

"Big Five Personality Traits and Behavioral Motives: A Psychological Character Analysis of 'Money Heist (2017)' Series"

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This study examines the psychological profiling of characters in the first heist of the critically acclaimed series '*Money Heist*' (La Casa de Papel) using the Big Five personality traits model—openness, conscientiousness, extraversion, agreeableness, and neuroticism. By analyzing the behaviors, decision-making patterns, and interpersonal dynamics of central characters such as the Professor, Tokyo, Berlin, Nairobi, Denver, Raquel, Monica, and Arturo, the research explores the influence of psychological traits on narrative development and audience engagement. The study also highlights the significant role of past experiences in shaping present behaviors, as exemplified by the Professor's disciplined approach resulting from his father's failed heist and Tokyo's impulsive actions stemming from personal trauma. Through a qualitative content analysis, the research applies the Big Five framework to systematically categorize character traits, offering insights into how psychological dimensions enhance the realism and complexity of character arcs. The research concludes that psychological profiling not only enriches the narrative structure but also deepens audience engagement by creating relatable and multidimensional characters. Future research could expand on this foundation by exploring character psychology in subsequent heists and investigating the audience's emotional and cognitive responses to these portrayals.

1. Introduction

Psychological character analysis in media and entertainment has become a significant area of study, bridging the gap between psychology and media studies. Fictional narratives often encapsulate complex human behaviors and personality traits, offering a lens to analyze psychological constructs through storytelling (Goldberg, 1993). The Spanish series *Money Heist* (La Casa de Papel), created by Álex Pina and first released in 2017 through the Netflix platform, has gained worldwide acclaim for its intricate plot, moral ambiguities, and dynamic characters. Each character in the series demonstrates distinct psychological traits and motives, which drive the narrative and shape the audience's perception of their actions. For instance, the mastermind "Professor" displays traits of high conscientiousness and openness, while characters like "Berlin" exhibit a complex mix of extraversion and low agreeableness. Such diversity in personalities makes *Money Heist* an ideal subject for a psychological character analysis (Barrick & Mount, 1991).

Modern storytelling, especially in television series, emphasizes character complexity and development to engage viewers emotionally and intellectually (Mittell, 2015). Characters' psychological depth adds realism and relatability, creating a stronger bond between the audience and the story. Scholars such as McAdams (1995) and Oatley (2016) have argued that characters' psychological dimensions are instrumental in driving plotlines and shaping narrative arcs. Using the Big Five model (Costa & McCrae, 1992) as the analytical framework, this study bridges the gap between psychological theory and narrative storytelling. It has long been utilized to explore character traits in literature and media. The Big Five personality traits - openness, conscientiousness, extraversion, agreeableness, and neuroticism, provide a comprehensive framework for understanding individual differences (Costa & McCrae, 1992). These traits have also been applied to analyze fictional characters, highlighting their role in story progression and audience perception (Fiske et al., 2007).

1.1. Background of the Study

Psychological frameworks play a critical role in understanding human behavior, not only in real-life contexts but also in fictional narratives. The Big Five Personality Traits model, proposed by McCrae and Costa (1999), provides a robust structure for analyzing personality through five dimensions: openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism. These traits collectively explain how individuals interact with their environment, respond to challenges, and form interpersonal relationships. In media and entertainment, character-driven storytelling often mirrors real-life complexities, making psychological analysis a valuable tool for deeper comprehension of character motives and development (Lucas & Diener, 2001). One of the most prominent examples of contemporary character-driven storytelling is the Spanish series *Money Heist* (*La Casa de Papel*), created by Álex Pina in 2017. The show is renowned for its intricate plot, morally ambiguous themes, and complex characters. With characters ranging from the methodical "Professor" to the impulsive "Tokyo" and the narcissistic yet charismatic "Berlin," *Money Heist* offers a rich tapestry for psychological exploration. Analyzing the characters using the Big Five framework can provide insights into their behavioral motives and how these traits influence their decisions within the story's high-stakes environment.

