41) Hendershot started the questions with the basics and did not seem very curious. Hendershot uses this approach to make the victim feel comfortable and not pressured. The other 13 data can be seen in the appendices section for further explanation.

b. Being Respectful and Transparent

By behaving respectfully and transparently, victims will feel valued and not manipulated. Trust and trustworthiness are based on respect for each other (Govier, 1997, p. 42). Trust grows if a person is considered to exist and valued by the other person. In society ethics, society wants open discussion, honesty, and mutual respect (Govier, 1997, p. 175). An open discussion creates truthful information not made up due to pressure.

Based on the table below, 7 data results in the novel *Unbelievable* fall into the category of being respectful and transparent. The researcher explains the analysis results in more detail using two examples of data found in *Unbelievable*. Datum 25/CH.4PG.41/HE/SS/RT/T: “Two days after the rape, Hendershot met Sarah at the Westminster police station” (p.41). It shows Hendershot did not rush to meet the victim because Hendershot was respectful of the trauma experienced by the victim. Hendershot chose to give the victim two days of space so that the victim could deal with her trauma first. Hendershot's effort is to provide boundaries to the victim so that the information provided is sincere without manipulation. Hendershot does not want to be pretentious and trigger information that is not neutral or based on mere estimates.

Datum 19/CH.2PG.40/HE/SS/RT/CR: “Her job, as she saw it, was to uncover the truth, whatever it was. “We report what the evidence shows us. Not what you’re telling us” (p.40) shows Hendershot did not want to manipulate information in solving this rape case. Hendershot wanted

information and evidence that was as it was without any additional assumptions, even though it was from a professional. Unlike the Lynwood police, Hendershot made a different effort. Hendershot tried to be respectful and transparent while maintaining the validity and authenticity of the information. The other 5 data can be seen in the appendices section for further explanation.

c. Normalizing Victim's Limited Informations

The main informant of a criminal case is the victim. Not all victims can provide perfect information; some cannot explain due to trauma, not having seen, or lack of trust in professionals. The relationship between victims and professionals should be perfect; there should be no feelings of fear, suspicion, and discomfort between the two parties (Govier, 1997, p. 101). Feelings of discomfort can quickly arise depending on how traumatic the event was. Therefore, professionals must have an attitude that normalizes the limited information from the victim and is not pushy or cornered.

The researcher took 2 of 12 data from the Normalizing Victim's Limited Information example as an example. The following data consist of Normalizing Victim's Limited Information efforts made by professionals.

Datum 35/CH.4PG.43/HE/SS/NLI/T “Sarah’s fractured world did not alarm Hendershot. She had learned that people who got hurt in traumatic events often had altered memories. Many could no longer recall events in chronological order. Trauma can warp the brain” (P. 43) shows how Hendershot has trustworthy handling of the limited information that victims

provide. Hendershot can provide comfort to victims with trustworthy aspects, which, according to Govier (1997), not all professionals have this aspect, aspects of self-presentation and personal style so that they can make victims want to give their trust (Govier, 1997, p. 101). Hendershot represented herself as a trustworthy professional by not demanding detailed explanations from the victim.

Datum 34/CH.4PG.43/HE/SS/NLI/T: “Hendershot reassured her. “If you don’t remember, that’s okay”” (P. 43). It shows Hendershot as a professional, trying to normalize the victim's limited information by not forcing the victim to provide information. Hendershot knew that if the victim were forced to remember the information, it would trigger a bad relationship between the professional and the victim. A bad relationship triggers distrust, so Hendershot tries to maintain a sense of security and comfort for the victim—professionals who do not suspect or are suspected need to normalize limited information from victims.

In getting information, Hendershot tries to get more detailed information. In datum 31/CH.4PG.48/HE/SS/NLI/T: "Burgess told Hendershot that he realized the case would be difficult. Doris recalled many details of the rape. But her memories didn't reveal much about the rapist's identity" (p.48) shows that Hendershot and his team found it challenging to have two-way communication with the victim because of the trauma she still felt. Hendershot and his team felt it would take longer to deal with this victim because her trauma differed from the other victims. However,

Hendershot understands that this is the case and does not choose to force the victim to come out.

Being non-pushy enters into professional endeavors to gain trust. In datum 33/CH.4PG.44/HE/SS/NLI/T:

It was Hendershot's job to help Sarah piece together the puzzle. But at the end of the interview, she felt no closer to connecting a suspect to the crime. The rapist was smart. He had given away few clues to his identity. (p.44)

It shows that Hendershot and Galbraith's job is to put all the clues together and try to find the perpetrator as much as possible. Although the victim only provides a small clue, professionals are required to be able to use the clue as much as possible. What the two detectives did fell into the category of normalizing the limited information spoken by the victim.

Even though what the two detectives did was noncriminal, they still tried to get the best description possible. In datum 36/CH.4PG.42/HE/SS/NLI/T: "Hendershot was not discouraged. She kept probing. She tried to get Sarah to give her a better description" (p.42) shows that what Hendershot and Galbraith did was related to the credibility aspect because the two detectives still maximized their ability to get more valid information. This action is carried out by Hendershot and Galbraith by speaking using a smooth tone and not creating a situation that is too formal. The other 7 data can be seen in the appendices section for further explanation.

d. Being Reliable and Competent

Trust involves the competence of others (Govier, 1997, p. 4). When someone gives trust, it requires the competence of the interlocutor so that the trust can be fully released. Professionals must be responsible for serving society, although many professionals still need to be more responsible in their duties. Society will give their trust along with a guarantee in the form of professional reliability and competence in solving their problems (Govier, 1997, p. 4). If a professional is unreliable, the trust will decrease and cause a sense of deterrence.

Based on the table above, there are 51 attempts to be reliable and competent made by professionals in the novel *Unbelievable* (2019). The researcher used 2 of the 51 data to explain the analysis in more detail; here are the data found in the novel *Unbelievable*.

Datum 40/CH.12PG.170/GA/SS/RC/CR:

As soon as David saw the link, he figured he wouldn't be seeing much of his wife anymore. "Stacy's a very driven person when she gets a major case. She'll work thirty to forty hours straight to get ahead of it. (P. 170).

It shows the efforts made by Stacy Galbraith in solving the rape case; by digging deeper into cryptic information that can be a significant clue in the arrest of the perpetrator. Galbraith used her husband's police account to track the perpetrator's last location and professional history. Galbraith's efforts to be reliable and competent helped she increase social trust by collecting information and traces of where the perpetrator was located.

Datum 42/CH.12PG.171/HE/SS/RC/CR:

I want the right guy to go to prison forever, you know what I mean? But you can't be narrow in focus. You can have that bit of excitement, but there's still so much more work to do. I can't imagine how horrible it would be to jump to the conclusion and convict the wrong person, right? I'm excited...but there's still so much work to be done," Hendershot said. (P. 171).

It shows Hendershot's handling this rape case with care and not taking it lightly. Unlike other criminal cases, Hendershot knows how difficult it is to get precise information in rape cases. The actions taken by Hendershot fall into the category of being reliable and competent because Hendershot has more profound knowledge in this case so that she can minimize mistakes such as false statements or arresting the wrong perpetrator.

In finding the perpetrator, Galbraith shows the effort of being reliable and competent by ensuring that the current case can be resolved clearly without error. In datum 43/CH.14PG.202/GA/SS/RC/CR: "She wouldn't be helping fellow investigators solve an open case, Galbraith realized. She would be notifying them of an unthinkable mistake, about the worst any detective could make" (p.202) Galbraith realized that what the Lynwood police were doing was wrong. She knew that the way the investigation conducted by the Lynwood police would worsen the situation because in dealing with rape victims, a dynamic approach is needed instead of being demanding and forceful.

It takes a sense of responsibility to serve the public to the maximum to create valid statement results. Galbraith and Hendershot must have qualified skills and work with totality. In datum 44/CH.14PG.204/HG/SS/RC/CR: "The Lynnwood officers were struck by how well the Colorado agencies worked together-"just the spirit of cooperation," Cohnheim says" (p.204) shows that Galbraith and Hendershot were able to get the job done well and satisfactorily because of their efforts to become competent professionals by working together. Their actions were working together, communicating, cooperating, and investigating this case.

Galbraith and Hendershot can create more valid and quality information because they work competently without wanting to manipulate information or force the situation. In datum 45/CH.12PG.204/HG/SS/RC/CR: "They shared information. They held routine meetings. "They all knew each other," Cohnheim says. "You could see that communication was not forced or new" (p.204) shows Galbraith and Hendershot's reliable working system. They report to each other if there is a small suspicious thing or the latest information update. They do not hesitate to exchange information and do not hide anything.

As mentioned earlier that police usually prefer to keep information away from other police departments; Galbraith and Hendershot were interdependent. In datum 47/CH.7PG.81/HG/SS/RC/CR:

Cops can be protective about their cases, fearing that information could be leaked that would jeopardize their investigations. But Hendershot right away recognized the potential in collaborating with

Galbraith and Burgess. “Two heads, three heads, four heads sometimes are better than one, right?” she says. (p.81)

The two detectives felt that the results of their investigation would be maximized if done together and cooperatively. Because this case is not shared and just leaves few traces, they feel the results will be better and more valid if done with other qualified experts in this field.

Throughout the investigation, Galbraith and Hendershot prioritized communication and coordination. In datum 48/CH.15PG.214/GA/SS/RC/CR: "Galbraith and Weiner had been in contact almost since the beginning. They had talked frequently during the six-week hunt, consulting each other over search warrants and the timing of O'Leary's arrest" (p.214) it is made clear that from the beginning of this investigation, Galbraith had the principle to let other professionals be involved in maximizing the results of the investigation later. Galbraith feels that if other professionals are involved, the work will be lighter, and the results will be maximized compared to working individually. This action can also increase the validity of the investigation results because it is seen from Galbraith's point of view and with other professionals involved. The other 44 data can be seen in the appendices section for further explanation.

3. Aspects the Professionals have in Gaining Social Trust in *Unbelievable* (2019)

The researcher found data findings that show the aspects that professionals have in increasing social trust in the novel *Unbelievable*

(2019). According to Govier (1997), there are two aspects that professionals must have in increasing social trust and becoming a trustworthy professional; credibility and trustworthiness. By being well-regulated and working according to expectations, the quality of the professional's work will not be disappointing (Govier, 1997, p. 82). Satisfactory work will create honest and more accurate information.

In this subchapter, the researcher focuses on analyzing what aspects Hendershot and Galbraith have in increasing social trust. The data consists of professional aspects in increasing social trust:

Table 4.4 Aspects Professionals Have to Gain Social Trust Table

No.	The Aspects Professionals Have to Gain Social Trust	Total of Data
1.	Credibility	67
2.	Trustworthy	21
Σ		88

a. Credibility

Credibility is created through a professional's history of experience (Govier, 1997, p. 80). A surgeon is said to have credibility when she has much experience dealing with the same type of patient's disease repeatedly; therefore, not all professionals have credibility. The credibility aspect is built by self-regulation, such as improving self-quality through increasing the duration of work, knowledge about his profession, and getting qualifications from others.

Based on the table above, 67 data on credibility aspects appear in the novel *Unbelievable* based on Trudy Govier's Social trust theory. The researcher provides two of the 67 data that are explained in more detail why the data matches the characteristics of the credibility aspect. The following data are found in the novel *Unbelievable*.

Datum 46/CH.14PG.204/HG/SS/RC/CR:

In Washington State, the police in Lynnwood had scuttled Kirkland's efforts to coordinate, even though the two cities were only sixteen miles apart. Despite Shannon's tip—and her insistence the two cases might connect if only someone would look—detectives from the two departments never met in person. In Colorado, Rider and Cohnheim witnessed the power of relationships. They also saw that the police in Colorado had investigative tools the Lynnwood police did not. (P. 204).

Hendershot, and Galbraith have credibility in solving this rape case, shown by their close cooperation. Although Hendershot and Galbraith's offices are far apart, their credibility in solving the problem is unquestionable. Lynnwood police do not possess this aspect of credibility; Lynnwood police need more cooperation even though they do not need to travel long distances to communicate and connect, like Hendershot and Galbraith.

A professional's credibility impacts increasing social trust (Govier, 1997, p. 83). With credibility and self-presentation, society's assumptions can change and increase their trust. Seeing the credibility aspects possessed

by Hendershot and Galbraith in revealing the truth makes society slowly give their trust to the new facts brought by professionals.

Datum 85/CH.16PG.245/HG/SS/RC/CR:

At the Lynnwood Police Department, Marie's case led to changes in practices and culture, Rider says. Detectives receive additional training about rape victims and trauma. They learn the protocols of the International Association of Chiefs of Police—the guidelines written by Joanne Archambault—to build trust with victims, to show respect and reserve judgment, to give victims a say over when and where they are interviewed. (P. 245).

It shows that there is still a low level of credibility in the Lynwood Police Department; therefore, after Hendershot and Galbraith succeeded in revealing the truth behind the false report of Marie's rape case, the Lynwood police were required to take training on special handling of rape cases. In this data, the credibility aspect within Hendershot and Galbraith is seen through how this case can be successfully addressed after years of being closed with false information issued by the Lynwood police.

Thanks to the knowledge and experiences possessed by Hendershot and Galbraith, the failure to solve the case by the Lynwood police can be revealed, and the serial rape case is also resolved. According to Govier (1997), the abuse of power attached to the professional image makes it difficult for professionals to solve problems because of the distrust felt by informants toward professionals (Govier, 1997, p. 99). The Lynwood police carried out this abuse of power by trivializing information from the victim

and indirectly forcing the victim to give in and admit that the rape report was just a false report.

In carrying out their duties, professionals use their self-regulation, set credentials, and integrity to maximize the results of their work. In datum 40/CH.12PG.170/GA/SS/RC/CR:

As soon as David saw the link, he figured he wouldn't be seeing much of his wife anymore. "Stacy's a very driven person when she gets a major case. She'll work thirty to forty hours straight to get ahead of it. (p.170).

shows the totality of Galbraith's attitude in solving the serial rape case. Galbraith is seen trying many ways to track the perpetrator's location. Galbraith has the credibility aspect because she knows what to do. Galbraith used her husband's laptop because he is a police officer too. Galbraith's husband also admitted that his wife was obsessed with finding things and even spent a long time tracking down the perpetrator.

Galbraith and Hendershot's self-regulation attitude is also used in tracking perpetrators on porn sites. Galbraith and Hendershot's initiative makes both them can be categorized as having credibility aspects. In datum 57/CH.15PG.217/HG/SS/RC/CR:

He asked Galbraith and Hendershot to check O'Leary's porn sites, to see whether he had posted any of the photos. One morning, the two women met at the FBI's regional headquarters in Stapleton, a neighborhood built on the site of Denver's old airport. (p.217).

It shows Galbraith and Hendershot working together to search porn sites to find the perpetrator. They browse many porn sites all day and find that many victims are also published. Galbraith and Hendershot's cooperative relationship occurs because both have aspects of credibility to do a job in totality.

