

Analysis of Culture Shock Experienced by The New Students of English Department In Faculty of Letters UMI Makassar

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Abstract

This study aimed to know the kinds of culture shock do the new students of English literature find in communication and to find out the kinds of solution to overcome culture shock problems of the new students. The type of this study is qualitative description that is aim to explain about the culture shock experienced by the new students in campus UMI Makassar. Data collected in the form of words in written or oral. The researcher found that there two things in this research. The first are three kinds of culture shock do the new students found in communication, such as, language, culture, and level of context. The second is to find out the kinds of solution to overcome culture shock problems of the new students. Such as, learn the local language, make local friends, be patient, keep an open mind, do things that are familiar to you, and try to accept the condition.

Keywords : Culture, Shock, New student, UMI Makassar

Abstrak

Penelitian ini bertujuan untuk mengetahui jenis kejutan budaya yang ditemukan siswa baru dalam literatur Inggris dalam komunikasi dan untuk mengetahui jenis solusi untuk mengatasi masalah kejutan budaya siswa baru. Jenis penelitian ini adalah deskripsi kualitatif yang bertujuan untuk menjelaskan tentang kejutan budaya yang dialami oleh mahasiswa baru di kampus UMI Makassar. Data dikumpulkan dalam bentuk kata-kata secara tertulis atau lisan. Peneliti menemukan bahwa ada dua hal dalam penelitian ini. Yang pertama adalah tiga jenis kejutan budaya yang siswa baru temukan dalam komunikasi, seperti, bahasa, budaya, dan tingkat konteks. Yang kedua adalah untuk mengetahui jenis solusi untuk mengatasi masalah kejutan budaya siswa baru. Seperti, belajar bahasa lokal, berteman, bersabar, tetap berpikiran terbuka, melakukan hal-hal yang akrab bagi Anda, dan mencoba menerima kondisinya.

Kata Kunci: Budaya, Kujutan, Mahasiswa Baru, UMI Makassar

1. Introduction

Intercultural communication is a discipline that studies communication across different cultures and social groups, or how culture affects communication. It is used to describe the wide range of communication processes and problems that naturally appear within an organization or social context made up of individuals from different religious, social, ethnic, and educational backgrounds. Intercultural communication is sometimes used synonymously with cross-cultural communication. In this sense it seeks to understand how people from different countries and culture act, communicate

and perceive the world around them (Wikipedia: 2017).

Intercultural communication is a symbolic, interpretive, transactional, contextual process in which people from different cultures create share meanings (Lustig and Koester, 2010).

Even within the same culture, communication isn't always easy. Spouses get divorced, friends fall out and workers change jobs often because of misunderstanding. Add cultural differences to the mix, and the sources of potential problems multiply. Whether you are a student, businessperson or traveler, knowing the barriers

to intercultural communication is the first step to overcoming problems. Famen(<http://oureverydaylife.com>). Says that there are six barriers to intercultural communication, they are as followed:

1.1 Language Differences

Language differences are an obvious barrier to intercultural communication. If you speak only English and a shopkeeper speaks only Japanese, you will not be able to communicate verbally. Even if you have studied the language or an interpreter is available, dialects, different accents and slang can cause problems. In addition, words do not necessarily translate from one language to another in a clean one-to-one correspondence. The same English word may have different cultures.

1.2 Body Language

People sometimes take offense because of differences in body language across cultures. For example, a businessperson from Latin America might stand closer to a client than someone from North America would. This may make the North American feel crowded and want to back away. People from southern Europe typically use more eye contact than Britons and Britons and Americans, which may make the English-speakers uncomfortable. Because the French typically smile less than Americans, sometimes American thinks they are not friendly.

1.3 Level of Context

Most English speaking cultures are low context, meaning they put a message into explicit words, In the cultures, saying “no” is just considered straightforward or honest. High-context cultures, such as Japan, expect the listener to pick up more meaning from the general situation. For example, Asians sometimes say “yes” or “maybe” when they actually mean “no”, according to the Diversity Council. Asians often consider an outright refusal blunt rather than honest.

1.4 Value of Time

Not all cultures think about time in the North American linear fashion. In the U.S, punctuality is important, but Latin and

Middle Eastern cultures put a higher value on relationships. For example, North Americans consider making a deadline crucial whether on the job or in college. People Asia or South America are more likely to view deadline as less important Than results over the long haul.

