

## CHAPTER IV

### FINDING AND DISCUSSION

#### A. Finding

##### 1. Culture Shock Encountered by International Students

The data and information in this research was done through depth interview to the informans who accidentally are chosen to be samples of the research. The informants are international students who have been through some semesters. This research took 5 informants who are international students from southern Thailand which are studying at UIN Antasari Banjarmasin.

###### a. Informant 1

Informant 1 explains that happiness feeling when going away because she will study abroad and learn to master well in language. She explain the reason why she chooses Indonesia as a destination country to study is because other countries such as Malaysia and Brunei Darussalam have expensive payment.

*“Bahasa. Disana kan kami pakai bahasa melayu, jadi mau cari bahasa melayu yang benar itu kaya gimana. Terus karena kalo di Malaysia biaya kuliahnya mahal, kan cuman 2 atau 3 Negara, Brunei banyak pakai bahasa inggris dan harus ada simpanan sekian juta dikantong baru bisa masuk, karena Brunai negara maju, kalau Malaysia pakai bahasa melayu tapi biaya kuliahnya itu mahal. Kalau Indonesia sudah dari awal ada pertukaran pelajar juga antara Indonesia dan thailand”*

Based on the interview, informant 1 expressed that she is really happy when she knows that she get a chance to continue her study in Indonesia. It is also been supported by her parents who are enthusiastic to hear the news that their daugther get a scholarship and study in Indonesia. But, it changes when she finally come to the new country, Indonesia. Everything is new. Informant 1 had various disappointments since she stay in Banjarmasin. She initially imagined the atmosphere of the city of Jakarta, a huge campus, and using Indonesian language to communicate with people.

In fact, most of the students in Banjarmasin using their own language (Banjarese) to talk. In the other hand, she also did not imagine that she would stay in dormitory. She felt lonely even though she came with 2 other male friends.

*“Ga’ tau kalau ada banyak pulau. Taunya cuma Jakarta sama jawa aja. Lingkungannya berbahasa indonesia yang benar bukan bahasa daerah. Pakai bahasa indonesia, kalo disini ga’ tau. Kampusnya besar gitu. Sebelumnya ga’ ada pikiran kalau mau tinggal di asrama, mikirnya tinggal dirumah, kan kebanyakan kakak yang disini (Indonesia) tinggalnya dirumah, kan enak”.*

First informant told some difficulties faced by her at the beginning when she came and how other people respect her. Informant 1 also did miscommunication many times when interacting with the other students.

*“Kan pertama datang, belum bisa berbahasa indonesia. Ga’ ada belajar sama sekali bahasa indonesia. Jadi pas awal-awal itu pakai bahasa isyarat. Kebanyakan pakai bahasa isyarat terus belajar sendiri, ngomong sama teman di asrama tapi jarang bisa pakai bahasa indonesia pas awal-awal kan banyak teman pakai bahasa banjar. Kaget. Tanya sendiri, kenapa banyak yang ga paham. banyak, bahasa. Teman, susah sosialisasi. Ya kan gara-gara bahasa, jadi susah sosialisasi, terus makanan”.*

*“Pernah. Pertama kali banyak yang bilang “jar-jar”, ternyata katanya, bingung. Terus ranjang sama rinjing, maksud saya mau nyuruh mereka ngambil rinjing, tapi saya bilangnyanya ranjang, terus mereka ketawa, saya ga tau,”*

Then the first informant explained that there are many cultural differences between Thailand and Indonesia which make comparisons about them. There is also a view that when some of them attend to the wedding where the couple are wearing traditional customs, she feel it is a strange thing and unusual.

*“Suka. Yang paling sering dibandingin itu makanan, sebenarnya bawa makanan dari thailand tapi ga bisa makan karena pas makan nangis terus. Terus kata ibu dibilangin ga’ usah makan, simpan aja dulu, duduk sama teman-teman. Terus pasarnya beda, paman yang jual itu beda, cara jualnya beda kalau barang-barangnya ditaruh dibawah, kalau disana taruhnya diatas. Terus pakaian sama juga beda, kaya pergaulan. Kaya cowo sama*

*cewe kan boleh salaman. Saya kaget pas awal-awal kan diajak ke pengantin teman, dia ngajak saya ke tempat pengantin duduk, saya bingung kan saya ga' bisa salam sama pengantin cowo, saya ga tau. Terus saya tanya gimana cara nolaknya, terus nenek saya ada bilang cara menolak salam kaya gimana, pas diceritain nenek waktu dia ketemu orang indonesia di mekah.”.*

One of the biggest differences which usually be a matter and felt by all all of the international students is food. The way, taste, and portion might be berbeda so that these would be trigger a culture shock. Informant 1 also complained about the food. She was not familiar with Indonesian food so that makes her physically down and was sick because her body still shock.