To maximize their work, Galbraith and Hendershot invited other professionals to join them in tracking down the perpetrators. In datum 68/CH.7PG.100/GA/SS/RC/CR: “As Galbraith and Grusing chased the Kansas connection, she turned to a far more local resource: her department’s own crime analyst, Laura Carroll” (p.100) shows that Galbraith and Hendershot realized that they needed help from other professionals who are more experts so that the results of this investigation end correctly without mistakes. What Galbraith and Hendershot did was different from what the Lynwood police did. Galbraith and Hendershot did not want the outcome of this case to be non-transparent and subjective.

To find the perpetrator, Galbraith, and Hendershot contacted other professionals to contribute to the search for the perpetrator, and one of them contacted police departments in America, hoping that there were police departments that had case characteristics similar to what they were currently working on in this case. In datum 53/CH.14PG.199/GA/SS/RC/CR: “When she called the Lynnwood police—it was Thursday, March 3—Galbraith identified herself, then provided Marie’s image and asked if the department had any case reports involving her. Told yes, Galbraith asked for a copy” (p.199) shows that Marie has set credentials by trying various options to

find the perpetrator even though other police do not commonly use them. Galbraith knew that the detective would not let other police departments know about the case, but Galbraith still chose to cooperate with other departments.

Galbraith and Hendershot did not rush to report after gathering evidence and material to prosecute the perpetrators. In datum 58/CH.15PG.216/HG/SS/RC/CR: "Perhaps Michael had carried out the attacks, while his doppelgänger brother ran his pornographic website empire? "We need to alibi the brother," he told Galbraith and Hendershot" (p.216) shows that Galbraith and Hendershot did not make rash decisions because they had handled rape cases several times and knew that cases like this were easily confused. They have credibility in solving this case by working expertly. The other 60 data can be seen in the appendices section for further explanation.

b. Trustworthy

In using the services of an expert, a victim must believe what the expert does and says (Govier, 1997, p. 69). An expert must control herself to get a trustworthy image from the victim to make the victim believe. Hendershot dan Galbraith's actions contrast with credibility, focusing on completing tasks well. Integrity and concern for others are needed to be trustworthy. Based on the table above, are 21 data categorized as trustworthy aspects in the novel *Unbelievable*. The researcher uses two of the 21 data as examples of the results of the analysis of trustworthy aspects

found in *Unbelievable*. The following data on trustworthy aspects have been found.

Datum 23/CH.2PG.6/GA/SS/RT/T: “Galbraith walked up and introduced herself. Want to talk in my car? she asked. It would be warmer there. Safer there” (P. 6) shows Galbraith's attitude that does not make the atmosphere formal and tense; Galbraith looks for the most comfortable place for the victim. All professionals do not own this aspect that Galbraith has. Professionals need to use trustworthy aspects to make it easier for them to complete their tasks. By having trustworthy aspects, the victim will openly provide their information.

This trustworthy aspect is built by paying attention to personal styles, such as neat clothes while on duty, smiling, and speaking in a non-intimidating tone. According to Govier (1997), professionals create a positive image through character and actions so that victims will respond positively (Govier, 1997, p. 48). Self-presentation helps create a trustworthy impression on the victim so that the victim will give trust and a comfortable impression.

Datum 14/CH.16PG.249/HE/SS/LA/T: “Hull knew that many victims have a wish for confidentiality and a fear of not being believed. So her program gives victims a say in how, and even whether, the police proceed. Victims can remain anonymous” (P. 249). Shows Hull, as Hendershot's team, created a program for the victims in his care. This program allows the victims to reveal information about the rape that happened to them under anonymized names. This aspect carried out by

Hendershot's team falls into the category of trustworthy aspect. Hendershot has a character that not all professionals have, a character that can build a trustworthy image in her work.

All professionals do not possess self-presentation skills and the character of a professional. According to Govier (1997), professionals who present themselves as trustworthy will be gentle, prioritized manner, use good intonation, and be well-spoken (Govier, 1997, p. 82). Hendershot presented these things when dealing with victims, so this trustworthy aspect benefited Hendershot in creating a good relationship with the victim as the primary informant and succeeded in getting information that other professionals might not have been able to get.

As an expert, Hendershot knows how difficult it is to handle rape cases because, often, the lack of lighting means that the victim cannot see the face of the perpetrator or the specific features of the perpetrator. In datum 37/CH.4PG.42/HE/SS/NLI/T:

Hendershot understood. She had worked more than a hundred rape cases. She knew how difficult it was to talk about rape—so difficult that it stopped many women from reporting at all. One of the top reasons was the fear of not being believed. Younger cops were often puzzled. You want to catch the guy? Why not spill the details?.
(p.42)

Hendershot tries to maintain the victim's privacy and does not allow the victim to be humiliated. Rape victims are easily discouraged from reporting

due to the fear of humiliation and police responses that sometimes do not make victims comfortable but instead feel pressured.

In resolving these rape cases, cooperation between victims and professionals is needed. It is not only the professionals who make the victim trust them, but the victim must also be brave enough to trust the professionals. In datum 32/CH.4PG.47/HE/SS/NLI/T:

When Burgess interviewed her the following day, Doris seemed “composed,” he told Hendershot. She had “a very matter-of-fact demeanor, was not emotional. “I don’t recall any sort of an outpouring, or a breaking down,” he said. “It was just, ‘This happened. Now let’s see what we can do.’ ” (p.47)

Hendershot and his team try their best to solve the problem and make the victim continue to believe by trying not to disappoint the victims they handle. The other 17 data can be seen in the appendices section for further explanation.

B. Discussions

Based on the research findings, the researcher found that the novel *Unbelievable* (2019) has determining factors in the rise and fall of social trust in the rape case experienced by Marie. Among social status and the number of adherent, the data results in the research findings subchapter found that social status is the dominant determining factor. The social status factor in *Unbelievable* is presented through detectives Hendershot and Galbraith by making four efforts: listening attentively and trying to understand, being respectful and transparent, normalizing the victim's

limited information, and being reliable and competent. Their efforts increased social trust in Marie's rape case, especially the steps of being reliable and competent.

The effort of being reliable and competent is the dominant data based on research findings. Although Govier states that the four steps can increase social trust, it is also necessary to have aspects owned by professionals as support to successfully carry out the four actions of efforts to increase social trust. Based on the research findings, the researcher found that the professional characters in the novel *Unbelievable*, Hendershot and Galbraith, have two aspects found in themselves; credibility and trustworthiness. Credibility is the dominant aspect that Hendershot and Galbraith have in handling Marie's suspicious rape case.

1. The Determining Factors to Gain Social Trust in *Unbelievable* (2019)

This part of the research discusses the determinants of high-low social trust in the novel *Unbelievable* (2019). Determining factors relate to a support statement that make people believe in a statement more than other statement. The results of this study show that the two determining factors have different results.

Based on the analysis conducted by the researcher, the researcher found that the determining factors in *Unbelievable* are social status and number of adherent. Social status has a dominant influence in influencing society's beliefs because someone with social status is unlikely to do something arbitrarily or act rashly and without thinking carefully. According to Govier (1997), in terms of profession, a person will have more confidence in a professional focused on that

field because the professional already has standard procedures (Govier, 1997, p.47). A person's social status guarantees that they can perform their duties as expected.

Hendershot and Galbraith, who have a lot of experience solving rape cases over the years and have several achievements in their field, show that their social status are higher than the Lynwood police. Hendershot gained society's trust because of Hendershot and Galbraith's historical background as experts in rape crime cases. According to Govier (1997), experiences create impressions and inferences. Someone can use the services of the same professional repeatedly because of the knowledge made regarding integrity, honesty, reliability, and caring person (Govier, 1997, p.47). Hendershot builds her social status with experience and creates a better self-presentation so that people easily rely on Hendershot to solve their problems.

One example of determining factor social status in *Unbelievable* is in "Maybe they could change how they do things so another woman won't get treated as I did" (Armstrong, (, 2019, p. 240). In this data, the victim (Marie) sued the Lynwood police for their incompetence in handling Marie's rape case. At that time, society quickly trusted the Lynwood police's decision because of their social status as a police department. This phenomenon shows that social status is very influential in increasing social trust because there is an image of integrity, experience, and standard procedures.

The novel *Unbelievable* is based on a true story that happened to Marie and the other four victims, so there are video interviews conducted by Hendershot and Galbraith as detectives who managed to uncover the truth of the

famous false report in 2008, one of their video interviews is Galbraith's interview with *9NEWS*. Galbraith has emphasized in her interview with Lori Lizarraga from *9NEWS* that every experience she goes through builds a better self-presentation in herself "I think every case makes me better whether or not it's a serial rapist, a criminal trespass to a motor vehicle, or something" (Lizarraga, 2019). Galbraith added that the teamwork of Hendershot and Galbraith was very total; they had a lot of trial and error they did in solving this serial rape case.

The following is Galbraith's explanation during the interview in the same video "Methods that work, methods that don't work, and even though it didn't work here, let's go ahead and try it here and just adds to the whole experience in law enforcement" (Lizarraga, 2018). Hendershot and Galbraith put all their skills, experience, and knowledge into solving this case.

The number of adherent is a determining factor in gaining social trust based on the number of people who agree with a statement. Based on the componential table above, the number of adherent factors has a small amount of data, 15 data. This result matches Govier's idea (1997), knowledge has power; everyone does not own wisdom, while someone who has social status, such as a professional, has the power of knowledge or is an expert in a field so that people who have social status seem more exclusive and trustworthy. The number of adherent helps strengthen a statement with the number of people who agree, while social status with their status and knowledge.

In *Unbelievable*, the victim is accused of making a false report because there is just one person who believe Marie's statement. Only Jordan, Marie's ex-boyfriend, believes one voice cannot validate Marie's argument. Two

determining factors cause the decrease in social trust, the loss of comparison between people who agree and disagree, and Jordan's social status cannot strengthen Marie's statement; Jordan is just an 18-year-old boy who works part-time in between his busy school schedule.

Hendershot and Galbraith use social status to build the basic foundation of social trust. They convince informants with their social status and collect a valid information to strengthen the basic foundation. After the information and evidence are good, the number of adherent is present to continue increasing social trust. The more people who agree with Hendershot and Galbraith's statement, the more valid the victim's argument and the accusation of the false report can be refuted. Based on Govier (1997), these beliefs must also be felt by other people so that other people also believe these beliefs exist. If the opinion is subjective, it can be considered a hallucination. If the quantity of support for a statement is high, the information may be regarded as applicable (Govier, 1997, p. 60). When a society believes the victim's opinion, the victim can prosecute the false report allegation.

The factor number of adherent appears in the line "Then why didn't you say something? Why didn't you stick up for me? You were my case manager-but left them unspoken" (Armstrong, & Miller, 2019, p. 211). The two managers of Marie's foundation (Wayne and Jana) trust Marie again after the statements revealed by Hendershot and Galbraith spread and received support from society. Previously, they were suspicious of Marie's words and did not try to defend Marie (who is one of their foundation's children) when many parties pressured Marie for her statements which were suspected of false reporting.

Travis Mayfield interviews Ken Armstrong (author of *Unbelievable*) on *FOX 13 Seattle* news channel. Armstrong explained the details of the situation he had written in his novel. He revealed that the trigger for the decrease in social trust was the number of people who doubted Marie's statements because of Marie's background as a rebellious pubescent child. After Marie's two foster parents suspected Marie's words as a false report, the Lynwood police also began to doubt; this is supported by what is in the investigative report (there were no traces of a house break-in, cuts, or bruises from sexual violence, no witnesses, no fingerprints, a clean crime scene, and the victim's bad background).

Here's what Ken Armstrong had to say when Travis Mayfield ask about the reasons for the society's disbelief in the rape case:

Basically, it can be traced to a misunderstanding of trauma. People in Marie's life don't understand how trauma can look or appear. The investigating police also had the same misconception; everyone thought she was hysterical and crying. When the victim (Marie) has a flat affect when she looks emotionless, it makes people suspect her story and make them think she is lying. (Mayfield, 2018).

The society was affected by the disbelief of Marie's family and the Lynwood police team, so social trust decreased as there were getting fewer and fewer people who supported Marie's statement.

2. The Professional's Attempts to Gain Social Trust in *Unbelievable* (2019)

This section focuses on the actions taken by professionals (Hendershot and Galbraith) to increase social trust. This social trust decreased due to the

negligence of the Lynwood police, and the truth was revealed after three years had passed. This part of the research discussed the efforts made by professionals related to the actions in treating informants to get valid information.

Based on the componential table, Hendershot and Galbraith carried out the effort of listening attentively and trying to understand in carrying out their duties as professionals. Hendershot and Galbraith made this effort to the informants, which are the five victims. According to Govier (1997), Each professional has their own opinions, and many inconsistencies arise from their opinions. Society determines which opinions are inconsistent and consistent from professionals (Govier, 1997, p. 102). Although the victim is the primary informant of a rape case or other types of criminality, it does not necessarily mean that the information from the victim is a valid statement.

Even though the victim's statement is vague, and sometimes the victim cannot remember the description of the incident, a professional must seriously work according to their role. A victim's statement is fragile and quickly changes; some even withdraw their statements. Hendershot and Galbraith handled this serial rape case by listening attentively and trying to understand slowly understand the situation, the characteristics of the victim, and the traces of the perpetrator that might be accidentally or deliberately left at the crime scene. Galbraith mentioned one of her rules in solving rape cases, listen and verify.

In Galbraith's interview with *9NEWS*, Galbraith revealed that by listening attentively and trying to understand, the investigation would be more straightforward because Galbraith understood the description of the perpetrator:

One of the victims gave so much information, I felt like I had to have an immediate first presence with him (the perpetrator) too. I know that's weird and strange, but when I saw him, I felt it; I saw his eyes and everything she (the victim) said (Lizarraga, 2019).

Although in rape cases, information is very fragile, Galbraith and Hendershot still insist on following their rules to receive all data from the victim as the primary informant.

According to Govier (1997), the characteristic of listening attentively and trying to understand is to have the ability to listen to all information and process the data (Govier, 1997, p. 62). Hendershot and Galbraith acted under what Govier has stated in her theory; Galbraith explained this in her interview with *9NEWS* about none of the victims mentioning the birthmarks on the perpetrator's leg, and one of the victims (the victim who lived in Golden) said these features:

We confirmed a mark that was on the leg; one of the victims was the only one who was able to see either, recall, or maybe just able to report that birthmark that was on his leg; none of the other victims saw it or remembered seeing it, so I just felt like I had to confirm that for me (Lizarraga, 2019).

Galbraith did not underestimate the small information that was not simultaneous with other victims; Galbraith still used the details and tried to validate the truth.

The researcher has analyzed the efforts of respect and transparency in the novel *Unbelievable* and found that there are 7 data primarily performed by Hendershot. Hendershot took several actions, such as demanding information from the victim as it is without interference from other people's conclusions.

Hendershot's steps are under the criteria for being respectful and transparent expressed by Govier (1997); an expert can be trusted if she is respectful and transparent. She has boundaries, is not a Mr. Know-it-All, and does not intend to manipulate, be neutral, and be consistent (Govier, 1997, p. 69). Hendershot and Galbraith try to be neutral and professional and not manipulate information.