1.2. Significance of the Study

The intersection of psychology and media studies has emerged as a vibrant area of research, shedding light on how fictional characters reflect, challenge, and expand our understanding of human behavior (Amabile, 1983). While most psychological studies focus on real-world subjects, fictional characters provide a unique opportunity to explore exaggerated, distilled, or idealized traits. In the context of *Money Heist*, each character's psychological profile plays a pivotal role in advancing the narrative and shaping the audience's engagement with the story (Graziano & Eisenberg, 1997). This study is significant for multiple reasons. First, it highlights the application of the Big Five Personality Traits model in analyzing fictional characters, thereby demonstrating the universality of this framework. Second, it delves into the behavioral motives of the characters, offering a psychological perspective on their actions and interactions (Eysenck, 1992). Finally, it contributes to media studies by illustrating how psychological theories can be employed to enhance the understanding of storytelling dynamics, audience reception, and character development.

1.3. Objectives of the Study

The primary objective of this study is to conduct a psychological character analysis of key characters in *Money Heist* using the Big Five Personality Traits model. Specific objectives include:

- To identify the dominant personality traits of select characters based on their behaviors, dialogues, and interactions.
- To analyze how these traits influence their decision-making, interpersonal relationships, and narrative roles.
- To explore the behavioral motives driving their actions and how these align with or diverge from their personality profiles.

This study aims to analyze the Big Five Personality Traits and behavioral motives of select characters in *Money Heist* to understand their psychological dimensions and narrative functions. By using established personality assessment frameworks, the study will offer insights into how personality traits influence behavioral patterns and decision-making, both in the fictional context of the series and as a reflection of broader psychological principles. The analysis will employ a qualitative research methodology, focusing on the behaviors, dialogues, and interpersonal dynamics of key characters (Oatley, 2016). The findings will contribute to media studies by demonstrating the application of psychological theories in character analysis and storytelling, while also reinforcing the relevance of the Big Five model in understanding human behavior across various contexts.

2.1. Methodological Framework

This study adopts a qualitative approach, utilizing content analysis to dissect character behaviors and traits as depicted in the series. The Big Five Personality Traits, often known as the Five-Factor Model (FFM), is a widely accepted framework for analyzing personality traits. These characteristics include openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism (McCrae and John, 1992), which is also simply known as the OCEAN behavior of traits. This research employs the

Big Five Personality Traits to analyze the characters of 'Money Heist'. By applying this framework, the study aims to explore the unique psychological profiles of each character and how their personalities influence their decisions, interactions, and the overall narrative arc of the series.

1. **Character Selection:** Focusing on primary characters such as the Professor, Tokyo, Berlin, Nairobi, Denver, Raquel, Monica, and Arturo.
2. **Trait Analysis:** Applying the Big Five model to analyze characters' actions, dialogue, and decision-making processes. Observations are mapped onto the five dimensions using narrative evidence from the series.
3. **Contextual Examination:** Investigating how past experiences (e.g., the Professor's father's failed heist, Tokyo's traumatic loss) influence their present behaviors.
4. **Comparative Analysis:** Examining inter-character dynamics and how their psychological traits shape relationships and conflicts.
5. **Thematic Coding:** Categorizing data into themes such as emotional stability, adaptability, and interpersonal trust, to provide a nuanced understanding of character psychology.

2.2. Big Five Personality Traits

The Big Five Personality Traits model serves as the theoretical framework for this study. According to McCrae and Costa (1999), this model provides a comprehensive approach to understanding personality through five broad dimensions. Each feature describes a range of behaviors, feelings, and attitudes.

Openness:

Openness refers to someone with intelligence and who explores new ideas and situations. In the scaling, high refers to eagerness to learn new skills and low represents low intellectual.

Conscientiousness:

A person who is well-organized, thought-oriented, disciplined, and goal-oriented is said to be conscientious. They usually do not like to take risks and are always well-planned with a proper schedule. The high end of the scaling refers to an organised goal-oriented person and the low end refers to the one who does not go by a proper rule or schedule.

Extraversion:

Extraversion is a measure of a person's enthusiasm, assertiveness, sociability, and talkativeness. Extraversion helps us to understand whether the character is an introvert or an extrovert. Thus the higher end of the scale says that the person is an extravert and energetic and the lower end of the scale says that the person is an introvert with low energy.

