CHAPTER II

REVIEW OF RELATED LITERATURE

In this second chapter, the researcher concerns on the reviews of related literature which are grounded on relevant theories and previous research findings. The sections cover culture, culture shock, cultural diversity, and Peace Corps.

2.1 Culture

Culture emerges as a vague set of crucial presumptions and values, orientations to life, beliefs, policies, procedures and behavioral conventions shared by a number of people. Culture gives an impact towards the people shaping their mindset in terms of interpreting ‘the meaning’ of other people's behavior (Spencer-Oatey, 2008). Besides, Heslin (2015) stated that culture consists of a set of attitudes, values, beliefs, and behaviors shown by a group of people who applies it in everyday communication from generation to generation. Also, Eagleton (2000) sums up culture as a complexity of values, customs, faith, and practices becoming the kind of certain people's way of life.

Based on the explanations above, culture can likewise be defined as a characteristic of a population derived from their precursor. This term can be resolved as a blend of standards, states of mind, rules, attitudes, beliefs, and values of the population. People believe it as something significant and frightening for the reason that culture is the characteristics of a population that allied to the form of their identities.
2.1.1 Culture Shock

As described by Poelzl (2009), culture shock refers to the conditions of being perplexed about new environment customs that someone suffered. In other words, culture shock comes about when an individual migrates to a cultural environment that has nothing in common with his/her origin. Besides, culture shock covers the bewilderment that an individual feels when he or she goes through an uncommon life by virtue of residing to a new country, being in the middle of social environments, or merely altering the way of life in different kinds. One of the most common causes of culture shock involves individuals in a foreign environment.

As pointed by Heslin (2015), culture shock designates an experience in adjusting to a new culture that involves inconvenient situations and shock since it occurs all of a sudden that results in negative perspectives towards one's old cultures. In other words, culture shock signifies an uneasiness or restlessness that a newcomer senses because of being unfamiliar with the social lives he or she comes across in a host country. Most of expatriates who lack knowledge and insight regarding the information of the host country's customs are commonly unsuccessful in terms of international businesses.

The trigger of culture shock is caused by the state of being uneasy due to losing the well-known attributes or signs of the cultures, one of which is the new atmosphere that individuals encounter and they inevitably have to adjust to it. For instance, they have to find out what they should utter when shaking hands or when bumping into new people. In addition, they have to get the point on giving tips and orders to servants, making purchases, receiving or
declining invitations. Moreover, they have to know the occasion on taking statements seriously.

Hence, in the process of growing up, we gain the kinds of sign signals that may be in the forms of words, gestures, facial expressions, customs, or norms in which they serve as the cultures that have the similarity like the language we use in our communication or the faith we believe in. All of us depend for our peace of mind and our efficiency on hundreds of these cues, most of which we do not carry on the level of conscious awareness.

2.1.1.1  **Stage of Culture Shock**

An understanding of the four phases may provide large help for all people who are prepared against psychological stress caused by culture shock. There are two aspects linked to the analysis of the reason. Firstly, fuzzy and indistinct situations may result in more pressure or stress. Accordingly, the problems should be understood by people who suffer from the culture shock. In addition, they should be able to tackle the problems they face. Stress and negative emotions might be lessened by having a comprehensive understanding of the events. Secondly, sudden events are the possible cause of stressing out. Hence, reducing stress and psychological disorientation may be reduced by having a prediction (Lafrienerere and Cramer, 2005, as cited in Xia, 2009).

Generally, there are four phases of culture shock and by recognizing them, people can manage feelings and experiences better. As stated by Janssens (1995, as cited in Xia, 2009), the “honeymoon” phase is the beginning phase. Then, the second stage (the frustration stage) appears after a couple weeks. (The adjustment stage) emerges with increased the ability to acquire the skill of adapting successfully to the new cultural pattern. The fourth stage is (the mastery stage) which often comes after one and a half years.
The Honeymoon Stage

The first stage of culture shock is often overwhelmingly positive during which people become infatuated with the language, people and food in their new surroundings. In this stage, people who get into unfamiliar new cultures may be excited by every new thing encountered (Janssens, 1995, as cited in Xia, 2009).

On short trips, the honeymoon phase may take over the entire experience as the later effects of culture shock don’t have time to set in and an appealing adventure to stay on forever will be encountered. On longer trips, the honeymoon stage will usually phase out eventually.

The Frustration Stage

The hardest stage of culture shock is likely to be associated with the state of being frustrated. Frustration is frequently felt by those who moved to live overseas or who traveled a lot. At this stage, being fatigued of not having a deep understanding regarding gestures, signs and the language pops up. Besides, miscommunications might often come about. Frustration may be triggered by the emergence of small things such as having no idea where the keys are put, missing the bus, or having difficulties in terms of ordering food when eating out. As affirmed by Janssens (1995, as cited in Xia, 2009), It may begin with a few of negative experiences and escalating difficulties which results stress and increasing despondency, uneasiness, sadness and confusion. While frustration comes and goes, it’s a natural reaction for
people spending extended time in new countries. In other words, both getting depressed and feeling homesick due to yearning for home commonly occurs in the stage of frustration.