According to Hendershot, whatever the victim's response, professionals are not allowed to use the response as an excuse or reference to validate a statement. Hendershot tried to be respectful and transparent by being a consistent professional and not being influenced by other things around the victim. What Hendershot did was the opposite of the Lynwood police; the Lynwood police agreed to meet with Marie's foster parents to hear Marie's background information from both foster parents, what the Lynwood police did risks undermining the data from the victim, which should be considered as the primary information and brief reference in the investigation.

Not only in receiving information, but the Lynwood police also neglected to create police-victim boundaries to make the victim comfortable and willing, to be honest with the police. Lynwood police came immediately when the rape was reported, pressuring the victim to testify in front of many people. Lynwood police action differs from Galbraith's; Galbraith invited the victim to get into her car because it was quiet and had less noise. According to Galbraith, bringing the victim to a more private place makes the victim feel more comfortable so that the victim can disclose all information without feeling strange and as if she is embarrassing herself.

Trauma impacts the victim's activities, including providing information during interrogation sessions with the police. Victims need space to accept reality, and in the novel *Unbelievable* (2019), victims are not given space by the Lynwood police. The researcher found 12 pieces of data to normalize the victim's limited information in *Unbelievable* (2019). Unbelievably, the Lynwood police seemed to rush the investigation so that the relationship between the Lynwood police and the victim was not well established and comfortable; the victim felt pressured into providing information, so the victim felt uncomfortable and accidentally left information inconsistently.

Uncomfortable and tense situations should not occur in police-victim interrogations; rape cases have special handling because of trauma. According to Govier (1997), victims have the right to be aware of the professional service they receive if it is not under the rules, such as forcing the victim to testify (Govier, 1997, p. 101). Lynwood police ignored the standard procedure that should have been applied; due to the lack of skills, experience, and knowledge in rape cases, the unfair practice occurred, making it difficult for the victim to cooperate. In this case, the Lynwood police ignored some information that could have been used as essential clues.

Hendershot and Galbraith made an effort to normalize the victim's limited information by showing how both of them were familiar with the gestures of traumatized rape victims, in contrast to the Lynwood police, who were suspicious of the victim's gestures that were not hysterical and called it an "unusual attitude."

In the real life story, this effort is also performed by Hendershot and Galbraith; based on the *9NEWS* interview with Galbraith, she emphasized that each victim has their way of reacting to their rape:

In this case, it just so brings delight that victims of crimes, especially something so intimate as a sexual assault, the victims all react differently, they are telling you their story that they don't even talk about their most recent consensual sexual encounter much less something, so heinous, violent, and not consensual. The victims don't report all the same, so you are taken in all this information and can see the difference in the victims. (Lizarraga, 2019).

Galbraith normalizes the victim's limited information by accepting all info even though it is different and trying to process and validate which data is valid. In an interview between Galbraith and *9NEWS*, Galbraith added that she and Hendershot have their own rule in handling this case which is to be neutral professionals and the perspectives of each victim because each victim has their impression of the rape they experienced. "These victims are reporting much differently, and so you have to be neutral in seeing the different perspectives of the victims; how investigators are having to draw that information out to use." (Lizarraga, 2019). According to Galbraith, their team must understand each victim's information without judgment or jumping to conclusions.

The researcher found 51 attempts to be reliable and competent in the novel *Unbelievable* (2019). Hendershot and Galbraith show several actions that can be categorized as efforts to be reliable and competent, such as finding definitive proof in the middle of their investigation to solve this rape case.

Reliability and competence are done by maximizing skills and knowledge in carrying out their role as a professional. Hendershot and Galbraith made this effort using their experiences and training in sexual assault crime. Lynwood police do not carry out this effort optimally; Lynwood police do not have experience in the field of the latest sexual assault cases; they attended training in this field in 1990, which is not more relevant than the experiences that Hendershot and Galbraith have.

Hendershot and Galbraith carried out their roles carefully and responsibly because, according to Govier (1997), professionals must work competently and reliably as professionals with more knowledge and a responsibility to serve society (Govier, 1997, p. 78). Hendershot and Galbraith work according to their experiences as professionals who often handle rape cases.

Based on what Galbraith explained in *9NEWS* interview, the detective felt that she and Hendershot were able to uncover this case because of their excellent communication and quick response:

All the communication (between Hendershot and Galbraith) was so key and open, we (Hendershot and Galbraith) weren't afraid to contact any agencies or bring someone to the table even at the end the someone was not related and passed it, but we would have hated to miss something (Lizarraga, 2019).

Galbraith swiftly tried to contact other police departments to ask if there were similar cases. Hendershot (from a different department) replied that the rape case they were handling had similarities. Galbraith and Hendershot's quick response created new information to explore further. Galbraith felt that she had fallen in

love with Marie's case and was overly devoted to it, as Galbraith expressed in her interview with *9NEWS* "I feel blessed that for whatever reason I got to put my mind to it, my heart to it, my experience to it, my dedication to it." (Lizarraga, 2019).

Galbraith loved crime, and so did Hendershot. They dedicate their time and energy to their roles as detectives. In an interview with *FOX 13 Seattle*, Ken Armstrong (author of *Unbelievable*) openly recognized the greatness of Hendershot and Galbraith in terms of skill, knowledge, and teamwork:

The only way we know he's telling the truth is because of the hard work of the police in Colorado. The detectives in Colorado working across the jurisdiction did an amazing investigation where they could arrest a serial rapist in his home afterward. They found evidence that he raped women in Washington, including Marie. (Lizarraga, 2019).

3. The Professional's Aspects to Gain Social Trust in *Unbelievable* (2019)

The researcher discusses the aspects of the professional. This part focuses on explaining professionals' triggers so that social status can affect high-low social trust. The results of these two aspects are different, and the results clarify the primary catalysts that make people increase their social trust, which is only owned by a person with social status, especially professionals.

Credibility is needed in handling crime because police must face criminals who are sometimes smarter than the police themselves. In the novel *Unbelievable* (2019), professionals own 67 aspects of credibility in handling the rape case committed by Marc O'Leary, the perpetrator of this serial rape.

Professionals have considerable autonomy. By and large, professionals tend to set credentials for admission into the profession and be self-regulating (Govier, 1997, p. 80). A professional has self-regulation to be able to perform optimally and under expectations.

Hendershot and Galbraith do not quickly conclude every time they find a new clue; they become more careful with their following action because rape cases are cases whose information can be more vital than other criminal cases. "Amber's (The victim) recollection needed to be right." (Armstrong, & Miller, 2019, p. 86). Hendershot and Galbraith have different rules for handling rape cases; these rules are special rules that cannot be applied in other criminal cases. Hendershot and Galbraith's strong principles show the credibility aspect in both of them built by their experiences as professionals often involved in rape cases.

In an interview with one of the *9NEWS* news channels, Galbraith said that every scene and every victim she met led her and Hendershot to honest answers, valid answers, not based on the influence of preliminary information. "Each case, each victim, each scene brought more to the equation for law enforcement to work with even though we had a perpetrator that was purposely removing evidence, was relocating his attacks" (Lizarraga, 2019). Hendershot and Galbraith are self-regulating after their experiences and trial and error.

In addition to self-regulation, appropriate credentials, technical skills, and moral integrity are needed to form the quality of a professional (Govier, 1997, p. 82). Technical skills carried out by Hendershot and Galbraith include

not pressuring victims; scaring victims into providing valid and efficient information. Ken Armstrong as the author of the novel *Unbelievable*, emphasizes the fact that there is an aspect of credibility in Hendershot and Galbraith; this was said when Ken Armstrong was a guest on one of the *FOX 13 Seattle* TV shows:

Once the Lynwood police began doubting Marie, they didn't interview her as a victim, they interrogated her as a suspect and they used high-pressure techniques that might normally be associated with a robbery suspect. Under that pressure, she recanted to her. It was the easiest way to get out of this untenable situation. (Mayfield, 2018)

How trustworthy the victim is to the professional depends on the first impression between the professional-victim. Based on Govier's (1997) statement, trustworthiness is built through the professional's personal style, character, ability, and self-presentation (Govier, 1997, p. 83). With Hendershot's ability to understand the situation, Hendershot gained the victim's trust. Hendershot provided space for the victim not to feel pressured or burdened, allowing the victim to feel comfortable and valued. This is shown by a part in the story when the team of Hendershot and Galbraith acted to maintain the victim's trust by receiving any information from the victim with the guarantee that the information would be safe and constantly maintained.

Professional-victim needs trust in each other; this trust is built starting from the first impression of the professional. Professionals must be supported by speech and self-presentation to convince the victim, the main informant of

a rape case. Hendershot and Galbraith have this aspect; unlike the Lynwood police, which creates a tense interrogation situation, Hendershot and Galbraith make a safe and comfortable condition. The trustworthy aspect is necessary for an investigation because the victim needs at least one professional who can understand the victim and be reliable.

An investigation will not be successful if one of the parties (professional victim) doubts the cooperation. According to Govier (1997), in using the services of an expert, a victim must believe what the expert does and says (Govier, 1997, p. 69). To complete the perpetrator search and problem-solving, the victim must feel the skills and knowledge of a professional. The efforts made by Hendershot and Galbraith, such as speaking softly, not being pushy, and being skillful in their work, match what Govier has said in her social trust theory.

Hendershot instructed her team not to burden the victim in the interrogation process. Hendershot tried to treat the victim gently and use a personal style that made the victim comfortable. Hendershot's action can be categorized as trustworthy because, according to Govier (1997), professionals who present themselves as trustworthy will be gentle, prioritized manner, use good intonation, and be well-spoken (Govier, 1997, p. 82).

CHAPTER V

CONCLUSION, IMPLICATIONS, AND SUGGESTIONS

A. Conclusion

In this subchapter, a summary is made based on the research findings and discussion results. *Unbelievable* (2019) is a true crime novel based on the author's interviews with Hendershot, Galbraith, and the parties involved. With a story topic that focuses on the role of Hendershot and Galbraith, there are efforts made by Hendershot and Galbraith during their journey to find facts. These efforts are being made to increase social trust, which has decreased due to incompetent police.

The researcher found that social status factor is the dominant factor in determine the increase of social trust rather than the number of adherent. This result is because of the standard procedures that Hendershot and Galbraith have as experienced professionals so that society feels Hendershot and Galbraith are reliable. With 88 data found, Hendershot took more actions than Galbraith, and data where Hendershot and Galbraith collaborated had dominating results. This result is because although Hendershot and Galbraith are competent professionals, there are weaknesses between the two that complement each other while solving this rape case.

From the four attempts made by Hendershot and Galbraith, being reliable and competent is the dominant effort. This result is because, in handling this rape case, Hendershot and Galbraith mostly acted with other professionals. In contrast, the three types of efforts (listening attentively and trying to understand, being respectful and transparent, and normalizing the victim's limited information) were

often done between professionals-victims. The dominance of being reliable and competent was also triggered by the many procedures carried out by Hendershot and Galbraith, such as actively communicating with other professionals, tracking the perpetrator's location by walking down the street, and tracking online.

In carrying out their efforts, Hendershot and Galbraith have two aspects, credibility, and trustworthiness, which contribute to increasing social trust. Of the two aspects, the credibility aspect dominates. Credibility is more prominent in *Unbelievable* because this aspect is often used by Hendershot and Galbraith in many actions, in contrast to the trustworthy aspect, which is more pronounced in scenes of professional-victim encounters. Credibility emphasizes the quality of a professional's work, and it appears a lot in *Unbelievable* when Hendershot and Galbraith realize that the perpetrator's characteristics and the purpose of the rape committed by the perpetrator are odd and rare.

B. Implications

Based on the discussion, this research can be applied to various fields, such as literary studies and other studies that relate to social trust in criminal situations. Literature is connected to sociology because the creation of literature requires society to reflect or inspire—for example, various types of people, along with their heart situations or expressions. The product of literature also uses feelings so that in psychology, literary works can be created depending on the psychological problem of the artist herself. Based on this explanation, it is hoped that this research can contribute to complete knowledge about how social trust can be influenced by

two determining factors, efforts from others and first impression or self-presentation as a supporting aspect of increasing social trust.

C. Suggestions

A literary work in the form of a novel has not only plot, character, conflict, and hidden messages. In a story, there is also a new culture from each era created due to the habits of society in a region. Literary works in the form of novels provide knowledge of the latest culture of each age through an explanation of the patterns or mindsets of the characters in the story. As in the book *Unbelievable* (2019), there is an American culture in dealing with a rape crime case that occurred without leaving a trace of evidence.

This research is expected to assist the next researcher in discovering the culture of a country's society in dealing with rape crime cases that occur cryptically without supporting evidence. By finding the gap in this research, the next researcher can use the same topic to reveal what customs exist in a country if there is a conflict similar to the object of this research. The next researcher can use the Netflix documentary *Suspect/Victim* with the same topic but different theories for raising social trust that can change in a criminal case.

BIBLIOGRAPHY

- Archambault, J., and Lonsway, K.A. (2020). *Raped, Then Jailed: The Risks of Prosecution for Falsely Reporting Sexual Assault*. End Violence Against Women International (EVAWI).
- Bauer, P., & Freitag, M. (2018). *The Oxford Handbook of Social and Political Trust*. Oxford University Press. Retrieved from https://www.researchgate.net/profile/Paul-Bauer-4/publication/323219380_Measuring_Trust/links/5a86b1e20f7e9b1a9548eafe/Measuring-Trust.pdf.
- Benedict, H. (1993). *Virgin or Vamp: How the Press Covers Sex Crimes*. Oxford University Press.
- Cui, S., Jiang, Y., Shi, Q., Zhang, L., Kong, D., Qian, M., & Chu, J. (2021). *Impact of COVID-19 on Anxiety, Stress, and Coping: Styles in Nurses in Emergency Departments and Fever Clinics: A Cross-Sectional Survey*. PubMed Advanced. Retrieved from DOI: 10.2147/RMHP.S289782.
- Coburn, E.C., & Turner E.O. (2012). *The Practice of Data Use: An Introduction*. American Journal of Education.
- Courson, B., & Nettle, D. (2021). *Why do Inequality and Deprivation Produce High Crime and Low Trust?*. Retrieved from <https://doi.org/10.1038/s41598-020-80897-8>.
- Devine, D., Gaskell, J., Jennings, W., & Stoker, G. (2020). *The Decline of Public Trust in Government – What does this mean during a pandemic?*. UJPPS.

Retrieved from
<https://www.ujpps.com/index.php/ujpps/announcement/view/53>.

Edelman, R. (2019). *Trust and Distrust in America*. Daniel J. Edelman Holdings, Inc. Retrieved from <https://www.edelman.com/insights/trust-distrust-in-america>.

Giddens, A. (1993). *Sociology*. Polity.

Govier, T. (1997). *Social Trust and Human Communities*. McGill-Queen's University Press.