*“Cara masak juga beda, kalau di thailand kan ribet, banyak bumbu. Kalau disini dominan rasanya manis. Kebanyakan makanan sih, rasanya beda, masakannya beda, ada yang hampir sama tapi rasanya beda cerita sama ibu gitu. Pas awal-awal saya ga pernah makan sayur putih yang pakai santan, terus dia buat pisang yang belum matang didalam, saya kira itu ayam, saya ketawa jadi saya bilang sama ibu. Pas awal datang, bawa makanan dari thailand tapi ga bisa makan karena pas makan nangis terus. Pernah demam selama satu minggu, tangannya bengkak. Katanya alergi ayam. Dibawa ke klinik sama teman,”*

Sometimes she feel that language adjustment when communicating with Indonesian students is still hard even though she has been staying in Banjarmasin since almost 2 years ago especially Banjarese language. She admitted that she has already interacted with others after 2 weeks locked herself at her room and just talked with her family through social media.

*“Bagus, banyak yang mau ngomong sama saya, tapi saya pas awal-awal kan masih sedih, jadi mau duduk sendiri, ga mau ngomong sama orang, cuma chatting sama keluarga aja gitu. Jadi pas 2 minggu baru mau keluar, ke kamar teman-teman, ngomong sama teman. Biasanya setelah shalat isya teman nyuruh ke kamarnya, ngajak makan. Tapi saya paham, walaupun kadang masih mikir mungkin mungkin gitu,”*

She needed at least one month to motivate herself. Family's supports also helped her a lot in order to make her be more stronger and comfort to stay in Indonesia especially living in Banjarmasin. Then she sometimes learnt the

language by herself or asked her friends about the meaning so that she has a self confidence and does not worry to speak anymore.

b. Informant 2

The second informant who also has never go abroad before feeling so excited to continue her study in Indonesia. She felt bored at home and really wanted to come to Indonesia and study in this country. She said she wants to learn a language truly. She decided to choose Indonesia because she has already know a little bit information about Indonesia and its culture. She looked at in the internet when she know UIN Antasari Banjarmasin is a university that she will learn at. Language can be an obstacle when those international students in a new place. In this case, those Thailand students come and stay in Banjarmasin which is one of the big cities in Indonesia. At the first time she came, informant 2 has fear and anxiety when she wants to communicate with Indonesian students due to limited knowledge of language.

*“Susah bahasa. Pakai bahasa melayu, tapi orang ga paham. Bahasa isyarat. Teman yang dari sampit ngerti kalau saya ngomong pakai bahasa melayu, tapi kalau orang banjar ga’ paham. Ya ngomong aja, pakai bahasa melayu. Orang sini ngomongnya cepat, kebanyakan pakai bahasa banjar, jadi ga’ paham. Beda bahasanya”.*

The cultural differences are also felt by the second informant such as environment, food, clothing, the way people talk, and social relationship.

*“Pergaulan antara perempuan dengan laki-laki. Akhlak, adab makan, kalau disini kan kalau beli bisa langsung makan, kalau disana ga ada. Ada mungkin sedikit tapi kebanyakan orang beli tidak ada yang makan ditempa, Di lokal ada 23 orang, yang mau bantu itu cuma satu dua orang aja, kalau tanya sama satu orang kadang suka disuruh tanya sama yang lain lagi, nanti orang yang itu nyuruh orang yang lain lagi, jadi saya balik lagi tanya sama teman yang dari sampit itu, kalau dia ga ada ya saya susah,”*

This culture shock experience was also become one of the reasons she had problem with her stomach because she hardly ever to have breakfast because the class

is already started at 6. It has not over yet. She also get sleepless because the room is hot. She tried to ask for the fan and some permissions to do but the chief of dormitory did not allow them to use the fan at room and to do more. Finally, she asked the rector directly and he ask the international student girls to move at another one.

