CHAPTER II

REVIEW OF RELATED LITERATURE

In this chapter, the researcher tries to present some information on related theories. This will be in brief explained about the challenges of foreign students, cultural diversity, cultural adjustment, models of cultural adjustment, dimension of cultural adjustment, the problems of cultural adjustment, and degree seeking program.

2.1 The Challenges of Foreign Students

Challenge is the impact of moving from a familiar culture to another culture which is all the things are different. Thomson, Rosenthal, and Russell (2006) stated that there are many challenges faced by students when they travel to other countries, especially for those who undertake programs of study. Besides, Foley (2010) also said that frustrating and frightening are the things that may be faced by foreign students because the society that may be profoundly different to their own.

From those theories above, it can be concluded that all the differences and difficulties definitely would happen because people life in a new country with different culture. There are many aspects of culture which can be a challenge. It includes behaviors, language, and social form.
2.2 Culture

People have their own way of life. They use culture as a life guiding. To know why people behave the way they do, we need to analyze them. We need to interview key members or analyze the artifacts such as documents and charter. However, in identifying those values, the focus is on what people said is the reason for their behavior.

According to Oatey (2012):
“Culture is a fuzzy set of basic assumptions and values, orientations to life, beliefs, policies, procedure and behavioral conventions that are shared by a group of people, and that influences (but do not determine) each member’s behavior and his/her interpretations of the ‘meaning’ of other people’s behavior.”

From those points, the researcher concludes that culture is a distinction in which there are values, beliefs, and policies that we must understand. There are several points the researcher will learn:

2.2.1 Cultural Diversity

Foreign students come from different country with different backgrounds. They have been trained in different culture. Cultural diversity can’t be denied its existence. Every place has different way of life. There are some differences in terms of behaviors, norms, values, religious, and beliefs. According to Mazur (2010) diversity is a subject phenomenon that is created by group of people who on the basis of different social identity categories.

According to Claussen, Ko, and Rinehart (2008):
“Diversity is also a complex notion that entails differences of many types, including physical attributes (e.g., race, sex, age, physical ability), social attributes (e.g., education, income level), and cultural attributes (e.g., beliefs, values, preferences). In addition to actual differences, perceptions of difference may play a role in diversity”.
Claussen, Ko, and Rinehart (2008) conclude that there are many things that distinguish one culture with another culture. The differences include physical attributes, social, and culture that make each person has different perception about something. The example of cultural diversity can be seen between Western and Eastern culture. In terms of time, Eastern culture is well known lack of respect for time. Otherwise, the Western culture is greatly appreciate time and people do not like to be late.

2.2.2 Cultural Adjustment

Cultural adjustment is about how a person is able to confront the various issues that rise new environment. According to Lee (2006), cross cultural adjustment can be defined as a process of adaptation for someone who lived and worked in other places that have different culture. Besides, cultural adjustment also can make people be stressful (Dongfeng: 2012). This is caused by a sense of discomfort and people cannot understand what they have to do in a new place. They are lack of knowledge of the language and culture.

Based on the explanation above, it can be concluded that adjustment is a process to change our self in accordance with the demands of new environment in which. This aims to be able to successfully get the need of life.

2.2.3 Models of cultural adjustment

This section describes specific models of cultural adaptation. According to Martin and Nakayama (2010), there are four models of cultural adjustment; the anxiety and uncertainty management model, the U-curve model, the transition model, and the communication system model.
A. The anxiety and uncertainty management model

Martin and Nakayama (2010), mention that the purpose of effective intercultural communication can be done by reducing the feeling anxious and seeking information. It called as uncertainty reduction that has two cases; predictive uncertainty and explanatory uncertainty. Predictive uncertainty is the ability to predict what others will do or say and it is important for us to know how the respond of the people on us. While explanatory uncertainty is about the behavior, it describes why people behave as they do. It is useful to know or predict how someone will behave. This model assumes that people who communicate effectively will help us reduce the anxiety and uncertainty because when they are talking, they will get a lot of information.

B. The U-curve model

There are four stages of this model (Martin and Nakayama: 2010). Furthermore, Lee (2006) also describes this model in the form of curve. It can be seen from the first phase that is located on the left side. Then, it is followed by other phase.