Agreeableness:

A person being kind-hearted, trustworthy, and affectionate to others is said to adopt agreeable behavior. They usually blindly accept and obey the orders given by their leaders and mentors. In the scaling, the higher end denotes that the person is cooperative while the lower end denotes that the person will have competitive and manipulating behaviour.

Neuroticism:

People with low emotional stability and the tendency to express negative emotions like anger, anxiety, and sadness are said to be neurotic. A person with high experience with stress and negative emotions is scaled in the high end while the one with minimum experience is a victim of these negative emotions.

3. Analysis:

3.1. Summary of the Series:

Netflix revealed that globally around fifty million people have watched their Spanish-based thriller series named Money Heist (La Casa De Papel) in the years 2018, 2019 and 2021 which is been recorded as the most-watched series in the history of the OTT platform. The success of this series was achieved due to an enormous amount of factors including the storyline, engaging screenplay, and realistic casting.

The story begins with a gripping narration by Tokyo, a fiery and resourceful woman whose life took a dark turn after a failed bank robbery. In the chaos of the heist, her boyfriend was tragically killed, and she absconded to hide from cops that is when Professor found her and saved her from the cops asking her to be a part of the Heist in the Royal Mint of Spain. The Professor, alongside Tokyo and a

handpicked team of expert robbers, set into a well-planned heist. All the robbers used well-known city names such as Tokyo, Berlin, Moscow, Rio, Denver, Nairobi, Oslo, and Helsinki as their names to avoid sharing personal information amongst them as it could be a problem for the heist.

According to the Professor's plan, the team would enter the Royal Mint of Spain and take everyone including employees, visitors, and students as hostages. Among them would be Alison Parker, the daughter of the British ambassador, whose capture was intended to serve as a critical trump card for the heist. The robbers were wearing Dolly masks to be unidentifiable with armed guns, whereas the hostages were also instructed to wear the same Dolly masks and were given fake guns to mislead the officers. Thus the only option for the rescue team was to negotiate with the robbers. The heist was aimed at printing 2.4 billion. Because of some unexpected situations such as the sudden breakthrough of the officers and the protest of the hostages, they managed to print 978 million in the end due to Nairobi's untiring effort.

Professor was the only outside source for the team who negotiated with the officers, Racquel Murillo along with Colonel Prieto. The narrative is explained in a parallel shift between the planning of the heist which was done seven months back in Torio and the present heist. Professor makes a good bond with Officer Racquel to nullify all the potential loopholes of the heist and to counteract the measures taken by the rescue team. At one point Officer Racquel would have identified the true identity of the professor and would have arrested him but getting to know about his backstory, her anger towards the officer team due to her reasons and also of her love towards him, she helped in the heist. During an outbreak and final police shoot Berlin and Oslo would sacrifice their lives while others would escape safely through the tunnel dug by the professor along with the money.

3.2. Female Leads Psychological Perception:

Monica, the personal secretary of Arturo, the director of the Royal Mint of Spain, finds herself pregnant as a result of their secret relationship. However, Arturo refuses to take responsibility, leaving Monica heartbroken. Amid the chaos of the heist, Monica's actions put her at odds with the robbers, leading Berlin to order Denver to kill her. Defying the order, Denver chooses to protect Monica. Later this act of compassion sparks a growing affection between them, but everyone thinks it is Stockholm syndrome. Eventually, Monica and Denver confessed their feelings for each other, and Monica chose to assist the team in carrying out the heist and also accompanied them.

Officer Raquel Murillo faced domestic abuse, hence she and her five-year-old daughter separated from her husband. At that moment, Sergio's affection and care for the lonely Raquel touched her deeply, leading her to help the robbers and join them. On the other hand, Alison Parker who was sexually abused by her boyfriend by posting her nude pictures on social media would be psychologically affected throughout the series. One of the students, Ariadna Castales was forced into a physical relationship by Berlin, an experience she struggled to overcome. During the final confrontation, Berlin attempted to take her away with him, but Ariadna managed to escape, leading to Berlin's death.

3.3. Characters Big Five Traits:

3.3.1. The Professor (Sergio Marquina)

Openness: Extremely High.