Hox, J.J., & Boeijs, H.R. (2005). *Encyclopedia of Social Measurement*. Elsevier.

Kim, M., & Beehr, T. (2018). *Empowering Leadership: Leading People to be Present Through Affective Organizational Commitment?*. The International Journal of Human Resource Management. Retrieved from DOI:10.1080/09585192.2018.1424017.

Kundu, D. (2021). *Popular Culture and The Forensic Female Gaze: Women Detectives in Unbelievable*. Christ University.

Lizarraga, L., & Jeffrey, D. (Producers), & Best, M. (Director). (2019). *9NEWS: Full Interview: Real-life detective from Netflix series 'Unbelievable'* [Youtube]. Nine News. Retrieved from <https://www.youtube.com/watch?v=aHU4UsDKKjE&list=PLMUooE-nd7WZVK8CWaKbQWd9sGi3frERA&index=2>

- Leonthat, C.D.G. (2019). *The Role of Social Media and the Criminal Justice System in the Perpetuation of Rape Culture in Asking for It (2015) and Unbelievable (2019)*. Universitat de les Illes Balears.
- Gilbo, S. (2022). *Crime Genre Conventions*. Savannah Gilbo. Retrieved from <https://www.savannahgilbo.com/about>.
- Malouff, M.J., & Schutte, S.N. (2021). *False Recantations by Adults of Sexual Assault Allegations*. University of New England.
- Mayfield, T., & Garcia, A. (Producers), & Pearson, P. (Director). (2018). *FOX 13 Seattle: Ken Armstrong Talks About His New Book, 'A False report: A True Story of Rape in America'* [Youtube]. FOX 13. Retrieved from <https://www.youtube.com/watch?v=uKTb15-1ZfM&list=PLMUooE-nd7WZVK8CWaKbQWd9sGi3frERA&index=1&t=6s>.
- Michael, D.M. (2019). *Triangulation: A Method to Increase Validity, Reliability, and Legitimation in Clinical Research*. Emergency Nurses Association. Retrieved from <https://doi.org/10.1016/j.jen.2018.11.004>.
- Miller, C., & Ken. A. (2019). *Unbelievable*. Windmill.
- Moore, M.C. (2021). *Let's Talk About Rape: Sexual Assault in Young Adult Literature*. The University of North Carolina.
- Mordecai, M., & Connaughton, A. (2020). *Public Opinion About Coronavirus is More Politically Divided in U.S. than in Other Advanced Economies*. Pew Research Center. Retrieved from <https://www.pewresearch.org/fact->

tank/2020/10/28/public-opinion-about-coronavirus-is-more-politically-divided-in-u-s-than-in-other-advanced-economies/.

Orth, T. (2022). *Half of Americans Enjoy True Crime, and More Agree it Helps Solve Cold Cases*. YouGovAmerica. Retrieved from <https://today.yougov.com/topics/entertainment/articles-reports/2022/09/14/half-of-americans-enjoy-true-crime-yougov-poll>.

Polit, & Beck. (2012). *Nursing research: Generating and assessing evidence for nursing practice*. Lippincott Williams and Wilkins.

Radu, V. (2019). *Qualitative Research: Definition, Methodology, Limitation, Examples*. Omniconvert. Retrieved from <https://www.omniconvert.com/blog/qualitative-research-definition-methodology-limitation-examples/>.

Rawat, A.S. (2021). *An Overview of Descriptive Analysis*. Analytics Steps Infomedia. Retrieved from <https://www.analyticssteps.com/blogs/overview-descriptive-analysis>.

Rosenbaum, K., Joshua, B.F, & Susan, H.F. (2020). *Unbelievable: Myths and Realities of Sexual Assault*. The American Academy of Psychiatry and The Law Online.

Iro, S.L. (2015). *Data Collection Techniques A Guide for Researchers in Humanities and Education*. International Research Journal of Computer Science.

- Siegrist, M. (2021). *Trust and Risk Perception: A Critical Review of the Literature*. Wiley Online Library. Retrieved from <https://doi.org/10.1111/risa.13325>.
- Sofaer, S. (1999). *Qualitative Methods: What are They and Why Use Them?*. Health Services Research.
- Thanetsunthorn, N. (2021). *Corruption and Social Trust: The Role of Corporate Social Responsibility*. ResearchGate. Retrieved from DOI:10.1111/beer.12380.
- Thorsen, N.L. (2020). *Political and Social Trust in China: Can technology help restore trust in China*. University of Oslo.
- Toth, E. (2021). *A Politics of Listening: Preventing The Retraumatization of Sexual Violence Survivors in The US Criminal Justice System Through Narrative Reclamation*. Washington University. Retrieved from <http://occamsrazorwwu.org/volume-11-1/2021/6/6/a-politics-of-listening-preventing-the-retraumatization-of-sexual-violence-survivors-in-the-us-criminal-justice-system-through-narrative-reclamation>.
- Waltke, H.L., Weiss G., Schwarting D., Dawn, Minh N., & Frances S. (2018). *Sexual Assault Cases: Exploring The Importance of Non-DNA Forensic Evidence*. The National Institute of Justice.
- Weiss, A., Michels, C., Burgmer, P., Mussweller, T., Ockenfels, A., & Hotmann, W. (2021). *Trust in Everyday Life*. Journal of Personality and Social Psychology. Retrieved from <https://psycnet.apa.org/doi/10.1037/pspi0000334>.

Xu, M.A., & Storr, G.B. (2012). *Learning the Concept of Researcher as Instrument in Qualitative Research*. University of New Brunswick.

APPENDICES

Appendix 1: Data Analysis

Componential Table									
Subjects	SS								NA
	CR				T				
	LA	RT	NLI	RC	LA	RT	NLI	RC	
Hendershot	2	2	1	10	4	1	7	-	-
Galbraith	7	-	3	14	2	2	1	-	-
Hendershot & Galbraith	-	2	-	26	3	-	-	1	-
Society	-	-	-	-	-	-	-	-	15
Cultural theme	The most dominant data from the componential table are SS (Social Status), Being Reliable and Competent (RC), & Credibility (CR).								

	<ul style="list-style-type: none">• SS (Social Status): Social Status is owned by someone who has a role in society and works by using standard procedures, has integrity and honesty, is reliable, and someone who cares.• RC (Being Reliable and Competent): Reliability and competence are one of a professional's efforts to increase social trust. This action is carried out to the victim and practiced when the professional does his job. Being reliable and competent is done with skills that are qualified for their duties, responsible for serving society, and working according to their role as a professional.• CR (Credibility): The credibility aspect is an aspect that a professional has to increase social trust. All professionals do not own the credibility aspect. This aspect is built from professional self-regulation, having credentials, technical skills, theoretical knowledge, and moral integrity.
--	---

The coding pattern is:

data number/chapter-page/character code/the determining factors/the attempts of professionals/the aspects the professionals have.

Characters Code:

1. Professional's attempt – Edna Hendershot: **(HE)**
2. Professional's attempt – Stacy Galbraith: **(GA)**
3. Professional's attempt – Hendershot and Galbraith: **(HG)**
4. Society: **(SO)**

A. Determining Factors to Gain social trust:

1. Social Status. **(SS)**
2. Number of Aderent. **(NA)**

B. The Professional's Attempts to Gain Social Trust:

1. Listening attentively and Trying to Understand. **(LA)**
2. Being Respectful and Transparent. **(RT)**
3. Normalizing victims's limited informations. **(NLI)**
4. Being Reliable and Competent **(RC)**

C. The Professional's Aspects to Gain Social Trust:

1. Credibility **(CR)**
2. Trustworthy. **(T)**

Appendix 3: Data Findings

TABLE OF DATA FINDINGS

NO.	DATA	EXPLANATION	Data Code	Analysist	Valid/ Invalid
1.	A lot of times people say, ‘Believe your victim, believe your victim,’ ” Galbraith says. “But I don’t think that that’s the right standpoint. I think it’s listen to your victim. And then corroborate or refute based on how things go.”	Galbraith has her own rules in obtaining victim’s statement	01/CH.2PG.14/ GA/SS/LA/CR	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcts: Credibility</p> <p>In dealing with rape cases, Galbraith cannot equate rape cases with other crimes. Galbraith has her way of avoiding mistakes that might occur. According to Govier, Galbraith's actions can be categorized as listening attentively and trying to understand because Galbraith's goal is to gain the victim's trust. In addition, Galbraith's attitude is also based on the credibility she has in solving cases.</p>	Valid

2.	Galbraith had her own rule when it came to rape cases: listen and verify.	Galbraith has her own way of getting the job done.	02/CH.2PG.14/ GA/SS/LA/CR	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Credibility</p> <p>The narration states that Stacy Galbraith, one of the detectives, has personal rule when she is investigating rape cases, which are listen and verify.</p>	Valid
3.	For her own work, Hendershot needed what she called “definitive” evidence before dismissing a sexual assault allegation as false.	hendershot has her own way of dealing with rape cases	03/CH.4PG.38/ HE/SS/LA/CR	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Credibility</p> <p>With Hendershot's level of mastery of her role, he can try to listen attentively and understand well without forcing the source. Following Govier's statement, by making these efforts, Govier uses the credibility aspect within herself to gain more trust from the victim.</p>	Valid
4.	Galbraith was taking a leap of faith. Amber’s recollection needed to be right.	galbraith chose to believe the statement and information from Amber (rape	04/CH.7PG.86/ GA/SS/LA/CR	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand</p>	Valid

		victim) even though the information Amber provided was very vague and not detailed		Aspcets: Credibility Galbraith tries to listen attentively and try to understand to increase social trust. By trying to accept all the information the victim provides, finding other new clues will be more significant. In listening to information from victims, professionals are required to listen well.	
5.	The next day, at 2:15 p.m. on February 12, Galbraith got the results. The rapist's DNA—the few dozen cells found on Doris's teddy bear, Sarah's white kitchen timer, and Amber's face—matched the cells on the rim of Michael O'Leary's coffee mug.	galbraith conducted a DNA test and found that the perpetrator's DNA matched the traces of DNA on the victim's face.	05/CH.12PG.17 4/GA/SS/LA/C R	Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Credibility Galbraith conducts her investigations with the specs she has, namely credibility. Galbraith's well-regulated makes Galbraith work deftly and nimbly. Galbraith found the results of the DNA test that the DNA matched the owner of the house that Galbraith visited at that time. This action shows that Galbraith is competent in carrying out her role as a detective.	Valid

6.	Galbraith quickly explained the connection to the other cops around the table in the Westminster conference room. A white Mazda in the vicinity of two of the victims. The victims' description of the attacker matched O'Leary's driver's license.	Galbraith used the victim's statement information to find the perpetrator's vehicle without manipulating or doubting the victim's information.	06/CH.12PG.16 9/GA/SS/LA/C R	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Credibility</p> <p>According to Govier, increasing social trust can be done by listening attentively and trying to understand. Galbraith kept the information provided by the victim and used it as a basis for investigation. Galbraith's efforts produced new information and became material for discussion with other investigating officers.</p>	Valid
7.	His birthdate: June 22, 1978. Galbraith did the math. He was thirty-two years old. "It's him," she thought	galbraith again used information from the victim as an investigation benchmark	07/CH.12PG.16 9/GA/SS/LA/C R	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Credibility</p> <p>Galbraith uses information from victims in conducting investigations. Although the information from the victim is only an estimate due to the victim's limited ability in the event, Galbraith still believes the information from the victim and does not doubt it. In Govier's</p>	Valid

				statement, not all professionals listen attentively and try to understand because of the many distractions, such as information that cornered the victim and incomplete information from the victim.	
8.	Both women remembered the large black camera with its clicking noise. Well, there's a difference, Galbraith noted. The attacker had taken pictures of Amber, too. But he had used a pink digital camera.	galbraith does not underestimate small things like the color of the camera, galbraith believes that there is a connection between the two locations and does not think that it is just a coincidence.	08/CH.7PG.82/ GA/SS/LA/CR	Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Credibility Galbraith remembers the information from the victim carefully and tries to understand every detail of the victim's description. Galbraith's action is under what Govier said about how a professional behaves in increasing social trust.	Valid
9.	Hendershot turned on her tape recorder. She hoped enough time had passed to allow Sarah to recall additional details. She started slow: What was Sarah's life like in the days and months before the rape?	hendershot listened carefully to the victim's statement, without being pushy, but not wasting her time with very little information.	09/CH.4PG.41/ HE/SS/LA/CR	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Credibility Using a tape recorder, Hendershot can repeat the victim's statement, which is	Valid

				the basis of the investigation. In contrast to the Lynwood police, who did not record during the time the witness gave oral information, Hendershot has aspects of credibility because she is qualified, well-regulated, and works well in carrying out her role.	
10.	It was not an easy story to tell. Sarah sobbed throughout the interview. The advocate comforted her. Hendershot comforted her.	Hendershot did not force the victim to provide information	10/CH.4PG.33/ HE/SS/LA/T	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Trustworthy</p> <p>With Hendershot's trustworthiness aspect, it can help her in making efforts to increase social trust because as long as a professional is trustworthy, the communication relationship between the professional and the victim will be smooth. If the communication relationship is smooth, the information will be easier to obtain, and Hendershot's actions of listening attentively and trying to understand will produce good results.</p>	Valid

11.	<p>“Until I found some reason not to believe her, I believed her,” Keesee says.</p>	<p>Keesee, as a professional who has been handling rape cases for a long time, has rules for receiving information.</p>	<p>11/CH.11PG.162/HG/SS/LA/T</p>	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Listening attentively and Trying to Understand Aspcets: Trustworthy</p> <p>Galbraith and Hendershot's team, they used the trustworthy aspect of themselves to gain the victim's trust and make the victim comfortable with their presence. This aspect helps them to listen attentively and try to understand in getting information from the victim. They still choose to believe the victim despite inconsistencies.</p>	<p>Valid</p>
12.	<p>How do you say: Now, we believe you. Now, we hope you can trust us and work with us and help us bring to justice the man who raped you. Now we want to treat you as a victim to be helped instead of as a liar</p>	<p>galbraith and hendershot try to gain Marie's (Victim) trust, so that Marie will give statement, work together to catch the perpetrator</p>	<p>12/CH.14PG.210/GA/SS/LA/T</p>	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Tryiong to Understand Aspcets: Trustworthy</p> <p>According to Govier, a professional can increase social trust if they try to listen and accept victim statements. Galbraith and Hendershot did this in solving the rape case and restoring social trust. Galbraith and Hendershot tried to get</p>	<p>Valid</p>

				information from Marie to complete the information. Galbraith and Hendershot's attitudes fall into the trustworthy category because they have honest characters and can represent themselves, which will help Marie restore her image.	
13.	Investigators must have “definitive proof” of lying before doubting a rape report. A charge of false reporting must now be reviewed with higher-ups. “We learned a great deal from this,” Rider says. “And we don’t want to see this happen to anybody ever again.”	hendershot has a rule called definitive proof, which is not easy to doubt when additional information appears	13/CH.15PG.24 5/HE/SS/LA/T	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Trustworthy According to Govier, it is necessary to listen attentively and try to understand to increase social trust. This effort was made by Hendershot by not quickly doubting the victim's opinion. Hendershot still prioritizes information from victims and tries	Valid
14.	Hull knew that many victims have a wish for confidentiality and a fear of not being believed. So her program gives victims a say in how, and even whether, the police proceed. Victims can remain anonymous.	the Hendershot team created a program so that the victims would trust the professionals and be willing to provide all information without	14/CH.16PG.24 9/HE/SS/LA/T	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Trustworthy	Valid

		worrying about the professionals' response.		Hendershot's team had trustworthy aspects, which helped them succeed in revealing the truth about Marie. This aspect includes personal style, character, ability, and self-presentation, which aligns with Hendershot's team capability. With this aspect, the Hendershot team can try to be good listeners and understand detailed information from the victim.	
15.	The victim's information could help solve other cases down the road. It's like the advice Grusing got: Just get them talking.	Galbraith and Hendershot's team has the principle that whatever information is provided by the victim is valid and worthy of trust.	15/CH.16PG.24 9/HG/SS/LA/T	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspects: Trustworthy As a member of Hendershot's team, Cruising believes that information from victims should be prioritized. Cruising's beliefs are categorized as trustworthy aspect. Galbraith and Hendershot's team instilled this aspect and tried to listen to the victim's information well and understand the victim's concerns.	Valid
16.	The suspect does have a distinctive mark or tattoo on the outer area of his	galbraith used the victim's statement	16/CH.7PG.86/ GA/SS/LA/T	Character: Galbraith (Professional) Determining Factors: Social Status	Valid