The Adjustment Stage

Frustrations are frequently tackled when people start getting accustomed to the cultures, people, food and languages of the new surroundings they experienced. Jenssens (1995, as cited in Xia, 2009) explains that a diversity of adaptation will be attained during this phase, so negative effects of culture shock start to diminish. They will ultimately feel easy when heading to the places they want to visit. Moreover, they can get along with friends and the community. Also, during the adjustment stage, they eventually understand the local languages.

The Mastery Stage

By and large, the ultimate stage of culture shock is called acceptance after confronting with the emotional stages mentioned earlier for a long time. Jenssens (1995, as cited in Xia, 2009) asserted that in this phase, people are able to get to the bottom of their adjusting problems and manage successfully, and indication of culture shock die out largely. Mastery does not specify that new cultures are totally understood. Instead, it refers to the fact that those who suffered from culture shock are finally able to realize that a perfect understanding isn’t necessary to succeed in the new surroundings. During the mastery stage, people have the familiarity that they can draw together the resources they need to feel at ease.
2.1.2 Cultural Diversity

The term ‘diversity’ designates all part of distinctions among individuals, including the assumptions of contrasts that should be considered in particular situations and circumstances. Frequently, the most differences are the least obvious, such as our thinking styles or beliefs and values. Subsequently, cultural diversity is implemented since it points out the outcome of the historical process of migration markings into and across dissimilar states, including cultural diversity that has sustained within different polities for ages (Bannett, 2001).

Formerly, “cultural diversity” demonstrated the variety that existed in a given cultural system. Cultural diversity is associated with the differences we own, and it entails how human beings handle and act between each side of the dimension: alike or distinctive (García-Morato, 2013). Besides, it designated the profusion on the variations of sized sub-cultures and sub-populations that widely disperse a set of essential values and notions. As defined by UNESCO (UNESCO. (2009). UNESCO World Report: Investing in Cultural Diversity and Intercultural Dialogue. Luxembourg: UNESCO) cultural diversity serves as the measure used to retain the powerful changes in all of us, both individuals and groups.

2.1.2.1 Element of Culture

It is perceived that perception becomes a prominent aspect in terms of intercultural communication due to the fact that people having different cultures often view the world in dissimilar perspectives. Accordingly, it is crucial to realize that there are more relevant socio-cultural elements comprising salient and direct effects on the meanings related to the stimulation we generate. Those elements exhibit our belief, value, and attitude systems including our worldview (Semovar, Porter, and MCDaniel, 2010).
According to UKCISA (2008), some special features that may influence the emergence of culture are probably in the form of climate, food, language, and rules of behavior. Bochner, and Furnham (2001) stated that culture diversity will require feelings and emotions; that it will involve the attainment of culturally relevant skills and habits. Ward, Bochner, and Furnham (2001) also affirmed that cultural diversity has repercussion for core state institutions such as the education system. According to Rajasekar and Renand (2013), culture shock are summarized in communication, ethics, individualism/collectivism, food, language, religion, rules, traditions and weather. Therefore, the researchers investigate culture shocks abridged from relevant theories above as follows:

Climate

Some people may get accustomed to warmer climate, and some others might have a preference for colder and moist places. Some people have some difficulties in getting used to severe weather like winter.

Natural selection favors dark skin in tropical areas since it provides people a protection from harmful ultraviolet light. In colder climates, people have a tendency to gain some kind of considerable body mass (less body surface) in which it emerges as a natural protection from the lethal low temperature (Andreatta and Ferraro, 2013).
**Food**

Having a similarity in eating food appears to be the aspect bridging people to their cultural groups or ethnics. By and large, people that do not have similar backgrounds related to cultures will not consume the same food. There are a lot of varieties in terms of ingredients, methods of preparation, preservation techniques, and types of food eaten at different meals among cultures. However, even if some people perceive that certain meals are eatable, some others living in different territories or countries probably consider the meals uneatable.

A lot of people associate foods with their cultures, their childhood with warm, good feelings and memories. Food also represents our identity. It links us to our families and holds an exceptional quality to a person (Almerico, 2014). The manner of eating food is different from one culture to another culture. This kind of phenomenon is commonly encountered by those who live overseas. If they get used to living in prosperous and sufficient accommodation and rarely cook, they will tend to eat some kind of fast food instead of usual diets.

**Language**

Speaking of communication, language plays a predominant role in society’s cultures. People acquire their first language just like they learn how to do a handshake, understand gestures and the importance of the flag including the other attributes.

It would be unbelievable if culture existed without being complemented by the presence of a language. The key aspects of any culture, such as religion, family, relationships, and
technology would be practically too good to be true without possessing a symbolic form of communication (Andreatta and Ferraro, 2013).

Language barrier emerges as an obstacle that expatriates encounter when they live overseas. Although they feel self-assured when they speak English, there are times when they have to come across an awkward moment such as having some difficulties in understanding English because of different accents or dialects in some regions. Another possibility is that some people living in certain areas cannot comprehend English properly.