The Professor with extremely high openness demonstrates visionary thinking and unparalleled creativity. His ability to craft an elaborate heist plan that challenges societal norms highlights his openness to new experiences and unconventional solutions. In season 1, Episode 1, he explains the entire plan to the team, revealing an intricate, layered heist involving psychological manipulation of the police and hostages. Similarly, in season 2, Episode 6, he deceives law enforcement by pretending to be emotionally vulnerable over his father's death, showing his adaptability and creativity in emotional manipulation.

Conscientiousness: Very High.

The high level of conscientiousness of the professor is evident in his meticulous nature as he spends years perfecting every detail of the heist. His goal-oriented nature ensures success, even in the face of adversity as demonstrated in season 1, episode 10, where he adjusts the plan in real-time after a police breakthrough, showing his ability to remain disciplined and methodical under pressure. Throughout the series, his meticulous planning is evident in how he trains the team for months. His attention to

detail ensures every possible scenario is accounted for. Additionally, in season 3, episode 5, he develops strategies to manipulate public opinion and law enforcement after Raquel joins the heist.

Extraversion: Low.

The Professor's low extraversion is reflected in his preference for solitude and introspection. However, he can exhibit excellent social intelligence when manipulating others, such as in season 1, avoiding personal interactions with the team except when necessary, during Raquel's negotiations. Especially in episode 5, when interacting with Raquel as "Salva," he is reserved but calculated in his responses, showing how his introverted tendencies are masked by strategic thinking.

Agreeableness: Moderate.

The Professor Exhibits moderate agreeableness, as he is empathetic and supportive towards his team, his manipulative tactics underline his willingness to prioritize the heist's success over individual needs. For instance, in season 2, episode 6, he consoles Tokyo after her banishment but does so to maintain group cohesion. His fluctuating relationship with the team is evident in season 4, episode 2, where he consoles the team after Nairobi's death but is still manipulative, and uses empathy as a tool to keep morale up.

Neuroticism: Moderate.

The Professor displays moderate neuroticism by maintaining a generally composed nature under most circumstances but showing his underlying anxiety through manifesting as physical symptoms during crises. This is seen in season 2, episode 9 where he has a panic attack when Raquel discovers his identity is a key moment of vulnerability. Similarly, in season 1, episode 10, the Professor experiences a near-breakdown when Raquel discovers his hideout, showing his internal struggle with stress despite his composed demeanour.

Situational Motives:

The Professor is driven by a deep sense of justice for his father's death, loyalty to his team, and the desire to expose societal inequalities through the heist. This personal motivation is revealed in season 1, episode 13 when he shares his father's story with Raquel, explaining the personal motive behind the heist.

3.3.2. Raquel Murillo (Lisbon)

Openness: Moderate.

Initially bound by her role as a police negotiator, Raquel's flexibility and adaptability shine when she joins the heist, showcasing her ability to embrace new perspectives. This ability to embrace new perspectives is exemplified in season 2, episode 8 when Raquel leaves law enforcement and joins the Professor's team. This decision shows her ability to adapt and embrace change, despite being initially resistant.

Conscientiousness: High.

Raquel is methodical and diligent in her professional capacity, transitioning these skills to support the heist. As a police negotiator in season 1, episode 2, she exhibits methodical and ethical behaviour while trying to secure the hostages' release.

Extraversion: Moderate.

Raquel is assertive and confident in negotiations but struggles with interpersonal relationships, particularly as personal and professional conflicts overlap. This duality is seen in season 1, episode 4 where her leadership as a negotiator shows assertiveness in public but her interactions with her ex-husband reveal a more introverted side.

Agreeableness: High.

Raquel with her empathetic nature is evident in her interactions, valuing personal connections and often prioritizing others' well-being as seen in season 1, episode 3, where her genuine concern for Monica shows her ability to balance empathy and her professional duties.

Neuroticism: High.

Raquel's emotional vulnerability is central to her character. Her struggles are exacerbated by moral dilemmas and her evolving loyalties are highlighted in season 3, episode 6, where she is caught by law enforcement, and her emotional vulnerability surfaces as she struggles between loyalty to the Professor and her identity as a former cop.

Situational Motives:

Raquel seeks emotional security, redemption from past failures, and resolving her internal conflicts between her sense of duty and love towards her professor.