	<p>lower leg or calf that is about the size and shape of a large chicken egg,” it read. Galbraith was taking a leap of faith. Amber’s recollection needed to be right.</p>	<p>information carefully without manipulation</p>		<p>Attempts: Listening Attentively and Trying to Understand Aspcets: Trustworthy</p> <p>Galbraith uses listening attentively and trying to understand in receiving information from victims. Galbraith uses the information carefully and does not manipulate the information. Galbraith believes that the information from the victim is accurate and does not plan to change it.</p>	
<p>17.</p>	<p>One of her detectives had a similar case, she told Hendershot. Perhaps they should compare notes. Hendershot had just caught her first break.</p>	<p>galbraith and hendershot use the statement of the victim as a benchmark without any doubt about what the victim has stated.</p>	<p>17/CH.4PG.45/ HG/SS/LA/T</p>	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Trustworthy</p> <p>Based on what Govier wrote, a professional is categorized as listening attentively and trying to understand when listening carefully to the victim's statement and not giving suspicious feelings. Govier's statement is shown by Galbraith and Hendershot's attempt to suspect suspicious things related to the</p>	<p>Valid</p>

				victim's statement because this is evidence that Galbraith and Hendershot pay full attention to the information from the victim.	
18.	Sarah grew frustrated at the lacunae of her story. "You know, most of the time my eyes were closed," she told Hendershot. "Part of the time, 'cuz he was forcing me. Part of the time, I just didn't even want to look."	hendershot listened carefully to the victim's story without cutting off and asking a lot of cornering questions, all questions were conveyed slowly	18/CH.4PG.43/ HE/SS/LA/T	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Listening Attentively and Trying to Understand Aspcets: Trustworthy During the incident, the victim did not see or observe many details of the situation and things around her due to her fear and physical weakness; for this reason, Hendershot did not force the victim and understood her limitations in providing information.	Valid
19.	Her job, as she saw it, was to uncover the truth, whatever it was. "We report what the evidence shows us. Not what you're telling us."	hendershot only wants to show evidence transparently without being manipulated according to the information provided by the victim.	19/CH.2PG.40/ HE/SS/RT/CR	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Respectful and Transparent Aspcets: Credibility With Hendershot's level of proficiency in her role, she can listen attentively and understand well without forcing the source. Following Govier's statement,	Valid

				by making these efforts, Govier uses the credibility aspect within herself to gain more trust from the victim.	
20.	Among its signature lines: “The victim’s response to the trauma of a sexual assault shall not be used in any way to measure credibility.”	According to hendershot, statement is statement, not to measure how credible it is.	20/CH.6PG.77 /HE/SS/RT/CR	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Respectful and Transparent Aspcets: Credibility</p> <p>Hendershot does not judge information based on its quantity but rather the quality of the information. If the information is based on the victim's statement, it will be prioritized because most rape victims do not dare to speak up. After all, the information is limited due to the victim mostly closing her eyes when the rape occurs. Hendershot's actions fall into the category of being reliable and competent because not all professionals understand this. For this reason, Hendershot is more credible in rape cases.</p>	Valid
21.	We need reinforcement, Galbraith told Hendershot. Let’s bring in the Colorado Bureau of Investigation.	galbraith and hendershot did not underestimate this	21/CH.7PG.82/ HG/SS/RT/CR	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status</p>	Valid

	<p>Let's call the Federal Bureau of Investigation. "This is much bigger than little Golden. This is bigger than Jefferson County," she said. Hendershot was more cautious.</p>	<p>case and considered it a serious case and could have a domino effect if not resolved immediately.</p>		<p>Attempts: Being Respectful and Transparent Aspcets: Credibility</p> <p>Galbraith and Hendershot's actions fall into the category of being respectful and transparent because Hendershot and Galbraith do not act pretentious and become neutral. There is no manipulation from Hendershot and Galbraith to the victim. Hendershot and Galbraith consider this case severe and must be investigated immediately before more victims appear. Galbraith and Hendershot also show aspects of credibility by inviting more expert cooperation, which matches one of the characteristics of credibility, namely, a well-regulated profession. Hendershot and Galbraith know the limitations of their skills and invite other experts to complement them to minimize inference errors.</p>	
22.	<p>It had worked well in Washington. The cops in Lynnwood had missed their chance, he said. "If Washington had just paid attention a little bit more,</p>	<p>the judge believed the report that had been provided by hendershot and galbraith</p>	<p>22/CH.15PG.23 7/HG/SS/RT/C R</p>	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Respectful and Transparent</p>	<p>Valid</p>

	I probably would have been a person of interest earlier on.”			<p>Aspcets: Credibility</p> <p>The efforts made by Hendershot and Galbraith amazed society and made the Lynwood police regret it. Society began to give their trust to Hendershot and Galbraith increasingly. The more dominating the society whose trust increases, the more impossible it will be for people to doubt and reduce their trust in the victim. The aspect of credibility in Hendershot and Galbraith influences the success of the two detectives' efforts to increase social trust.</p>	
23.	Galbraith walked up and introduced herself. Want to talk in my car? she asked. It would be warmer there. Safer there.	Galbraith tries to make the victim comfortable in the interview process since rape victims have different treatments.	23/CH.2PG.6/G A/SS/RT/T	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Respectful and Transparent Aspcets: Trustworthy</p> <p>Galbraith starts the conversation slowly and informally so the victim does not feel interrogated and maintains boundaries. This action is under what Govier stated: a respectful and</p>	Valid

				transparent attitude is needed to gain trust.	
24.	Amber showed no emotion. She thanked Galbraith. She gave her a quick hug. And then she went back inside the apartment. Galbraith had wanted more of a reaction, even though she knew better. It wasn't her emotion to have. A victim's experience of rape was intensely personal.	galbraith did not force amber to show her emotions, she knew that the victim could not fully open up due to trauma.	24/CH.12PG.17 9/GA/SS/RT/T	Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Respectful and Transparent Aspcets: Trustworthy Galbraith, as a professional, sets boundaries with the victim to minimize the psychological damage to the victim. Galbraith followed what Govier had written: a professional should not be a pretentious and biased person.	Valid
25.	TWO DAYS AFTER the rape, Hendershot met Sarah at the Westminster police station.	Unlike other detectives, Hendershot chose to visit the victim two days after the rape, allowing the victim to calm down and get enough rest.	25/CH.4PG.41/ HE/SS/RT/T	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Respectful and Transparent Aspcets: Trustworthy The effort made by Hendershot is being respectful and transparent. Hendershot made this effort to provide comfort to the victim by maintaining boundaries. Hendershot also continued to receive information from the victim well even though she only met the victim after the	Valid

				<p>second day, and there was no pretense or manipulation of information. Hendershot's actions are under what Govier wrote about the characteristics of being respectful and transparent. Hendershot's actions are also supported by her trustworthy aspect in handling this case.</p>	
26.	<p>It was a small thing, but it was enough to convince Galbraith that the boy wasn't inventing a story.</p>	<p>according to galbraith, no matter how short a statement is, it will still be useful</p>	<p>26/CH.2PG.18/ GA/SS/NLI/CR</p>	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Normalizing Victim's Limited Information Aspcets: Credibility</p> <p>According to Govier, one of the efforts of a professional in increasing social trust is to normalize the limited information obtained from the victim because it is for the sake of maintaining good relations with the victim and preventing information from being distorted if the victim continues to insist. Galbraith's actions were under this attitude because Galbraith felt that the victim did not need to provide much explanation. After all, small things could help the investigation.</p>	<p>Valid</p>

27.	For Galbraith, the woman's report of rape was enough to make Tucker a suspect.	galbraith does not need much detailed information from the victim, does not want to force the victim, galbraith can seek more information in other ways and places	27/CH.7PG.87/ GA/SS/NLI/CR	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Normalizing Victim's Limited Information Aspcets: Credibility</p> <p>According to Govier, it is necessary to normalize the limited information from victims due to recent trauma to increase social trust. For Galbraith, there is no need for detailed, complicated, and lengthy information to be provided by victims.</p>	Valid
28.	There were no further identifying details: "The suspect was wearing a mask so no composite sketch is available," it read. Galbraith made sure the release prominently mentioned the same detail that had drawn Amber's attention.	Although the perpetrator covered his face, Galbraith still trusted the information provided by the victim.	28/CH.7PG.86/ GA/SS/NLI/CR	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Normalizing Victim's Limited Information Aspcets: Credibility</p> <p>Despite the lack of evidence left behind and the closed face of the perpetrator, it did not make Galbraith doubt the information from the victim. According to Govier, a professional can increase social trust by normalizing limited information from the victim. By not forcing the victim, the relationship between the professional and the victim</p>	Valid

				will be maintained so that the victim will not feel negative feelings toward the professional.	
29.	Hendershot had a standard comeback: "Tell me about the last time you and your wife had sex. Tell me right now," she'd say.	hendershot has a simple rule of getting information from the victim without pressuring the victim and without making the information out of date.	29/CH.4PG.42/ HE/SS/NLI/CR	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Normalizing Victim's Limited Information Aspcets: Credibility</p> <p>Hendershot has a principle of starting conversations with victims by using language that is light and easy to understand. By using this method, the victim will not feel burdened and comfortable as if chatting with a friend. Hendershot's action falls into the category of normalizing limited information from victims because Hendershot needs to change her formal questions with light questions to make it easier for victims to recall detailed descriptions of events.</p>	Valid
30.	She couldn't be sure. It seemed like the mark on the rapist had been farther down his leg, she told Galbraith. But it was about the same size and shape as the one on Tucker's leg.	the victim's hesitation in providing information did not	30/CH.7PG.86/ GA/SS/NLI/T	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Normalizing Victim's Limited Information Aspcets: Trustworthy</p>	Valid

		make Galbraith hesitate.		In describing the events experienced by the victim, the victim felt unable to explain and stammered fully. Galbraith acted under what Govier had explained to increase social trust by not forcing the victim.	
31.	Burgess told Hendershot that he realized the case would be difficult. Doris recalled many details of the rape. But her memories didn't reveal much about the rapist's identity.	although still trying to get information from the victim, hendershot kept her attitude, telling the burgess (the policeman she sent) not to coerce the victim	31/CH.4PG.48/ HE/SS/NLI/T	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Normalizing Victim's Limited Information Aspcets: Trustworthy According to Govier, professionals can make efforts to increase social trust, one of which is not to urge and force victims to tell stories. What Hendershot said shows that Hendershot acted under what professionals do in increasing social trust, namely normalizing the victim's limited information. This action also matches the trustworthiness aspect of professionals.	Valid
32.	When Burgess interviewed her the following day, Doris seemed "composed," he told Hendershot. She had "a very matter-of-fact demeanor,	hendershot does not try to manipulate or change information from the victim,	32/CH.4PG.47/ HE/SS/NLI/T	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Normalizing Victim's Limited Information	Valid

	was not emotional. “I don’t recall any sort of an outpouring, or a breaking down,” he said. “It was just, ‘This happened. Now let’s see what we can do.’ ”	hendershot uses the information as it is without being made up.		Aspcets: Trustworthy Doris, one of the victims handled by Hendershot, has difficulty communicating due to her trauma, especially since she is elderly. However, Burgess, a messenger for Hendershot, could not force the victim to provide information. Hendershot told Burgess to remain patient and dig for information slowly. Hendershot's attitude made the victim feel safe and comfortable, so the victim was brave and willing to explain other information in the following days.	
33.	It was Hendershot’s job to help Sarah piece together the puzzle. But at the end of the interview, she felt no closer to connecting a suspect to the crime. The rapist was smart. He had given away few clues to his identity.	hendershot knows that it is not allowed to force the victim to give statement or even try to pressure the victim	33/CH.4PG.44/ HE/SS/NLI/T	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Normalizing Victim’s Limited Information Aspcets: Trustworthy Hendrshot shows her efforts to increase social trust by normalizing limited information from the victim. By doing this, the victim will show a relaxed attitude and avoid Hendershot from being punished for breaking the rules by forcing the victim to provide	Valid

				information. This attitude shown by Hendershot also shows the trustworthy aspects that exist in her so that she can maintain relationships with victims.	
34.	Hendershot reassured her. "If you don't remember, that's okay."	hendershot listens carefully to the victim's statement without coercion	34/CH.4PG.43/ HE/SS/NLI/T	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Normalizing Victim's Limited Information Aspcets: Trustworthy</p> <p>The trustworthy aspect of Hendershot creates a safe and comfortable atmosphere for the victim. This feeling of trust in Hendershot allows Hendershot to smoothly carry out efforts to normalize limited information from victims. With this, the victim will be more open to Hendershot.</p>	Valid
35.	Sarah's fractured world did not alarm Hendershot. She had learned that people who got hurt in traumatic events often had altered memories. Many could no longer recall events in chronological order. Trauma can warp the brain.	Sarah's slow response did not make Hendershot give up and draw her own conclusions because Hendershot knew that it was very difficult to remember bad	35/CH.4PG.43/ HE/SS/NLI/T	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Normalizing Victim's Limited Information Aspcets: Trustworthy</p> <p>Hendershot's attitude falls into the category of normalizing limited information from victims. Hendershot</p>	Valid