**Rules of Behavior**

Regulations enacted in many countries can be perplexing, astonishing, or even it is perceived that they are disrespectful or inappropriate. For instance, we may bump into a person who seems to be inhospitable, aloof, or he or she seems to do something be in a rush. This kind of phenomenon generally occurs in big cities and modern communities. Moreover, in several countries, the kind of affection displayed in public is considered common or normal. In some other countries, however, it is forbidden due to religious or social reasons.

A norm entails an accepted standard rule or a way of behaving which is followed by people in a population if: a) it is perceived that adequately many others implement it (empirical expectations); b) it is perceived that suitably many others accept that the rule should be adhered, and/or may be willing to be punished due to the aberration against the enacted rule (normative expectations) (Bicchieri, 2006, as cited in Mackie, Moneti. Shakya, Denn, 2015).

Another phenomenon that you might see vividly when you start living in new places is linked to the aspects of sights, sounds, smells, and tastes. Every culture owns implicit rules that influence the way how people behave and treat others. It might be less noticeable at first, but eventually you will experience the phenomenon and it will make you feel some kind of
confusion. The obvious example is that you may find that there will be some distinctions on how people make a decision towards the importance of some things, how they divide some chores or duties, and how they observe time. People who encounter this experience will attempt to handle it. Ultimately, they can settle in and adjust to the new rules of behavior. Once one gets used to new behavioral rules, he or she will obey the rules without any complaints (Bicchieri, 2006).

**Religion**

Religion is an essential part of human being. In some places, it is taboo to talk about belief as casual topic but in some others, it is a topic being discussed casually from time to time. Culture shock observed by Rajasekar and Renand (2013) has a huge number of respondents who were concerned and affected by religion and tradition issues.

**Education System**

Education essential to individual and society, without it there would be loss of all the aggregated information of the ages and all the standard of guidance. An individual must become familiar with the way of doing things or the acknowledged methods for getting things done. Students should be associated into the prevailing culture and must learn the rules of conduct and expectations about future behavior. It is the process where the social heritage of a group is passed on from one generation to another (Koenig, 2016). Education system varies between nation in different regions, it appears to be the variation of the characteristics depicting system in education. This is why education system influenced culture diversity.
Daily Habit

Daily habits and culture shock influenced each other is shaped by how one group of people solve daily problems. Social factors which include family and peer pressure play an important role in habits and culture. When individuals moved to new environments, they must pick differences in habits from their origins. One group of people would solve a problem in different than another group of people who adopted different culture. Culture will involve the attainment of culturally relevant skills and habits. (Ward, Bochner, and Furnham, 2001)

2.2 Peace Corps

President John F. Kennedy was the pioneer of the Peace Corps namely by Executive Order on March 1, 1961. Peace Corps is a government program initiated by The US government in which this program sends some volunteers playing a role as the ambassadors to foreign countries and giving an assistance and service to build global friendship. (“Peace Corps Established,” 2010)

The agency was established in 1961, the Peace Corps was an innovative idea; today, more than 220,000 returned Peace Corps Volunteers demonstrate the enduring strength of that idea. Their work—and that of our staff—is linked by a common effort to advance the agency’s mission through three strategic goals: 1. Building Local Capacity: Advance local development by strengthening the capacity of local communities and individuals through the service of trained Volunteers. 2. Sharing America with the World: Promote a better understanding of
Americans through Volunteers who live and work within local communities. 3. Bringing the World Back Home: Increase Americans' awareness and knowledge of other cultures and global issues through Volunteers who share their Peace Corps experiences and continue to serve upon their return. (Peace Corps, 2015)

The aggregate number of the volunteers assigned by the Peace Corps consists of more than 230,000 in 141 countries. They were sent to accomplish the mission all over the world. It was found that Africa occupies the highest percentage of 46%. Meanwhile, Latin America comprises the percentage of 18%, East Europe/Central Asia with the percentage of 13%, Asia with the percentage of 11%, Caribbean with the percentage of 4%, Middle East with the percentage of 3%, and Pacific Islands with the percentage of 5%. Today, more than 7,000 volunteers are in charge of carrying out the Peace Corps mission in 65 countries. (Peace Corps Indonesia, 2018)

Peace Corps runs six projects for the mission they generate. Those projects encompass Agriculture, Environment, Community Economic Development, Health, Education, and Youth in Development. Grounded on the six projects of the Peace Corps Service, Education becomes the only predominant project presented for Indonesia. In Indonesia, the Peace Corps Program began in 1963. However, it was closed in 1965. The reopening of this program was subsequently carried out in 2009. Peace Corps Volunteers assist some Indonesian schools in terms of learning English. The volunteers are initially given some kind of training before they are eventually sent to all regions of Indonesia to take part in the education project in terms of
teaching English. Besides, the decision on the location that the volunteers should visit is made by this program. They are commonly sent to certain regions of Indonesia. In other words, they are not allowed to select the location themselves. Currently, there are 109 Peace Corps volunteers in Indonesia, namely 59 volunteers in East Java, 47 volunteers in West Java, 3 volunteers in North Nusa Tenggara (Peace Corps Indonesia, 2018)