Table 3.1 Analysis of Big Five Personality Traits Variables

Characters	Openness	Conscientiousness	Extraversion	Agreeableness	Neuroticism
The Professor	Extreme High	Very High	Low	Moderate	Moderate
Raquel Murillo	Moderate	High	Moderate	High	High
Tokyo	High	Low	High	Low	High
Berlin	High	Moderate	High	Low	Moderate
Denver	Moderate	Moderate	High	High	High
Nairobi	High	High	Moderate	High	Low
Arturo Roman	Low	Low	High	Low	High
Monica Gatambide	High	Moderate	Moderate	High	Moderate

3.3.3. Tokyo (Silene Oliveira)

Openness: High.

Tokyo’s adventurous nature and willingness to face danger reflect her thrill-seeking personality in season 1, episode 3 when she volunteers for a high-risk mission to retrieve hostages, showing her willingness to take bold steps and in season 1, episode 2, Tokyo demonstrates her adventurous personality by taking risks in leading the charge during the heist, despite objections from the Professor.

Conscientiousness: Low.

Tokyo’s impulsive decisions often put the team at risk, indicating a lack of foresight and responsibility. In season 2, episode 4 her decision to fire at the police without consulting the team jeopardizes the entire plan. Similarly, in season 1, episode 7, Tokyo’s impulsivity leads to her being expelled from the heist when she disobeys the Professor’s orders and confronts Arturo.

Extraversion: High.

Tokyo’s charismatic nature and social behaviour are predominantly seen as she thrives on attention and high-energy environments. In season 1, episode 3 Tokyo’s charisma and need for attention are evident, when she confidently narrates the story, drawing the audience into her world and in episode 5 of season 1 her passionate speech rallies the hostages and reinforces her dominance in social settings.

Agreeableness: Low.

Tokyo’s low agreeableness is marked by her self-centred tendencies and struggles with teamwork. This combative personality is seen in season 1, episode 9 as she openly challenges Berlin’s authority, creating rifts in the group. Also, she selfishly prioritizes her emotions over team unity when she acts on her feelings for Rio, despite jeopardizing the group’s safety in season 2, episode 5.

Neuroticism: High.

Being prone to emotional outbursts and instability, Tokyo’s impulsive behaviour often stems from unresolved inner turmoil. This is highlighted in season 2, episode 10 and in season 3, episode 7, where she experiences an emotional breakdown after Rio’s capture highlighting her vulnerability and her inability to control her emotions under stress.

Situational Motives:

Tokyo’s actions are fuelled by the thrill of danger, her desire for freedom, and her search for love and validation. Her reckless decision to return to the heist in Season 3, Episode 1 expresses her craving for excitement.

3.3.4. Berlin (Andrés de Fonollosa)

Openness: High.

Berlin's need for appreciation of beauty and creativity, even in chaotic scenarios shows his high openness. His imaginative personality shines in the 6th episode of season 1, as he recites a poem before carrying out a critical task, blending artistry with leadership. In episode 9 of season 1 Berlin organizes a celebratory toast with the hostages, showcasing his love for theatrics and creativity even in dire situations.

Conscientiousness: Moderate.

While structured and commanding in leadership, Berlin occasionally displays reckless tendencies. In episode 8 of the 1st season, he enforces strict discipline among the team, despite his recklessness. Similarly, in season 2, episode 7, his leadership in the Mint demonstrates structured planning but also reckless behaviour when he prioritizes ego over strategy.

Extraversion: High.

Berlin thrives in social and leadership roles displaying flamboyant dominance which is clear in episode 9 of season 1 where his flamboyant speech towards the hostages asserts his control over the situation. Also, his flamboyant leadership is showcased in season 1, episode 4, where he confidently manages both hostages and the team.

Agreeableness: Low.

Berlin's manipulative and controlling behaviour often alienates others, highlighting a lack of empathy which is seen in episode 12 of season 1 where he sacrifices the life of a hostage to protect the team. Berlin's manipulative and authoritarian nature comes through in season 2, episode 2 when he forces the team to follow his orders.

Neuroticism: Moderate.

Berlin demonstrates moderate neuroticism in coping with his terminal illness that influences his actions, combining moments of composure with erratic behaviour. In season 1, episode 11 he confesses to Palermo about his fears, revealing a rare moment of vulnerability. Conversely, in season 2, episode 8, his stoic acceptance of death shows his ability to suppress fear, but his moments of vulnerability in private conversations reveal underlying emotional instability.