		things, especially rape.		understands that trauma will cause the victim to forget. For this reason, Hendershot chose to take the interview slowly. Hendershot wants to be a trustworthy professional whom the victim trusts. This aspect is shown by Hendershot's actions that are not pushy and understand the victim's weaknesses.	
36.	Hendershot was not discouraged. She kept probing. She tried to get Sarah to give her a better description.	Hendershot continues to explore information from the victim slowly without pressure and makes the victim uncomfortable.	36/CH.4PG.42/ HE/SS/NLI/T	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Normalizing Victim's Limited Information Aspcets: Trustworthy</p> <p>According to Govier, trying to normalize the victim's limited information is necessary for increasing social trust because by doing this action, Hendershot will get more detailed information. After all, it has made the victim comfortable. Suppose the victim feels pressured by the interrogation from Hendershot. In that case, the information cannot be conveyed smoothly and can make the relationship between Hendershot and the victim tenuous and detrimental to both parties. Hendershot must have</p>	Valid

				trustworthy aspects to launch the effort, such as self-presentation skills and sensitivity to victims. Hendershot has done this by interrogating gently and without force.	
37.	Hendershot understood. She had worked more than a hundred rape cases. She knew how difficult it was to talk about rape—so difficult that it stopped many women from reporting at all. One of the top reasons was the fear of not being believed. Younger cops were often puzzled. You want to catch the guy? Why not spill the details?	hendershot is an expert in the field of rape, knows the information and rules for handling rape cases.	37/CH.4PG.42/ HE/SS/NLI/T	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Normalizing Victim’s Limited Information Aspcets: Trustworthy</p> <p>With Hendershot's experience in handling rape cases, Hendershot knows what the victim feels like; therefore, Hendershot normalizes the limited information the victim provides. Hendershot tries to maintain a relationship with the victim so that the victim feels comfortable and freely tells detailed descriptions when the incident occurs. The efforts made by Galkraith are also accompanied by trustworthy aspects, such as giving trust to the victim so that the victim feels comfortable.</p>	Valid
38.	Hendershot figured that the rapist must know something about the	hendershot is an expert who	38/CH.7PG.88/ HE/SS/RC/CR	<p>Character: Hendershot (Professional) Determining Factors: Social Status</p>	Valid

	process. The police term was “DNA conscious.”	understands rape cases		<p>Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Unlike the Lynwood police, who failed to solve this case, Hendershot succeeded in revealing who the perpetrator of the rape was because she had greater insight based on her experience in the field of rape cases. According to Govier, a professional can be trusted if someone is an expert.</p>	
39.	HENDERSHOT WAS NO computer expert. But she knew that data could help find a criminal as surely as a snippet of DNA.	hendershot is an expert who understands rape cases	39/CH.7PG.100 /HE/SS/RC/CR	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Although Hendershot is not an IT expert, she is used to handling rape cases, so she knows that investigations can be carried out with the help of computers because, usually, the perpetrator of a planned rape will post a video or information about the action on an internet site. Hendershot followed how society could more easily gain trust by being resolved by an expert.</p>	Valid

40.	As soon as David saw the link, he figured he wouldn't be seeing much of his wife anymore. "Stacy's a very driven person when she gets a major case. She'll work thirty to forty hours straight to get ahead of it."	David, as Galbraith's husband, knows very well that Galbraith will be 100 percent focused and ambitious every time she gets new information about the case she is handling.	40/CH.12PG.170/GA/SS/RC/CR	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Galbraith has ambitions for the rape case. Galbraith will solve the case in as much detail as possible without drawing hasty conclusions. According to Govier, a person can be considered competent if she has knowledge in her field and can work according to her role.</p>	Valid
41.	But Hendershot was still cautious. Who knew what more they were going to find out?	hendershot is careful with all the actions she will take.	41/CH.12PG.171/HE/SS/RC/CR	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Hendershot is quick in making decisions, even though the information has been gathered. According to Hendershot, rape cases are more vulnerable to invalid information. Therefore, valid evidence is needed before being brought to court. According to Govier, a competitive aspect is needed to gain society's trust,</p>	Valid

				such as being an expert in completing tasks and working according to roles.	
42.	<p>“I want the right guy to go to prison forever, you know what I mean? But you can’t be narrow in focus. You can have that bit of excitement, but there’s still so much more work to do. I can’t imagine how horrible it would be to jump to the conclusion and convict the wrong person, right? I’m excited...but there’s still so much work to be done,” Hendershot said.</p>	<p>hendershot is not quick to jump to conclusions, hendershot chooses to clarify everything first</p>	<p>42/CH.12PG.17 1/HE/SS/RC/C R</p>	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Hendershot still needs evidence to avoid unfair court outcomes and the defamation that may occur. Hendershot's action can be called a competent action because Hendershot has more knowledge of rape cases.</p>	Valid
43.	<p>She wouldn’t be helping fellow investigators solve an open case, Galbraith realized. She would be notifying them of an unthinkable mistake, about the worst any detective could make.</p>	<p>galbraith realized that the lynwood police were wrong in handling the rape case, while galbraith had expertise in this field so she was more credible in handling this case.</p>	<p>43/CH.14PG.20 2/GA/SS/RC/C R</p>	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>According to Govier, a person can be considered competent if they are expert in a field and works according to their role. This aspect is shown by Galbraith's action of not making the same mistake as the Lynwood police. Galbraith knew the Lynwood police</p>	Valid

				action was wrong in dealing with a rape case with limited information. Galbraith can also control herself not to be rash in making decisions. Galbraith's attitude shows that Galbraith is a credible person.	
44.	The Lynnwood officers were struck by how well the Colorado agencies worked together—“just the spirit of cooperation,” Cohnheim says.	galbraith and hendershot have cohesiveness, in contrast to mason and his team who failed to solve this rape case.	44/CH.14PG.204/HG/SS/RC/CR	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility Unlike the Lynwood police, who are rash and not experts in rape cases, Galbraith, Hendershot, and their team choose to work together because cases like this require various services. Galbraith and Hendershot are reliable and competent in handling this case.	Valid
45.	They shared information. They held routine meetings. “They all knew each other,” Cohnheim says. “You could see that communication wasn’t forced or new.”	galbraith, hendershot, and their team are competent because they have experience in rape cases.	45/CH.12PG.204/HG/SS/RC/CR	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility	Valid

				Galbraith, Hendershot, and the team know that this case cannot be taken lightly and requires energy and knowledge in this area because rape is a crime unlike any other. Govier's competent explanation matches Galbraith and Hendershot's actions as they deeply understand rape cases.	
46.	In Washington State, the police in Lynnwood had scuttled Kirkland's efforts to coordinate, even though the two cities were only sixteen miles apart. Despite Shannon's tip—and her insistence the two cases might connect if only someone would look—detectives from the two departments never met in person. In Colorado, Rider and Cohnheim witnessed the power of relationships. They also saw that the police in Colorado had investigative tools the Lynnwood police did not.	The sentence "detectives from the two departments never met in person." It shows that Hendershot and Galbraith can still work together competently despite the distance between their two offices. "In Colorado, Rider and Cohnheim witnessed the power of relationships." This shows that the Lynnwood police didn't have the relationships between team	46/CH.14PG.20 4/HG/SS/RC/C R	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspects: Credibility The facilities Galbraith and Hendershot have complete tools than the Lynnwood police, so the actions carried out by Galbraith and Hendershot are more credible because they are of better quality.	Valid

		members as well as Hendershot and Galbraith's team.			
47.	Cops can be protective about their cases, fearing that information could be leaked that would jeopardize their investigations. But Hendershot right away recognized the potential in collaborating with Galbraith and Burgess. “Two heads, three heads, four heads sometimes are better than one, right?” she says.	Galbraith and Hendershot chose to work together rather than on their own because they knew that this was a big case that required many services and perspectives to solve.	47/CH.7PG.81/HG/SS/RC/CR	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility Based on Govier's statement, the competence of an expert can be an effort to increase social trust and credibility. A person's self-regulation characterizes an expert who can be said to be someone credible. This aspect is shown by Galbraith and Hendershot, who chose to work together to solve the case correctly.	Valid
48.	Galbraith and Weiner had been in contact almost since the beginning. They had talked frequently during the six-week hunt, consulting each other over search warrants and the timing of O’Leary’s arrest.	galbraith invites weiner, an expert in data hacking, to work together to solve this rape case.	48/CH.15PG.214/GA/SS/RC/CR	Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility To maximize their efforts in increasing social trust, Galbraith invited Weiner to	Valid

				work together to track down the perpetrator's information. Galbraith's action follows what a professional does in being reliable and competent. Galbraith wants to be responsible for serving society fully, so she invites Weiner so that the results of their investigation end satisfactorily.	
49.	Hendershot and Ellis pitched in to help Weiner, launching what they called "Project Mazda." Hendershot pulled up every registration in Colorado of a 1993 white Mazda pickup. There were seventy-seven	hendershot invited Ellis, an expert in IT to create a mazda project, tracking the whereabouts of the vehicle used by the perpetrator.	49/CH.15PG.21 5/HE/SS/RC/C R	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility Hendershot shows how Govier describes a reliable and competent expert. Hendershot created a project to track the whereabouts of the perpetrator's vehicle. Hendershot is a professional responsible for a case until it is resolved.	Valid
50.	The strategy was simple: If the defense tried to argue that the white Mazda on the videotape from Amber's attack was different from O'Leary's, Weiner would pull up pictures of	hendershot has an ambition to find the perpetrator as more victims emerge	50/CH.15PG.21 5/HE/SS/RC/C R	Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility	Valid

	every Mazda in Colorado. Only O'Leary's truck would match.			Hendershot strategized in her investigation to find the perpetrator's house. This action match with the characteristics of a competent professional. According to Govier, a professional can be considered competent if she has more knowledge and is an expert in the assigned field.	
51.	They began to search every website that O'Leary owned, or even that he linked to. "We looked at porn all day," Galbraith says. "All day. All day," Hendershot adds. "We literally looked at, honest to God, porn all day long." "Gross stuff," Galbraith says.	hendershot and galbraith scour porn sites for perpetrator accounts and victim posts	51/CH.15PG.217/HG/SS/RC/CR	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility Galbraith and Hendershot maximized their energy and abilities in solving this rape case by contributing to browsing porn sites in the hope of finding the perpetrator's account. These two detectives' attitudes fall into the category of professional competence, stated by Govier, namely completing their work according to their role.	Valid
52.	Hendershot turned to the bench, but kept her gaze on O'Leary, hoping to catch his eye. "Sir, this crime has had	hendershot explained all of the perpetrator's crimes	52/CH.15PG.230/HE/SS/RC/CR	Character: Hendershot (Professional) Determining Factors: Social Status	Valid

	<p>a profound impact on my life, both personally and professionally,” she said. “Mr. O’Leary demonstrated a level of arrogance and disdain that is incomprehensible. With each assault there was no recognition of society’s values and no ethical or moral compass.” Hendershot asked the judge to put O’Leary away for life.</p>	<p>to the court judge so that the perpetrator received a fair punishment and cleared Marie's image who was accused of making false reports that were hated by society.</p>		<p>Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Hendershot tried to explain all the crimes committed by the perpetrator in as much detail as possible so that the perpetrator would get the appropriate punishment and all victims would feel fair and satisfied with the punishment given. With this action, Hendershot falls into the category of a reliable and competent professional because she understands the victims' feelings and wants a satisfactory court outcome.</p>	
53.	<p>When she called the Lynnwood police—it was Thursday, March 3—Galbraith identified herself, then provided Marie’s image and asked if the department had any case reports involving her. Told yes, Galbraith asked for a copy.</p>	<p>galbraith seeks information about the rape case that happened to Marie</p>	<p>53/CH.14PG.19 9/GA/SS/RC/C R</p>	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Feeling responsible for society, Galbraith acts as a competent professional by investigating and confirming ama in the location of the rape and other areas in the hope that there is nothing odd related to the case Galbraith is facing. According to</p>	<p>Valid</p>

				Govier, a person can be called a competent professional if they can be responsible for serving society.	
54.	Detective Stacy Galbraith was calling. "Oh my God, you don't know what we just found," she began. They had discovered another victim of O'Leary's predations. She described how Evans had found the photos of Marie in Washington, bound, gagged, and terrified. "You will never believe this," she finished. "She was prosecuted for false reporting." "You're kidding me," Weiner said.	galbraith discovered the fact that Marie was the victim of a false report and galbraith tried to clear Marie's image.	54/CH.15PG.21 5/GA/SS/RC/C R	Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility The effort made by Galbraith is in the form of being reliable and competent with how Galbraith knows how terrible it feels to be a victim of rape. With what Galbraith found, Galbraith took the following action by deciding to investigate Marie's case further and was willing to change Marie's image due to the Lynwood police's mistake in handling Marie's case.	Valid
55.	Galbraith and Hendershot had done what Weiner called a "fantastic, unbelievable investigation."	weiner said that the case faced by galbraith and hendershot is a big complicated case	55/CH.15PG.21 6/HG/SS/RC/C R	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility	Valid

				People around Galbraith and Hendershot admired their expertise in solving this case. Their competence and reliability show that being competent is one of the efforts to increase social trust.	
56.	She gathered ten patrol officers from Westminster and began sending them all over the state to take pictures of the trucks. The strategy was simple: If the defense tried to argue that the white Mazda on the videotape from Amber's attack was different from O'Leary's, Weiner would pull up pictures of every Mazda in Colorado. Only O'Leary's truck would match.	hendershot assembled her team to track down the vehicle used by the perpetrator	56/CH.15PG.216/HE/SS/RC/CR	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>The credibility that Hendershot showed was by inviting ten police officers to join the task of finding more evidence and information. The action taken by Hendershot follows Govier's statement, namely that a person is said to have credibility if she has skills and knowledge and can organize tasks properly. The competence shown by Hendershot also follows Govier's statement, namely, when a professional is responsible for serving society by carrying out her role as well as possible.</p>	Valid