1.5 Negative Stereotypes and Prejudices

Stereotypes and prejudices about people from other cultures can cause communication problems and give offense. Ethnocentrism, or a belief that your own culture is better than that of others, can lead to acting superior toward other groups and not treating them well. For example, a teacher in an American college may think that students from a certain culture lack strong English skills or are incapable of good work. This prejudice can lead to teacher to treat the student unfairly.

1.6 Feeling and Emotions

Individuals from the United Kingdom and japan typically keep a tight control of their emotions, while Italian and French are more comfortable showing their feelings. Loud talking might embarrass an Englishman, for example, but an Italian may just be expressing excitement. Differences in culture and communication styles can even cause fear, As a result of this anxiety, people from different cultures may pull back and avoid trying to communicate at all, reports Kathy McKeiver, Coordinator of international student Academic Advising at Northern Arizona University and chair of the Global Engagement Commission of the National Academic Advising Association. A culture shock can be caused by an accumulation of culture bumps and there are stages for it. The degree that people feel the stress and the period people overcome culture shock are so different, but everyone who feels a culture shock goes through these process. There are so many definitions that explain culture shock. We will look at some of them in the next section.

Oberg (1960) conceptualized culture shock as the consequence of strain and anxiety resulting from contact with a new culture and the feelings of loss, confusion, and impotence, which are due to loss of accustomed cultural cues and social rules. Newcomers

(including immigrants, sojourners, and international students) to a culture experience both physical and psychological reactions involving physiological, emotional, interpersonal, cognitive, and social components with effects resulting from changes in socio-cultural relations, cognitive fatigue, role stress, and identity loss (Oberg, 1960; Winkelman, 1994). People, especially those who do not have family or friends from their home country a social support network, might avoid social events, show little to no interest in anything but what is from their home culture, isolate themselves from others, complain about being tired, and sleep extensively, which are ultimately signs of depression (Oberg, 1960; Winkelman, 1994).

Several researchers have named a number of stages of culture shock that people usually go through at different paces and experience to various degrees. Most of the stages defined in the literature generally only differ in their terminology from Oberg's (1960) initial four stages of cultural shock:

1.7 The honeymoon stage

This first stage, according to Oberg, can be compared to a honeymoon-like experience, which is usually characterized by fascination of and excitement about the novelty of and the pleasantness of the experience. At this stage the newcomers are positively surprised as a result of their limited exposure to the local culture of the newly entered country and not having to deal with institutions and formal situations directly. People from a foreign country are fascinated by the new and surprised by some pleasant encounters with people who welcome them, an experience comparable to entering a vacation resort. The people entering a new city/country see things positively as they are usually the ones who voluntarily came to the new country (Oberg, 1960).

1.8 The Crisis Stage

Oberg (1960) describes people in this stage revealing a hostile an aggressive attitude towards the host country and developing stereotypes. After the positive effect of novelty starts to fade away and everyday

situations are to be dealt with, people begin to encounter ambivalent situations they do not know how to handle and are overwhelmed with. A crisis may occur, which could be the result of increasing problem and negative experiences. Immigrant, sojourners, international students, and other newcomers to a new culture may develop feelings of helplessness and confusion to go along with the lack of control and the wish to go home (Oberg, 1960).

C. The Stage of Development of a Positive Attitude

At this stage people have usually been abroad for sometimes and have realized that as kind of survival mode they have to accept differences and deal with them with humor. Experiences that used to be bothersome and depressing to the individual person are seen differently. What once created hostility towards the new culture is still seen critically but taken with more humor about how the host culture is doing certain things often accompanied by saying, "I can't believe..." and "That's so funny..." People can laugh about their miscommunications and differences and realize that they cannot expect that the natives of the country they moved to change their problems with the new environment still exist, but people from foreign countries start adjusting and are positively meeting the challenges of how to function in the new culture (Oberg, 1960).