Situational Motives:

Berlin's motives include a desire for legacy, control, and embracing life's fleeting nature as he faces his mortality. His self-sacrificial act in episode 13 of season 1 to protect the team's escape plan underscores his desire to leave a lasting impression.

3.3.5. Denver (Ricardo Ramos)

Openness: Moderate.

Denver is open to change but gravitates towards stable routines. His willingness to embrace change is evident in episode 5 of the 1st season when he bonds with Monica despite her being a hostage.

Conscientiousness: Moderate.

Denver's loyalty and diligence reflect moderate conscientiousness but are driven by emotions rather than careful planning. Denver displays loyalty and responsibility in season 2, episode 3 when he takes on the role of Monica's protector during chaotic moments.

Extraversion: High.

Denver's high extraversion is seen in him as he is social and humorous. Denver builds strong interpersonal connections. His humorous and light-hearted personality is evident in Season 1, Episode 6, where he uses jokes to diffuse tension among hostages.

Agreeableness: High.

Denver's kind and empathetic nature endears him to the team and viewers alike. Denver's caring side emerges in Season 1, Episode 9 when he supports Monica emotionally and physically.

Neuroticism: High.

Emotionally reactive and prone to stress, Denver often struggles with controlling his feelings. Denver's emotional instability is evident in Season 1, Episode 7 when he struggles with guilt over following orders to harm Monica.

Situational Motives:

Denver's loyalty to family, romantic love for Monica, and need for emotional connection drive his decisions throughout the heist.

3.3.6. Nairobi (Ágata Jiménez)**Openness: High.**

Nairobi's adaptability and resourcefulness make her a key player in the heist. In season 1, episode 8, Nairobi creatively organizes the money printing process, showcasing her resourcefulness.

Conscientiousness: High.

Being focused and goal-oriented Nairobi ensures efficiency and success. Nairobi's leadership is evident in season 2, episode 4 when she assumes control to maintain order during a crisis.

Extraversion: Moderate.

While sociable, Nairobi balances this with moments of introspection. Nairobi balances sociability and professionalism, as seen in season 1, episode 5, where she motivates the team while staying pragmatic.

Agreeableness: High.

Nairobi's high agreeableness is seen through her nurturing and empathetic nature, as she acts as the team's moral compass. Her nurturing side is evident in Season 3, Episode 6 when she supports Rio emotionally after his release.

Neuroticism: Low.

Nairobi's low neuroticism is evident in her pragmatism and emotional stability in high-pressure situations. Nairobi remains calm under pressure, as seen in Season 2, Episode 7, when she keeps the team focused despite Berlin's authoritarian tendencies.

Situational Motives:

Nairobi's actions are driven by maternal instincts, a desire for success, and a focus on group unity which makes her the cornerstone of the team.

3.3.7. Arturo Roman**Openness: Low.**

Arturo's rigid thinking and resistance to change define his character. This is evident in episode 3 of season 1 where he refuses to cooperate with Denver despite the clear risk establishing his inability to adapt to the situation.

Conscientiousness: Low.

Arturo's self-serving and manipulative tendencies often disrupt the team's dynamics. In season 1, episode 6, Arturo's selfish and disorganized attempts to escape jeopardize the hostages' safety.

Extraversion: High.

With high extraversion, Arturo thrives on drama and attention, often creating conflict in the team to remain in the spotlight. Arturo's need for attention is seen in season 2, episode 1 when he motivates hostages with grand speeches.

Agreeableness: Low.

Arturo's low agreeableness is marked by his narcissistic and lacking empathy, Arturo prioritizes his interests over others. It is seen through episode 4 of season 1 when he manipulates Monica to meet his own needs.

Neuroticism: High.

Arturo's high neuroticism is seen through his cowardice tendency to panic under pressure underlines his unstable nature which is apparent in episode 7 of season 1 when he panics during a failed escape attempt.

Situational Motives:

Arturo's actions are driven by a focus on self-preservation and a need for admiration which completely drives his actions through the heist.

3.3.8. Monika Gaztambide (Stockholm)**Openness: High.**

Monica, known for having Stockholm syndrome, demonstrates high openness through her bold decisions, such as joining the heist, which reflects her ability to embrace change. This is evident in episode 9 of season 1, where she decides to join Denver and the heist team.