57.	He asked Galbraith and Hendershot to check O’Leary’s porn sites, to see whether he had posted any of the photos. One morning, the two women met at the FBI’s regional headquarters in Stapleton, a neighborhood built on the site of Denver’s old airport.	galbraith and hendershot worked together to track down the perpetrator's accounts on various porn sites by searching for videos of victims that had been uploaded by the perpetrator to porn sites.	57/CH.15PG.217/HG/SS/RC/CR	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>According to Galbraith's coworkers, Galbraith and Hendershot have expertise in tracking down small pieces of information during the investigation. These two detectives' efforts show that Galbraith and Hendershot have actions that fall into the competent category, per Govier's statement. According to Govier, a competent attitude can help increase social trust.</p>	Valid
58.	Perhaps Michael had carried out the attacks, while his doppelgänger brother ran his pornographic website empire? “We need to alibi the brother,” he told Galbraith and Hendershot.	Although they have found the culprit, Galbraith and Hendershot still need more information or alibis so that the perpetrator gets a fair punishment.	58/CH.15PG.216/HG/SS/RC/CR	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Govier suggests that social trust can be increased by being reliable and competent with the victim or client. Galbraith's action shows that Galbraith</p>	Valid

				and Hendershot can feel the disappointment felt by the victim and try to provide appropriate punishment to the perpetrator.	
59.	There was no feeling of—we're on defense. It is what it is, and now we act." Galbraith and Hendershot gave a briefing on their cases and provided a copy of O'Leary's fingerprints, obtained after his arrest.	galbraith and hendershot give directions to the police in charge of investigating the case after obtaining the fingerprint of the rapist.	59/CH.14PG.203/HG/SS/RC/CR	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility After finding the perpetrator's fingerprints in a restaurant, Galbraith and Hendershot pursued their investigation further. The two detectives showed their competent attitude by mobilizing the police to continue tracking the perpetrator's whereabouts.	Valid
60.	After linking O'Leary to the rape in Lynnwood, Galbraith used this database to search for other unsolved cases in Washington State with similar markers.	galbraith took the initiative to look for traces of crimes committed by the perpetrators so far	60/CH.14PG.202/GA/SS/RC/CR	Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility The effort made by Galbraith to increase social trust is to trace unsolved	Valid

				cases around the city so that Galbraith and Hendershot can correct society's misunderstandings. The actions of these two detectives are under Govier's statement that a professional can be said to be reliable and competent if they can complete their duties following their role and serve society, one of which is by reducing society's concerns due to false reports.	
61.	So Galbraith grabbed some stationery emblazoned with her department's police shield and typed: "Please forward this CR to my attention at your earliest convenience. We have 4 similars with a person in custody. Thanks in advance!—Stacy."	galbraith tries to reach out to the police in lynwood if there is additional information about the perpetrator because the characteristics of the case faced by galbraith and lynwood police have similarities.	61/CH.14PG.29 9/GA/SS/RC/C R	Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility A professional can be called reliable and competent if they have qualified knowledge of a field, are responsible for serving society, and act according to their respective roles. Galbraith carried out this action by trying to investigate more deeply through her request to the Lynwood police. Galbraith tried to contact the Lynwood police, questioning their similar cases.	Valid

62.	<p>About twenty minutes later, Galbraith received a fax from Lynnwood’s records department. She looked at the cover page—and looked again, seizing at what was scrawled across the bottom. There, written by hand, were the last words she expected to see: Vic was charged w/ false reporting in our case. False reporting. The woman in the photo. “Vic was charged.” Galbraith startled at the words.</p>	<p>galbraith has a credible attitude because she is an expert in rape cases and knows which victims only provide false information and which ones can be trusted.</p>	62/CH.14PG.19 9/GA/SS/RC/C R	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Galbraith has competent actions under what Govier has stated, namely more knowledge and working optimally according to her role. This aspect shows how Galbraith realized that the decision taken by the Lynwood police was wrong. It is also seen that Galbraith has a credible aspect because she can control herself not to make rash decisions.</p>	Valid
63.	<p>When Evans called Galbraith and Hendershot to deliver the news, they raced over to the lab to view the files and immediately identified their victims. Hendershot’s succinct assessment: “I can’t think of a more vile human being.” Hendershot noticed one picture where Sarah was wearing a pair of chunky red sandals. She recalled seeing them in a box when she had searched Sarah’s apartment.</p>	<p>galbraith and hendershot realized that the items on the site were similar to those of the victim.</p>	63/CH.12PG.19 9/HG/SS/RC/C R	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Galbraith tried to increase social trust by tracing the perpetrator's digital footprint. Galbraith's action is following what professionals do to become reliable and competent. According to</p>	Valid

				Govier, to become reliable and competent, a professional must work according to the role and under the expectations of others in viewing the role. With the role of a detective, Galbraith must perform tasks following her role, namely investigating cases to completion and doing so with Galbraith's qualified knowledge.	
64.	Galbraith knew that finding the evidence at O'Leary's house would help the prosecutors build their case. But she needed only one thing to be certain that Marc O'Leary was the rapist.	galbraith is not easily satisfied with the results of her work, she still has to find other evidence that can increase the perpetrator's sentence.	64/CH.12PG.17 9/GA/SS/RC/C R	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>With Galbraith having aspects of credibility, the efforts made by Galbraith in carrying out her role will be smoother. Credibility, according to Govier, is when a professional is knowledgeable, honest, and organized. Galbraith acted by controlling herself not to be rash and choosing to continue the investigation deeper, following the criteria mentioned by Govier. Being a competent professional with intelligent knowledge is also found in Galbraith.</p>	Valid

65.	That evening, Galbraith wrote an affidavit asking a judge for a warrant to search 65 Harlan Street. She listed all the evidence that pointed to Marc O’Leary: his physical appearance, his time in the military, the DNA match. She cataloged the crimes and the lives ripped apart.	galbraith went to the perpetrator's home for further investigation.	65/CH.12PG.17 9/GA/SS/RC/C R	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Galbraith's action efforts in the investigation fit the category of being reliable and competent. Galbraith performed tasks under her role, namely detective. Galbraith tried to deepen her investigation by visiting the house of the alleged perpetrator.</p>	Valid
66.	Galbraith checked the National Crime Information Center, which showed no criminal record—not even a traffic ticket. She enlisted her husband, David, to search the Internet.	galbraith used the privilege of her husband's position to conduct further investigations	66/CH.12PG.17 0/GA/SS/RC/C R	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Galbraith tried to be reliable and competent by delving deeper into the perpetrator's information through her husband's access because she also worked in the police. This attempt made it easier for Galbraith to solve this rape case.</p>	Valid

67.	Grusing and Galbraith had talked with detectives in Lawrence, Kansas, who had investigated the chain of rapes that had plagued the college town. The possibility of a connection was tantalizing.	galbraith and grusing not only investigate around the scene of the incident, but also widen and ensure that other areas have similar cases.	67/CH.10PG.15 1/GA/SS/RC/C R	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>To be competent, a professional must have more skills and knowledge in their field. Galbraith and her colleague, Grusing, tried to expand the search scale for information on the perpetrator's whereabouts by contacting every police station in each region.</p>	Valid
68.	As Galbraith and Grusing chased the Kansas connection, she turned to a far more local resource: her department's own crime analyst, Laura Carroll.	not only working with her team, galbraith also enlisted the help of another expert	68/CH.7PG.100 /GA/SS/RC/CR	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>To maximize the investigation, Galbraith invited experts to avoid misinformation. Following Govier's theory, Galbraith has a competent attitude because she feels her knowledge is insufficient to solve this case and is afraid that society will be disappointed with her work. Galbraith is considered a credible professional</p>	Valid

				because she can organize which problems in the case are not her domain and need the help of other experts.	
69.	In Golden, Galbraith had managed to capture a few of the rapist's cells when she brushed Amber's face with a swab in the front of her patrol car.	As soon as possible, galbraith searched for DNA traces of the perpetrator by rubbing the victim's face with a brush.	69/CH.7PG.90/ GA/SS/RC/CR	<p>Character: Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Galbraith does her job according to what the role should do. Galbraith did this action in order to get detailed and unmissable investigation results. Galbraith's action matches the criteria a competent person performs based on the theory, namely, working with totality according to the role without deviating.</p>	Valid
70.	Hendershot knew that rapes—especially stranger attacks—are usually solved in the first week. Each hour, each day, that passed reduced the chance of catching the attacker. She was running out of leads to chase. Other criminal cases were piling up. The trail was growing cold.	hendershot has its own timeline in solving rape cases, and the timeline in rape cases cannot be equated with other cases.	70/CH.4PG.50/ HE/SS/RC/CR	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>As a competent professional, Hendershot has memorized the timeline for solving rape cases. With a reliable</p>	Valid

				attitude, Hendershot wants to immediately find the perpetrator's whereabouts before the perpetrator looks for new potential victims again. The aspect of credibility also appears in Hendershot's action because Hendershot understands well the matters in the field of rape cases so that she can minimize investigation errors.	
71.	IN THE WEEKS after Sarah's rape, Hendershot played coach to a team of detectives, criminalists, crime analysts, and street cops. She had a half dozen cops check every trash can near the apartment in hopes that the rapist had tossed something as he fled.	hendershot not only used her own knowledge, but also invited several experts to help solve this rape case as cleanly as possible.	71/CH.7PG.82/ HE/SS/RC/CR	<p>Character: Hendershot (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>In solving this rape case, Hendershot does not only work alone, but she also needs experts in various fields to improve the quality of the investigation results. There is an effort to become a reliable and competent professional in Hendershot. Hendershot thinks it clever to collect evidence of a crime by inviting experts to work together. This action Hendershot does with her credibility aspect, namely being an organized person.</p>	Valid

72.	This was a man who should be put away forever. The way Weiner figured it, O’Leary deserved a minimum of 294 years.	the judge believed the report that had been provided by hendershot and galbraith	72/CH.15PG.299/HG/SS/RC/CR	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>The judge approved the sentencing application submitted by the Hendershot and Galbraith team because Hendershot and Galbraith conducted an investigation and submitted all the evidence in court. With the social status that Hendershot and Galbraith have, the judge is convinced to give the severe and fair punishment as far as possible.</p>	Valid
73.	At the time of his arrest, O’Leary had been planning another attack in another Denver suburb, Weiner told the judge. Investigators had found his surveillance notes. “Like a wolf, he was a predator,” Weiner said.	the judge believed the report that had been provided by hendershot and galbraith	73/CH.15PG.230/HG/SS/RC/CR	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>As a Hendershot and Galbraith team member, Weiner explained the details of the perpetrator's mindset so that this event occurred. Although it sounds strange and like nonsense, because the</p>	Valid

				Hendershot and Galbraith team have conducted various interrogations and investigations, they can confirm this is true. Not just nonsense is spoken by the perpetrator. This action shows that a person's social status can affect the level of trust in society.	
74.	<p>“Mr. O’Leary demonstrated a level of arrogance and disdain that is incomprehensible. With each assault there was no recognition of society’s values and no ethical or moral compass.” Hendershot asked the judge to put O’Leary away for life.</p>	<p>the judge believed the report that had been provided by hendershot and galbraith</p>	<p>74/CH.15PG.23 0/HG/SS/RC/C R</p>	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Hendershot proposed a severe sentence for the perpetrator. The judge considered the sentence after Hendershot, as a detective with a competent track record, gave statements that made it difficult for the judge not to give a severe sentence. The action that occurred was influenced by the social status that existed in Hendershot. With a track record showing that Hendershot is an expert and experienced professional, the judge did not resist the proposed sentence Hendershot suggested.</p>	<p>Valid</p>

75.	<p>McNulty noted that the charges against O’Leary could produce a broad range of sentences. He gave O’Leary credit for his lack of a prior criminal record and for showing remorse. “I believe that you are sincere when you make those statements,” McNulty said.</p>	<p>the judge believed the report that had been provided by hendershot and galbraith</p>	<p>75/CH.15PG.23 3/HG/SS/RC/C R</p>	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Hendershot and Galbraith's actions succeeded in making the judge believe and prosecute the perpetrators for the crimes that had been committed. The results of the investigation conducted by Galbraith and Hendershot can be validated by the judge properly.</p>	Valid
76.	<p>The judge then ticked off the evidence against O’Leary. The stalking. The rape tools. The terror inflicted. “The most damning evidence in this case is the evidence you created,” he told O’Leary.</p>	<p>the judge believed the report that had been provided by hendershot and galbraith</p>	<p>76/CH.15PG.23 4/HG/SS/RC/C R</p>	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>According to Govier, a person's social status can be considered by society to increase social trust. The judge's response shows that the social status owned by Galbraith and Hendershot affects the increase in judge trust.</p>	Valid

77.	<p>To reach an appropriate sentence, McNulty weighed O'Leary's crimes in light of others he had judged. McNulty had never seen anything so abhorrent. "Sir, you hunted the victims in this case like they were your prey, and then you exercised dominion over them for hours and forced them to do unspeakable acts," he said, his voice low and steady. "Your actions in this case were pure evil."</p>	<p>the judge believed the report that had been provided by hendershot and galbraith</p>	<p>77/CH.15PG.23 4/HG/SS/RC/C R</p>	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>After explaining all the evil acts committed by the perpetrator, Hendershot and Galbraith pleaded with the judge to give the perpetrator a fair sentence. The actions of these two detectives show that social status can influence the outcome of a trial based on the social status of the informants.</p>	Valid
78.	<p>McNulty noted that the charges against O'Leary could produce a broad range of sentences. McNulty told O'Leary that he'd lost his privilege to be in free society. He would assess the maximum possible penalty. The sentence: 327½ years in prison. O'Leary would never get out.</p>	<p>McNulty as a judge, considered how long the offender would be imprisoned. "The sentence: 327½ years in prison. O'Leary would never get out." Hendershot and Galbraith's charges led to life imprisonment.</p>	<p>78/CH.15PG.23 4/HG/SS/RC/C R</p>	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>After Hendershot and Galbraith had uncovered the evidence, the judge concluded the sentence that the perpetrators would have to serve, which was likely to be life imprisonment. The results of this trial show that</p>	Valid

				Hendershot and Galbraith's social status influenced the judge's judgment.	
79.	THE COURT RECORDS for Marie's false-reporting charge were expunged in the spring of 2011.	the judge believed the report that had been provided by hendershot and galbraith	79/CH.16PG.23 7/HG/SS/RC/C R	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>According to Govier, social status affects a person's level of trust. After Govier provided all the evidence and explanation about the crime committed by the perpetrator, the judge and society agreed to remove the false report charge against the victim.</p>	Valid
80.	So in June of 2013, she filed a civil rights lawsuit against Lynnwood in US District Court. "Maybe they could change the way they do things so another woman won't get treated as I did," she says.	the judge believed the report that had been provided by hendershot and galbraith	80/CH.16PG.24 0/HG/SS/RC/C R	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>So that society would no longer lose faith in the victim or doubt the victim, Hendershot, Galbraith, and the victim acted to file a lawsuit against the</p>	Valid