![Diagram of U-curve model]

(Lee: 2006)
According to Martin and Nakayama (2010), U-curve model consists of honeymoon or excitement phase, culture shock, adjustment or adaptation, and mastery.

1. Honeymoon or excitement phase
   In this phase, when people come to a new place, they will feel elated, full of hope and euphoria to be in the new situations because they assume that cultural differences are something interesting.

2. Culture shock
   In the second phase, people started to face some problems in their life. This phase is usually marked by a sense of disappointed and dissatisfaction. This will be a crisis phase because it can make a person frustrated, irritable, impatient and incompetent.

3. Adjustment or adaptation
   People begin to understand and willing to learn about culture differences. They also begin to use new technology, find the foods they like, and can see the events that occur in new place as an entertainment.

4. Mastery
   Mastery is a phase that people have understood the elements (behaviors, norms, values, etc.) in the new culture. They are able to live in two different cultures, and it usually can create a pleasure.

C. The transition model

   Culture shock and adaptation are normal part of human’s experience.

   It is as a subcategory of transition shock. Transition experience involves
change, including loss and gain, for example when foreign students come to Indonesia to study, they leave their old friends but in a new place they gain new friends and new ways of doing things (Martin and Nakayama: 2010).

D. The communication-system model

Martin and Nakayama (2010) also said that adaptation occurs through communication. There are three stages in the process of adaptation in the term of communication that will help people to adapt in new place; taking things for granted, making sense of new patterns, and coming to understand new information.

2.2.4 Dimensions of Cultural Adjustment

Cultural adjustment has many dimensions. According to Gabel, Dolan, and Cerdin (2005), adjustment is used as the degree of psychological comfort and familiarity of the individuals that live in new culture and situation. The dimension of cultural adjustment includes:

1. Adjustment to the work

Adjustment to the work is assisted by a common procedure. People still need some efforts to adjust in their new environment because the way and rules of how to do something will be different from the way people do in their previous place.

2. Social cultural adjustment

Social cultural adjustment can be said as the difficult process of adjustment. It refers to the health of interpersonal relationship with the host society. In addition, interaction with host country that has different perception, beliefs,
and values sometimes arise conflicts and misunderstanding between new comers and the host nationals.

3. General adjustment

Every person lives in society that has rules. When people come to the new environment, they have to do general adjustment that involves daily living issues. It includes language, food, shopping, satisfaction with life, etc.

Based on the theory above, it suggest that adjustment to the new environment could be measured in terms of adjustment to work situation, to interaction with host national, and to the general environment. Those three dimensions of cultural adjustment were related to the different facets of people adjustment.

2.2.5 Problems of Cultural Adjustment

Adjusting to the new environment is not easy. According to Nasir (2012), when students tried to adjust to a new social environment, cultural differences might lead to new problems because they are culturally different from their host country. He also said that at the first time entering a new country, students have to deal with some adjustment problems either in social environment or a new educational system. The problems that normally be encountered by students is the difficulty in language or communication, accommodation and housing concerns, adjustment to local foods and tastes, climate, and difficulty in social relation.

Based on the explanation above, it can be conclude that problem is the situation which someone experienced some obstacles in their life. It can be seen from foreign students who are likely to experience some problems in the new environment, such as difficulty in communicating, adjusting the foods, and social activity.
2.2.6 Degree Seeking Program

There are many programs of study for foreign students in University of Muhammadiyah Malang, one of them is degree program for Thailand students. According to the staff of IRO, this is a program of cooperation between PP Muhammadiyah and Thailand’s government (Southern Border Provinces Administrative Center/SBPAC). The program has been conducted since 2008 and the enthusiast is increasing every year. Mostly, students that are usually taking this program come from Southern Thailand. The reason is that district is a war zone. The children are hard to leave their home to study. This make PP Muhammadiyah has target to look for youngsters in Southern Thailand. However, starting from last year this program has started evenly distributed to various part of Thailand such as Southern Thailand, North Thailand, Western Thailand, and Eastern Thailand.

Degree program of Thailand Students includes regular program and scholarship program. All the tests are organized by the IRO UMM, but it is done in a different way of each program. For the regular program, the students must come to the University to do the test. Different from scholarship program, the students do not need to come to the University to do the test because the IRO UMM will come to Thailand and the test is also held there.