

## **CHAPTER II**

### **REVIEW OF LITERATURE**

#### **2.1 Culture**

Culture includes observable and underlying patterns of behavior, both expressed and understood, learned and passed on through symbols, which represent the unique achievements of human societies, including their embodiment in the form of objects; at its core, culture consists of concepts that have existed for a long time and especially the principles associated with them; the cultural framework can be seen as the result of past actions and simultaneously as a factor that shapes future behavior. (Kroeber & Kluckhohn according to Adler 1997 as cited in Spencer-Oatey, 2012).

On the other hand, (Rafika et al., 2018) said that Culture encompasses many aspects, with each location having a distinct cultural structure that sets it apart from others. These differences can include language, customs, education systems, climate, cuisine, clothing and more.

From the statement above we know that culture is an unique thing that mostly people have. People mostly acquired culture from their own tribes or their community that can create an unique thing that called culture. Different people or region may have a different thing with each other.

#### **2.2 Culture Shock**

Culture shock is a reaction from each individual to a new environment that never been recognized that can cause anxiety, shocked, and, agitated. In this case, Dayakisni and Yuniardi as cited in (Maizan et al., 2020) flatten that culture shock can be interpreted as an event experienced by someone, both students or general public when being in new social environment. There are events there are often experienced, the difficulty of adapting to the characteristics of the local community, regional specialities food, weather, and even the use of language. For example, the form of greeting and speech to an older person, a professor, to calling for family members. In addition, (Susan, 2015) stated that there are 2 main factors of culture shock such as external factor and internal factor. External factor is environment like, language, communication, and surroundings, while internal factor is poor stress management, identity confusion, or prejudice.

Besides, (Makino, 2012) has research on “The Relationship between Personality and Culture Shock” The aim of the research is to show the degree of culture shock depends on each individual. Of all the causes, individual differences, especially personality, may make a great difference for each person, this research shows the influence of personality on culture shock, the significant factors shaping it, and individuals' responses to the phenomenon were examined. Taeko using quantitative method alongside Gullahorn’s theory. The result of this research is culture shock has the potential to result in significant mental distress, including depression and panic. However, analysis of the questionnaire revealed that there was not a strong correlation between personality traits and the experience of culture shock.

In its own history, culture shock was introduced for the first time by a well-known anthropologist, namely Oberg. In 1960, Oberg voiced “a deep negative response because many individuals experienced depression, fear, and disorientation as a result of culture shock” (Dayakisni & Yuniardi, 2004).

Culture shock is a phenomenon that could happen to anyone. In odd moment, people travel somewhere and feel unfamiliar with environment also hard to accept the new things that never did before. Culture shock can happen when someone experiences many culture shocks, and there are different stages for it. Many people feel stressed when they experience culture shock, and the time it takes to overcome it varies. However, everyone who experiences culture shock will go through this process. People, especially those lacking social support from family or friends from their home country, may skip social events, lose interest in anything except their own culture, withdraw from others, complain of tiredness, and sleep a lot. These are signs of depression (Winkelman, 1994).

### **2.2.1 The Stage of Culture Shock**

Culture shock also has phases and stages like another illness. (Asfira’s, 2017) “Culture Shock Experienced by Foreigners in Makassar City”. The aimed of this research is to find out the process and effects of culture shock experienced by foreigner during their stay in Makassar city. She used Ward’s theory, her research found that phases about culture shock that happens to foreigner at Makassar city, such as honeymoon, culture, recovery, and adjustment. Besides, (Winkelman, 1994) there are four main phase stages of culture shock, as following below:

1. Honeymoon Stage

The first phase is the typical experience of people who enter other cultures for honeymoons, vacations, or brief business trips (Oberg as cited in Likandi & Sugiyartati, 2023) This could happen during the first days or weeks or even they just landed to a new land. People experience emotions like excitement, euphoria, anticipation, and eagerness. Everything and everyone is new and exciting for them. People not yet feel sick or something bad is happening to them.

## 2. Frustration Stage

Most of people having a tough time to deal with this stage. Things start to go wrong, minor problems become major problem, and cultural different can be so irritating. A sense of lack of control of one's life may lead to depression, isolation, and anger (Winkelman, 1994) This stage shows how personality stress during their culture shock hard times such as:

- a. Sleeping difficulty
- b. Sadness
- c. Homesickness
- d. Exhaustion
- e. Increased worry
- f. A desire to withdraw
- g. Unexplained crying
- h. Overeating

If someone had these symptoms, please get some helps or friends and family support to cheer you up.

## 3. Adjustment Stage

During the adjustment period, people get used to the new culture, the people, food, and language of the host country. Students may feel less homesick and have friends they can rely on for support. They become better at handling situations that used to bother them.

#### 4. Acceptance Stage

By now, students can compare the good and bad things about their new country with those of their home country. They should feel less like strangers and see their new country as a second home. They'll feel proud knowing they can live well in two different cultures.