1.9 The Stage of Adjustment

During this stage the newcomer generally accepting of the new culture as another way of living. After some time, newcomers to a new culture realize that they cannot change their host culture and that different countries have different customs. They start understanding and accepting the host culture in its context and realize that they live in a new environment that is not going to change and that they have to adjust to the new situation. Oftentimes they are upbringing in a different setting. Since full assimilation is almost impossible, people respond constructively to cultural shock and develop a bicultural identity, which allow them to operate successfully in the culture as well as in the cultural setting of their

home culture (Oberg, 1960, Winkelman, 1994).

These stages defined by Oberg (1960) describe clearly what newcomers to a new culture are going through but may vary in how they manifest themselves depending on personal history, development, and personality of the individual beings. Certain symptoms that occur frequently in connection with cultural shock need also to be seen in relation to those individual differences.

1.9 Symptoms of Culture Shock

Examining the characteristic perceptions of the new culture in the different stages, it is clear that the culture shock experience is accompanied by different feelings and symptoms. The most common symptom of culture shock is the feeling of helplessness, the impotence of the stranger to not being able to deal competently with his/her environment due to unfamiliarity with the cognitive aspects of the culture and inability to perform the necessary role-playing skills (Taft, 1977). In order to understand certain roles and expectations in a culture, the person new to a country may have to inquire about what is appropriate and culturally accepted and also obtain information on different cultural practices.

1.10 The Cause of Culture Shock

Through the concept of culture shock introduced by Oberg (1960) then make it perfect by Furnham and Bochner (1970) showed that culture shock occurs usually triggered by one of following three causes:

- a. Loss of cues or familiar signs. Though cues are part of everyday life such as signs, movement of body parts (gestures), facial expressions or habits that can tell someone how should act in certain situations.
- b. Disconnection of interpersonal communication both at a conscious level that leads to frustration and anxiety. Language barriers are the obvious cause of this disorder.

The crisis of identity by going out of his area someone will re-evaluate the image of him (Dayakisni, 2012: 266).

In order to successfully manage cultural shock, Winkelman (1994) suggests a com-

bined cognitive and behavioral approach, because cultural shock is caused by:

- a. A cognitive overload as the new culture requires the newcomer to consciously think about things that natives are unconsciously aware of.
- b. Behavioral inadequacies because newcomers cannot know right away what behaviors are appropriate in different situations (Winkelman, 1994).

People going a new place need to be aware of the culture shock experience and obtain a cognitive orientation that helps to effectively adapt and develop behavioral skills to diminish the impact of or resolve cultural shock. Managing cultural shock and successful cross cultural adjustment are generally evaluated by the degree to which those coming to a new culture for different reasons adjust to the general environment, to interaction with host nationals, and to work (Harrison, Chadwick, & Scales, 1996).

1.11 The Reaction and the Solution of Culture Shock

- Reaction
- Solution
- Venture out and try first hand
- Use family and friends' support
- Expand your social circle
- Notice the subtle differences
- Find a local hobby
- Watch some TV
- Find a mentor
- Time is a great healer

H. Adaptation (Adjustment)

The new students who study in Moslem University of Indonesia (UMI) are indirectly to be able to try to adjust themselves in the new place environment of Makassar. In the sociology dictionary explain some things about the meaning of adaptation.

2. Method

In this research, the researcher used qualitative research method. Qualitative research method is a research procedure that produces descriptive data in the form of written words of the people and behavior that can be observed. Qualitative research aims to understand the phenomenon of what is experienced by the research subject as a

whole with the way descriptions are on the form of words and language in a specific, natural context (Moleong, 2006: 4).

The researcher present qualitative research that were collected data in the form of words, pictures and not numbers, for example data from interview script, field notes, personal document, archives and other official documents.

The research reports in the form of quotations obtained from direct observation, field notes, direct interviews, photographs, books, journals and the internet that were certainly relevant to the new students in Makassar. In this study, the researcher conducted this study directly. The researcher also obtained from the informants, and then described it. The researcher took pictures at the time of the interviewing as an archive

3. Findings and Discussion

There are three kinds of culture shock that found by the new students of English Department in faculty of letters UMI Makassar in communication, such as language, culture, and level of context.