*“Pas awal-awal tidak ada sakit, tapi pas akhir semester 1 sakit perut atau pencernaan soalnya tidak makan pagi, kan kalau di thailand biasa makan pagi, disini ga’ sempat makan karena kuliahnya pagi. Kuliah jam 6 sudah mulai, kalau disana jam 7 baru berangkat. Susah tidur karena panas. Waktu itu diasrama sebelumnya tidak boleh pakai kipas, terus saya minta kipas. Terus sebelumnya mau minta gabung jadi satu kamar untuk tidur sama satu kamar untuk barang, tapi ga boleh. Jadi minta sama rektor langsung terus dipindah ke asrama sini jadi boleh mau ngapain aja, tidak perlu ikut peraturan asrama, bebas sedikit”.*

The second informant told that she has never breaking the traffic rules in her own country. She has been thinking about the way indonesian people ride their vehicle who often seem breaking the rules and ride the bike in zigzag so that she has the courage to ride a motorcycle even without having driver’s liscence and sometimes driving at high speed on the crowded street. Second informant also has experienced miscommunication or misunderstanding when talking with indonesian students to that she was not even embarrassed to ask her friends if there is a word or phrase that she does not know or understand.

*“Pernah, jadi waktu itu ada orang tanya parfum, tapi saya kasih balsem saya belum tau lagi sama bahasanya, belum pernah dengar kata parfum. Masih sulit dibahasa,”*

Self adjustment has done by the third student with preparing her self before going to study abroad and accepting Indonesian culture. She added that Indonesia and Thailand have each different cultures. Her friends also help her in learning a language and courses.

*“Kan budaya disini beda sama budaya thailand jadi harus diterima semua. Thailand punya budaya, indonesia juga ada budaya, sudah beda. Sudah dikasih*

*tau duluan kalau budaya indonesia beda dengan budaya thailand, jadi sudah siap-siap, teman-teman juga bantu ngajarin bahasa dan belajar”.*

Besides, adaption process of informant 2 is helped with joining an organization, IMAPSI, to know more about her friends and addition for her experience.

*“Ada, IPMAPSI. Jadi ada kakak yang promosi ke kelas, diajak teman dari sampit juga buat ikut cari pengalaman tapi kemauan sendiri juga mau ikut gabung itu. Tapi organisasinya khusus jurusan saya aja”*

c. Informant 3

The third informant continues her study to Indonesia is based because she see a chance in looking for a job in the future because of high education as a modal to get a better job. Some big cities in Indonesia might be more familiar because factors such as supported facilities in learning and teaching process or even familiar to be able to produce qualified students. At first, she wanted to continue her study with department of education so that she can be a teacher after graduation. Unfortunately, the majors choosed was Mr. Amran’s decision and he said that there are so many teachers that have already been there while dakwah and tafsir are limited. The third informant feel a bit disappointed because she could not take a study appropriate with what major she wants about. Another factor that cause the third informant to do overseas is because her previous school has promised to the previous student to send the students from her school to accompany the student who has been sent before.

*“Kalau saya awalnya ga mau jurusan KPI, karena di Thailand itu kalau pekerja di sana kebanyakan jadi pendidik. Dan saya sebenarnya sudah bilang sama guru disana saya ga mau terus mereka bilang nanti kalau datang kesini bisa diurus, sudah lapor sama ibu yang disini juga kalau mau pindah jurusan, tapi dia bilang ga bisa namanya sudah terdaftar di jurusan itu. Dan buya juga bilang kalau pendidik di Thailand sudah banyak, tapi kalau dakwah dan tafsir sedikit jadi ya harus ikut kata guru sama buya. Padahal maunya jadi guru biar disana ga susah”*

When the researcher asked whether she imaged the shadow of pleasure that will be obtained in Indonesia at the beginning, she answered she was shock and

stranged because it was beyond her expectations which expect that all of the condition and situation in Indonesia alike Yogyakarta or Java and it is not really different but it is not comparable with the fact that according to informant 3 she was imagined that the environment as same as Yogyakarta.

*“Saya nanya sepupu juga, terus dia kirim foto. Saya kira disini itu seperti di Yogya, tapi datang kesini ooh ga seperti itu, bukit gitu. Kan pertama ngirimnya lingkungan tempat tinggal, rumah gitu, gedung-gedung, mobil, tapi disini beda.*

As the second informant who has a problem with language, the third informant was also been shocked with it. She never thought that Indonesia has a lot of different languages as she said;

*“Ga tau. Pas datang aja saya baru tahunya kalau banyak bahasa. Iya, saya kaget. Sebenarnya di Thailand juga ada beberapa bahasa, tapi disini lebih banyak lagi,”*

Informant 3 expressed that there are some defferent things between Thailand’s muslim culture and Indonesia’s culture where there is language differences, customs, and food. In the early coming, she was not familiar with the food in Banjarmasin which she thought had less flavor taste while she was accustomed to eat spicy and sour food.