				Lynwood police for unprofessionalism and poor competence.	
81.	In December of 2013, Marie and Lynnwood agreed to mediation, in hopes of settling before trial. Both sides wrote the mediator beforehand. Fisher said Marie wanted \$5 million.	the judge believed the report that had been provided by hendershot and galbraith	81/CH.16PG.24 1/HG/SS/RC/C R	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>Since the evidence provided by Hendershot and Galbraith was proven, Marie had the right to sue the Lynwood police for their unprofessionalism and poor credibility. Previously, the Lynwood police did not believe the victim due to the victim's social status; she was only a part-time employee at a hypermart and did not continue her schooling. However, the Lynwood police increased their trust due to all the evidence brought by Hendershot and Galbraith.</p>	Valid
82.	The two apologized, acknowledged the department's errors, and pledged to do better.	Lynwood Police apologized to the public for their mishandling of Marie's rape case	82/CH.16PG.24 2/HG/SS/RC/C R	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent</p>	Valid

		and promised to improve their credibility and competency system again.		<p>Aspcets: Credibility</p> <p>Based on what Govier has explained, the more expert and experienced someone is, the easier it will be to gain trust from someone. This factor is shown by how the Lynwood police apologized for their unprofessionalism in handling the victim's case, acting suspiciously of the victim, which an expert should not be allowed to doubt the victim in handling a rape case because of the victim's limitations that arise from trauma.</p>	
83.	<p>Two weeks before Christmas, the mediator called the two sides together, to hash this out in person. The police and Marie stayed in separate rooms while attorneys made their cases. Marie did not get \$5 million. She settled with Lynnwood for \$150,000. "A risk management decision was made," one of Lynnwood's lawyers told a newspaper reporter. Marie settled separately with Cocoon House, for an undisclosed amount.</p>	<p>Hendershot and Galbraith restored the victim's image by fully settling the matter. "She settled with Lynnwood for \$150,000." It shows that Hendershot and Galbraith succeeded in increasing the social trust even until the victim was compensated.</p>	<p>83/CH.16PG.24 2/HG/SS/RC/C R</p>	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility</p> <p>After Galbraith and Hendershot succeeded in restoring Marie's good image, Marie sued the government in the form of money due to the criminal charges made by the Lynwood police against Marie. The Lynwood police increased their trust in Marie again,</p>	Valid

				thanks to the efforts made by Galbraith and Hendershot.	
84.	But after Marie’s lawsuit was filed, a reporter for the Seattle Times reached Rittgarn by telephone. “Rittgarn...said he was unaware of the lawsuit,” the newspaper reported.	the judge believed the report that had been provided by hendershot and galbraith	84/CH.16PG.24 2/HG/SS/RC/C R	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility Not only the society and the Lynwood police but the judge also increased her trust in Marie after seeing Galbraith and Hendershot's actions in solving this rape case. This case follows what Govier wrote in her book, that a person's social status could affect, decrease or increase social trust.	Valid
85.	At the Lynnwood Police Department, Marie’s case led to changes in practices and culture, Rider says. Detectives receive additional training about rape victims and trauma. They learn the protocols of the International Association of Chiefs of Police—the guidelines written by Joanne Archambault—to build trust with victims, to show respect and reserve	lynwood police believe the victim again after various evidence that has been obtained by hendershot and galbraith	85/CH.16PG.24 5/HG/SS/RC/C R	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility Based on what is written in Govier's theory, a person's social status can affect the validity of an opinion. The	Valid

	judgment, to give victims a say over when and where they are interviewed.			more experience an expert has, the easier it is for society to give their trust. When Galbraith and Lynwood revealed the results of their investigation, the Lynwood police changed the status of the sentence given to the victim from the perpetrator of the false report back to the status of the victim.	
86.	Rider says his agency has become more cautious about labeling a case unfounded since Marie.	the case solved by hendershot and galbraith was given special attention by professionals who eventually gave trust to the victim.	86/CH.16PG.24 5/HG/SS/RC/C R	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent Aspcets: Credibility After the furor of Galbraith and Hendershot exposed Lynwood police's fatal mistake in giving the criminal victim a false report, Lynwood police improved its police system by being more careful in handling future rape cases.	Valid
87.	Her case shows the risk of the abbreviated investigation and discarded rape kit. Once the [Lynwood] police suspected Marie of lying, they stopped investigating. In	Susan Irion increasing her trust about rape victims as a result of efforts made by	87/CH.16PG.24 8/HG/SS/RC/C R	Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Being Reliable and Competent	Valid

	<p>2007, the year before Marie was raped, a task force comprising state and county investigators raided the Harvey, Illinois, police department and found two hundred unprocessed rape kits. “That’s tragic. That’s really tragic,” says Susan Irlon, a principal figure in the adoption of rape kits back in the late 1970s.</p>	<p>professionals in increasing social trust.</p>		<p>Aspcets: Credibility</p> <p>Susan Irlon, one of the top police officers, trusted the investigations of two outstanding detectives, Galbraith and Hendershot. Based on who is spreading the information, social trust can be gained, and Galbraith-Hendershot succeeded since they have a good status.</p>	
88.	<p>By Dougan’s calculation, McNulty could sentence O’Leary to a minimum of twenty-six years. He, too, asked for mercy. Now, it was the judge’s turn. “Mr. O’Leary, let me address you first,” McNulty began. “You indicated that people might hate you, consider you a monster. It’s not my job to vilify you. It’s not my job to judge you. It is my job to judge your actions.”</p>	<p>All of Hendershot and Galbraith's efforts succeeded in convincing the judge even though the rape case had already been tried in 2008. McNulty, the judge, called the perpetrator a "monster." After receiving information from Hendershot and Galbraith about the details of this crime.</p>	88/CH.15PG.23 3/HG/SS/RC/T	<p>Character: Hendershot and Galbraith (Professional) Determining Factors: Social Status Attempts: Reliable and Competent Aspcets: Trustworthy</p> <p>The judge gave her trust to the victim thanks to the efforts made by Galbraith and Hendershot. Based on what Govier has stated, a person can be said to have high social status if she has a long trail of experiences. Galbraith and Hendershot have years of experience in the field of rape cases, so the judge believed what Galbraith and Hendershot had said about the perpetrator.</p>	Valid

89.	<p>The small gray-and-brown courtroom brimmed with people. Galbraith, Hendershot, Burgess, and Grusing were there. So were Ellis and Shimamoto. Lilly and Doris sat on one side. O’Leary’s mother, stepfather, and sister sat on the other. O’Leary sat up front, at a long, shiny table directly in front of the judge.</p>	<p>society came to watch the trial of the perpetrator in court, believing again that the rape really happened</p>	<p>89/CH.15PG.22 9/SO/NA/-/-</p>	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>Based on Govier's statement, the number of people who believe will affect a statement's validity. This factor can be shown by people who have a high level of trust in the victim, coming to court, supporting the victim, and joining in demanding rights and fair punishment.</p>	Valid
90.	<p>I knew you weren’t lying, Wayne told Marie. Wayne’s words landed with a jolt. Marie didn’t know what to say. She had a rush of thoughts—Then why didn’t you say something? Why didn’t you stick up for me? You were my case manager—but left them unspoken.</p>	<p>one by one, the people around Marie regained their trust, including Wayne</p>	<p>90/CH.14PG.21 1/SO/NA/-/-</p>	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>Wayne, the foundation of the orphanage that provides monthly funding for Marie, regained trust in Marie after the news about Galbraith and Hendershot successfully solving the case surfaced. What happened to Wayne is that following what Govier stated, a person's</p>	Valid

				trust can increase when she sees the number of people who favor an opinion.	
91.	<p>“I think there was a lot of denial on my part,” Peggy says. “It was just so painful. I...I knew when I heard all the evidence that it was true. But it was still just horrifying that it really did happen. And that I was involved in not believing her.”</p>	<p>peggy, who had incited the lynwood police force by telling them of her doubts, now, again trusted Marie</p>	<p>91/CH.14PG.21 3/SO/NA/-/-</p>	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>In addition to Shannon, Peggy, Marie's foster parent, has returned her trust to Marie. Peggy felt that she had made the wrong assumption about Marie and apologized. This cycle of changes in Peggy's level of trust is under what Govier stated. No matter how clear a fact is, it will be defeated by the quantity of people who side with an opinion. Peggy knew the evidence was there, but because Marie was known as a rebellious child, the facts could not dominate and change Peggy's perception.</p>	Valid
92.	<p>More than a million people signed an online petition to remove the case's judge from the bench.</p>	<p>The society began to believe that Marie's rape had indeed happened, and created a petition for</p>	<p>92/CH.16PG.24 9/SO/NA/-/-</p>	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p>	Valid

		the case to be resolved.		After the announcement from Galbraith and Hendershot that the rape case experienced Marie was valid, and everyone began to trust Marie again, society returned to Marie's side. Society provides compensation funds for tarnishing Marie's image and making awful news to lead society's opinion to stop siding with Marie. This situation is under what Govier has written, that high and low social trust can be influenced by the number of people who side with an opinion.	
93.	That Jordan would see Marie so differently from Peggy doesn't necessarily surprise	Jordan, as Marie's ex and Marie's best friend, always believed in Marie without any hesitation.	93/CH.3PG.27/ SO/NA/-/-	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>As a friend and an ex who broke up amicably, Jordan did not change her statement to keep trusting Marie. Even though Marie was forced to make a false report at the time, Jordan still believed that Marie had a good personality. Jordan's decision shows that the number of people who agree</p>	Valid

				can affect one's level of trust. Since Jordan was the only one who sided with Marie, the social trust could not increase due to the lack of credibility towards Marie.	
94.	<p>She would never say anything to hurt you. Among her friends and things like that, she was not an attention-seeker. She never did anything openly outgoing or off-the-wall crazy.” That Jordan would see Marie so differently from Peggy doesn’t necessarily surprise. Peggy saw Marie wanting attention. Jordan saw her avoiding it.</p>	<p>Peggy, as Marie's foster parent, decreased her trust in Marie. Peggy thinks Marie made a false report to seek attention.</p> <p>Meanwhile, Jordan, as Marie's ex boyfriend, still believes that Marie is not a fraud and according to him, Marie just doesn't like being the center of attention.</p>	94/CH.3PG.27/ SO/NA/-/-	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>The reduced quantity of people who believe in Marie keeps Jordan from turning away. However, following the statement written by Govier, Jordan alone cannot increase social trust due to the lack of quantity of people who believe. Society considers that Marie's credibility needs to be improved.</p>	Valid
95.	<p>There was nothing out of the ordinary about their late-night conversation before the attack, Jordan told the detective. At no point in this interview did Jordan say he thought Marie was lying about being raped.</p>	<p>Jordan's opinion, which still believed the victim, was not counted by the Lynwood police. This is because</p>	95/CH.8PG.110 /SO/NA/-/-	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p>	Valid

		Jordan's opinion did not dominate so the Lynwood police manipulated Jordan's opinion and assumed Jordan did not believe the victim either.		When the Lynwood police interviewed Jordan, Jordan did not say that he had lost faith in Marie. This action is under Govier's statement; However, Jordan did not say he stopped trusting Marie. The Lynwood police concluded that Jordan no longer trusted Marie because not many people believed her.	
96.	“He told me that, based on subsequent interviews and inconsistencies with [Marie], her foster mother and her friend Jordan, who she had talked with on the phone prior to the report, he believed and others believed that [Marie] had made up the story.”	Lynwood police interviewed two victims' foster parents and one ex-boyfriend. Both of the victim's foster parents believed the victim was lying, while 1 of the victim's ex-boyfriends said otherwise. However, Lynwood police reported that all three people agreed that the victim was lying because, for Lynwood police, one opinion does not count.	96/CH.8PG.110 /SO/NA/-/-	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>Govier writes in her theory that the number of people taking sides can affect the quality of credibility of an opinion. Govier's statement is shown through how the Lynwood police wrote in her notes, "he believed and "the others." "The others" indicates that the Lynwood police believe only Jordan believed, so Jordan's opinion is invalid.</p>	Valid

97.	<p>You don't believe me? she asked Jordan. What are you talking about? Jordan answered. What the hell are you talking about? Of course I believe you. That's not what the detective said. Of course I believe you. You know that.</p>	<p>Lynwood police manipulated Jordan's statement that Jordan did not trust Marie, this was done to corner Marie, even though Jordan did not think that Marie was a liar at all.</p>	<p>97/CH.8PG.116 /SO/NA/-/-</p>	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>Following what Govier said, since only Jordan believed, Jordan's opinion did not count. The Lynwood police also concluded that no one believed Marie and told Marie this. Marie did not know that the Lynwood police had manipulated information to pressure Marie.</p>	Valid
98.	<p>The small gray-and-brown courtroom brimmed with people. Galbraith, Hendershot, Burgess, and Grusing were there. So were Ellis and Shimamoto. Lilly and Doris sat on one side. O'Leary's mother, stepfather, and sister sat on the other. O'Leary sat up front, at a long, shiny table directly in front of the judge.</p>	<p>society came to watch the trial of the perpetrator in court, believing again that the rape really happened</p>	<p>98/CH.15PG.22 9/SO/NA/-/-</p>	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>Based on Govier's statement, the number of people who believe will affect a statement's validity. This factor can be shown by people who have a high level of trust in the victim, coming to court, supporting the victim, and joining in demanding rights and fair punishment.</p>	Valid

99.	McNulty called the court to order. The People of the State of Colorado v. Marc O'Leary had begun.	society changes their opinion of the victim, they believe that rape does occur and evidence is minimal due to the ingenuity of the perpetrator in hiding and minimizing evidence.	99/CH.15PG.22 9/SO/NA/-/-	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>After people who believe in the results of the efforts made by Hendershot and Galbraith increase, then in court, it is likened to society against the perpetrator. This action is an example of how Govier explains that the number of people who believe will affect the increase in social trust.</p>	Valid
100.	As O'Leary spoke, his mother sat and listened. She believed that Marc was guilty. But she had never heard him talk about the secret tortures of his childhood. Never heard him say he felt like two people. Never heard him describe hunting women.	The perpetrator's parents believed that the rape was true and did not think that their smart and quiet son was the perpetrator of a serial rape.	100/CH.15PG.2 32/SO/NA/-/-	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>According to what Govier has said, social trust can increase when the number of people who take sides is large. The perpetrator's parents, who have known him for years, did not expect their son to be a serial rapist. It takes many people, including</p>	Valid

				professionals, who can change the perpetrator's parents' trust in their son.	
101.	<p>“Had I known or had any clue at all over the years that he was suffering inside and needed help, there’s nothing we wouldn’t have done to get him help....But, you know, we just didn’t see anything.”</p>	<p>The perpetrator's parents believed that the rape was true and did not think that their smart and quiet son was the perpetrator of a serial rape.</p>	<p>101/CH.15PG.2 33/SO/NA/-/-</p>	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>Parental trust decreases based on the number of people who validate Galbraith and Hendershot's statements about their children. It increases as more people believe the statement.</p>	Valid
102.	<p>She told the victims she understood what they had suffered. She asked for mercy for her son. And for herself. “As a mother, I’ve heard people say, ‘You can’t blame yourself for this.’ Why, why can’t I blame myself? I’m his mother, I raised him; if it wasn’t something I did, then it was probably something I didn’t do.”</p>	<p>The perpetrator's parents believed that the rape was true and did not think that their smart and quiet son was the perpetrator of a serial rape.</p>	<p>102/CH.15PG.2 33/SO/NA/-/-</p>	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>The perpetrator's parents have increased their trust due to the many people who insist that the perpetrator be brought to justice immediately. However, the perpetrator's parents did not expect their son, who has a good personality and education, to be the perpetrator in the rape case. The statement of the</p>	Valid

				perpetrator's parents about their son is no longer valid due to the low quantity of people who believe it.	
103.	Although Lynnwood agreed to settle for \$150,000, the city's insurance picked up most of that, leaving Lynnwood to foot only its deductible. In the end, the city paid \$25,000.	the society compensated the victim for the false report and for defaming the victim.	103/CH.16PG.2 42/SO/NA/-/-	<p>Character: Society Determining Factors: Number of Adherent Attempts: - Aspcets: -</p> <p>After many people came to trust Marie again, society had to pay compensation for all the insults thrown at Marie. Marie has the right to be compensated for the tarnishing of her image. This action follows what Govier wrote about the number of adherent; the greater the quantity of believers, the more credible an opinion will be.</p>	Valid