3.1 Language

There are six students who have been selected from various classes at random in faculty of letters UMI Makassar. Below is the culture shock by new students in communication:

Respondent 1: a student 18 years old from Ambon at class B3, she said:

"I continued study in Makassar because of motivation from my parents. Honestly, I confused and scared before coming here because I did not know what Makassar is like, and how the language of the people here. After getting here, I feel happy. But after few days, it was difficult to adapt and communicate with people around, like in campus. Because I was not confident and understood what they said. In my hometown, I use Seram language which is different with Makassar".

According to respondent 1 above,

she was difficult to adapt, especially in communication with the people around her. It happened because the language that she used in her home is different with in Makassar. This is one of the cases from culture shock, it is included honeymoon stage and crisis stage.

Respondent 2: a student 17 years old from Pinrang at class A1, he said:

"The first time in Makassar, I felt lonely, no friends, because I did not understand what the people said if they told in Makassar language. Sometimes, make me confused, their accent sounds funny, because the language that I used at home is a Bugis language".

According to respondent 2 above, he felt lonely because he did not have friends in the first time came to Makassar. Moreover he did not know Makassar language and he felt funny with Makassar accent. This condition include in culture shock especially in language. It was processed of crisis stage.

Respondent 3: a student 19 years old from east java at class A1, he said:

"I was surprised about the language in Makassar. Because, there is different suffixes in our language. In my local language we used 'e' in end of sentences and in Makassar they have a 'pi, mi, ki, and ji' in end of sentences. So, it made me confuse."

According to respondent 3 above, he felt confused with language. That has different suffixes in language. It was processed of honeymoon stage and crisis stage.

Respondent 4: a student 18 years old from Luwuk, Banggai regency, Central Sulawesi. She said:

"My relation with people in Makassar is good, but sometimes I was not confident and I felt difficult to communicate because I had a different language with them".

According to respondent 4 above, she has a good relation with people in Makassar, but she felt difficult to communicate because the different language. It was pro-

cessed of honeymoon stage and crisis stage.

Respondent 5: a student 19 years old from Pekanbaru at class A1. He said:

"I continued my study here because my desire. When the first time in Makassar, honestly I was not confident and lonely, I did not have a friend. It was difficult to adapt with people in new environment. It was not easy to understand Makassar language, because I usually Melayu language if I talked with my family or friends in Pekanbaru".

According to respondent 5 above, he was not confident to communicate with the people of Makassar, because in his hometown used Melayu language. It was processed of honeymoon stages and crisis stages.

Respondent 6: a student 20 years old from Manado, North Sulawesi at class B1. She said:

"It was happy at first time arrived here. But time pass I found that it was noteasy to communicate and adapt in Makassar. I confused, did not understand the language, and different culture, because my language was different with their language. For example, in Manado when they say 'KITA'

It means 'I' meanwhile, 'KITA' in Makassar it means 'YOU'. Makassar has unique language there are suffixes to the words, such as (ka, ki, mi, ja, ji, etc)".

According to respondent 6 above, the student from Manado felt difficult in communication, like the explanation above her culture and language are different with Makassar it was processed of honeymoon stage and crisis stages.

3.2 Culture

Respondent 1: a student 18 years old from Ambon at class B3, she said:

"When I get in Makassar. I found some different culture with my culture. In Makassar is taboo for people to left someone home without we ate the food

that already deserved. So, I surprised when I am in that situation".

According to respondent 2 above, showed that not only the language, also from the culture. It was processed of crisis stages

Respondent 2: a student 19 years old from East Java at class A1, he said:

"I felt like as usual at the first time I came in Makassar but little difficult to adapt in new environment, like on campus. It was hard for me to understand the language and culture of Makassar. One of the examples the different culture between Makassar and Java is asking permission. The Javanese will bend their body as a form respect and in Makassar they use 'Tabe' and bend their body while straightening their hands beside the knee"

According to respondent 3 above, the student from east java and Makassar has different culture to respect each other. This is crisis stages.

3.3 Level of Context

Respondent 1: a student 18 years old from Ambon at class B3, she said :

" InMakassar language, that have many words which different meaning with others. For example: in Ambon the word 'nanti' it means 'sebentar'. So, if they said 'nantimalam'. It means tonight. But inMakassar, when they said 'sebentar' it means 'nanti'. The meaning is opposite in Ambon. So, it makes complicate in communication".

According to respondent 1, she is complicated in communication with people in Makassar because when people of Makassar said 'sebentarmalam' she think 'she can meet him tonight but, it just a moment.