Conscientiousness: Moderate.

With moderate conscientiousness, Monica balances responsibility with moments of indecision as she navigates her new role. In season 2, episode 5, she assumes responsibility for maintaining peace among hostages after her shift in allegiance.

Extraversion: Moderate.

Monica exhibits moderate extraversion, showcasing assertiveness yet valuing close, intimate relationships. This is demonstrated in episode 6 of the 1st season where she interacts assertively with Arturo but prefers intimate connections over social dominance.

Agreeableness: High.

Monica's empathetic and nurturing nature marks high agreeableness. Stockholm seeks harmony in her interactions. Her empathy is seen in season 2, episode 7 when she comforts other hostages during tense moments.

Neuroticism: Moderate.

Monica's moderate neuroticism is seen in her struggles with guilt and the challenges of adapting to her new life. In season 1, episode 5 she displays emotional vulnerability when she grapples with her complex feelings for Denver.

Situational Motives:

Stockholm is motivated by Monica's need for security, love, and a sense of belonging which makes her contribute to the heist leading to her transformation.

4. Conclusion:

From the scaling, the openness of the professor is seen to be extremely high which says that the character is intellectual and profound in exploring and implementing new strategies during difficult times. Raquel Mario, being a cop stuck to the usual method and strategies and hence scaled moderate. Arturo scaled to low openness because of his old-fashioned ideologies and lack of modernistic thoughts. Apart from these characters, others are seen to have moderately high openness. Through table 3.1, can be concluded that the scaling of conscientiousness, the professor is scaled very high as he is portrayed to be well-disciplined and organized. His well-organised wardrobe is an example of it. Officer Raquel and Nairobi are at the next level to the professor in conscientiousness. Arturo and Tokyo are at the least in the scaling because of their unorganised plans and works. Also, they both often get trapped in high-risk situations.

In extraversion scaling, Tokyo, Berlin, Denver and Arturo are ranked high because of their extravert behaviour. They are often seen to be highly enthusiastic in any situation and never let go of their energy. All of these three females, Nairobi, Raquel and Monica are on a moderate scale. The professor is at the lowest scale because he is too introverted, he socialises less and is less talkative. The agreeable scale shows that despite being said to have Stockholm syndrome, Monica tries to save Denver because of her overwhelming love towards him. Denver, sticking to abide by the rules given by the professor is said to be agreeable to every decision taken by him, which makes his scale highly agreeable. Raquel due to her acceptance to the professor at the time of negotiation has scaled her at high agreeableness. The professor is scale moderate as he was so much concerned about the safety of the hostages. Nairobi is seen to be scaled high in agreeableness because she always trusts the professor's decision and waits for his call even during a tough situation. Tokyo, Berlin and Denver are ranked low in agreeableness because they are mostly found to be manipulative.

For the neuroticism scaling, Nairobi is scaled the lowest because of her emotional instability and inability to handle her stress when talking about her son. Raquel's high intelligence in handling problematic situations during negotiations scaled her high in neurotics. Similarly, Tokyo, Denver and Arturo are scaled high in the scaling as they are very stable in handling stressful situations. The professor is seen to have moderate scaling as he fluctuates with emotional stability. Also, Berlin and Monica are seen to have moderate stability. From the above analysis, we conclude that depending on each person's experience the nature of their present character has been constructed. For example, the conscientiousness of the professor is extremely high due to the impact of his father's failed bank theft which has made him a disciplined and well-organised person.

Thus it is seen that a character’s psychological thought process creates a huge impact on the nature of their behaviour due to experience which is visualised in the character arc and story arc. This can be seen in Tokyo’s character where she had already seen her boyfriend’s death during a heist and was severely affected by Rio being shot by the officers. This behaviour of Tokyo had taken the story narration to an upgraded level. Apart from the storyline, the psychological behaviour of the leading characters plays a vital role in uplifting the narration of the story. This manuscript speaks only about the psychological influence of the characters in the first heist. Further study can be done on the other heist that takes place in the series which can give a better understanding of the characters. If these characters are liked by the audience then a wider study can be done on the influence created by these characters on the audience.

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