Respondent 2: a student 20 years old from Manado, North Sulawesi at class B1. She said:

"When I come in Makassar. I always used public car. Then I said 'mukaom'. But, the driver does not want to stop, until other person said

'kiri'. Then he stopped. And I realized the word 'muka' I always used in Manado. It is different in Makassar".

According to respondent 2, she is talk about her experienced when she use public car, than the driver does not understand what she said.

Respondent 3: a student 19 years old from Pekanbaru, at class A1, he said:

"sometimes, when he have conversation with his friend. They always "anu" and I guess they forgot something. But I was wrong. It means pronoun.

According to respondent 3, he misunderstood the words 'anu' in Makassar language that makes his complicated in communication".

According to the data above, the culture shock that found by the new students,, especially in communication are language, culture, and level of context. So, the data that researcher has got, all the respondent ever get honeymoon and crisis stages when the first time they come to new environment.

3.4 Solutions of the New Students in Overcome Culture Shock

For successful general adjustment, Winkelman (1994) proposes certain strategies that may help avoid severe problems. He recommends that who are entering a new culture prepare for changes before their departure and get know resources that will help them to cope and adjust to the new environment. Also, cross-cultural training could be useful for helping them to learn skills and acquiring cultural knowledge in order to reduce misunderstandings and learn cultural appropriate behavior. Below is the culture shock solution by new students:

Respondent 1 said:"I try to find more information about Makassar include culture, language, and their habit. Besides that I join organization in campus and adaptation in new environment".

Respondent 2 said: "I try enjoy the process as long as in Makassar, Make

friends from new culture, and not afraid with new environment".

Respondent 3 said:"In Makassar I try to adapt with the local people, learn step by step about their culture, and respect each other".

Respondent 4 said:"It too difficult to stay away from my family, but I try to accept the condition here, try to understand Makassar language, and have a good relation with them".

Respondent 5 said: "Be patient is my way to survive here, expand my social intercourse and do my hobby".

Respondent 6 said: "to overcome culture shock, I try to learn Makassar-language, and try to have a good relation in new environment.

There are new six students of English department in faculty of letters UMI Makassar who come from outside of Makassar that get some solutions to overcome the culture shock. According to the data above, the researcher can made the conclusions about how to overcome the culture shock:

3.5 Learn the local language

You have to learn the local language. Learn the local language is the best way to overcome the culture shock, knowing the local language make us can adapt with the environment around, not only our friends in campus, but also with the society. When you meet new friends in new environment, you have to try to be friendly and expose yourself to do all the things that you like. Trying to have conversations with

Local speaker and watch television shows or movies in the language to learn it more readily.

3.6 Make local friends

Another way to find and create more positivity with your experience is to make some local friends. Go out to meet new people. Join organization in campus, join upgrading, go to a festival or even and make some connection there. Local friends can be instrumental in helping you navigate the ar-

ea, find the coolest spot, and have the best time where you are.

3.7 Be patient

Culture shock is normal, and everyone experiences it differently. Give yourself time to adjust to the new culture and remind yourself that way you are feeling is only temporary. Try to be patient as you go through this process.

3.8 Keep an open mind

Do not automatically perceive anything that is different to be “wrong”. Withholding judgment will allow you to be an objective observer and will facilitate the process of cross-cultural understanding. Also, if you know close to nothing about, do a little background information. As you are going to, keeping an open mind is necessary, and who knows you may find reason for something you may not understand.

3.9 Do things that familiar to you

When you are experiencing culture shock, nearly every experience that you are having may feel completely new to your current environment. Find the ingredients and make your own.

3.10 Learn as much as you can about the environment

Though this experience may be a bit overwhelming for you, you can combat this through doing a bit of information-digging. Do some research on the area in Makassar that you in. having a greater context and understanding will help you to adjust better and have more knowledge of the culture.

3.11 Try to accept the condition

Do not give up and do not resist something just because it is different with your own. Everything will be right as long as we can accept the change. Trying to accept the condition is the other way to overcome the culture shock. Realize that your condition in Makassar now is different with your daily activity in your hometown, so you must try to socialization with the others. Enjoy the process, because sooner or later the discomfort will be lost when you try to enjoy the process

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