*“Makanan, seperti nasi yang ada kuahnya itu, kenapa disini rasanya beda, kalau di Thailand kan, ada banyak rasa, pedas, manis, asin, asam, kalau disini rasa bumbunya cuma sedikit-sedikit”*

d. Informant 4

Fourth informant is also originally from southern Thailand and never go abroad before. She said she only know a bit information about Indonesia. Fourth informant admitted that she wanted to study in Malang. Unfortunately, she could not realize it because according to Thailand association, the living cost there is

expensive enough. She explained that happiness feeling when going away because she will study abroad and learn to master well in language. In the other hand, Indonesia is also the destination study chosen by herself. She was happy because she got the scholarship and can help her family. She was also very happy when she got the news to continue her study to Indonesia. At her first arrival, she liked to see Indonesian people talk with Indonesian language which is closer with Malay language. But after few weeks, she has fear and anxiety when she wants to communicate with Indonesian students due to limited knowledge of language which force her to use body language and gesture because Indonesian people don't understand her when she speak with Malay language. She stated that local people speak really fast.

*“Susah. Pakai bahasa melayu, tapi orang ga paham. Bahasa isyarat. Teman yang dari sampit ngerti kalau saya ngomong pakai bahasa melayu, tapi kalau orang banjar ga' paham. Ya ngomong aja, pakai bahasa melayu. Orang sini ngomongnya cepat, kebanyakan pakai bahasa banjar, jadi ga' paham. Beda bahasanya”.*

All of these international students mostly have problem with food. It also felt by the fourth informant. She expressed that when the first coming, she had enough sleep but she was difficult to eat something in Banjarmasin so she just eat instant noodles that she brought from Thailand. She also got headache a little bit while adaption process in the first month.

*“ga susah tidur sih, cuma susah makan aja. Jadi pas awal datang cuma makan mie yang saya bawa dari thailand, 15 bungkus”.*

The fourth informant cried a lot in a week because she felt lonely and confusion. But it was no longer as a matter because she convinced her self to be strong and get up. She reminded the reason why she is living and studying in

Indonesia to motivate her self. She also traveled to some places to avoid her to not to be bored.

e. Informant 5

The last informant expressed that he was feeling sad because he will leave his family but he was also happy that will study to Indonesia.

*“Sedih ninggalin keluarga, tapi suka, mau belajar di Indonesia”*

The same answer was obtained when the researcher asked him why Indonesia become a study destination for these international students. He answered that it has been chosen by his school and Thailand association. He found his self on difficulties in academic life. He said that the most difficulties is about the language and learning at classroom. He did not know when a lecture explains the material even if she/he talks with Banjarese. So, he was forced to record the voice of lecture and learn from that recording.

*“Yang paling sulit itu bahasa sama pas belajar di kelas. Jadi ga tau kalo dosennya menjelaskan apa. Jadi waktu awal-awal itu kalo dosen ngomong direkam, jadi belajar lagi lewat rekaman itu”.*

The last informant stated that he was not living at dormitory anymore. He said that it is nice living at dormitory but he wants to be more freely so that he decided to ask the permission to stay at rent house. He added that there are some cultural differences between Thailand and Indonesia such as situation, food, eating pattern and environment. In his opinion, Banjarmasin has a lot of mosquitos and dirty water. It is also a strangeness when he saw Indonesian people eat by their hands. It is also difficult for him to find kind of food with soup. The comparation between his origin culture with the new culture sometimes make a negative stereotype.

*“Suasananya beda. Makanan, kalau disana kan kalau diwarung makannya pakai sendok, tapi cara makan kalo disini kan makan pakai tangan, awalnya tuh aneh banget kalau ngeliat orang makan pakai tangan. Trus kalau aku kan suka makanan yang kuah-kuah, kalo disini susah cari yang berkuah, cuma ada nasi sop sama soto. Lingkungannya. Disini banyak nyamuk, airnya kotor”.*

At his first arrival, he often get headache and tootache. Then he said that he does not join the organization yet because he can not speak Bahasa yet. He was afraid to join due to limitation of language.

*“Belum mau gabung organisasi karena belum terlalu bisa berbahasa”.*

Cultural differences within one and another made students have to be able to adjust with the new culture especially Indonesian and Banjarese culture. The last informant coped the problems by accepting and understanding the culture. He can adapt more quickly than others. He quickly think what should he do to cope the existing problems. Awareness that he now is living Indonesia so he follows the Indonesian culture is helped him to overcome this phenomenon. He even can eat with his hand as Indonesian do and speak Indonesian language even more Banjarese. It is also helped because his friends help him a lot whether when it is in the class or not. It made him not really difficult to do his self adjustment.

*“Diikutin aja. Kan kita sekarang tinggal di Indonesia, jadi ikut budaya Indonesia, sekarang juga kalau makan udah biasa pakai tangan”.*

He now said that he likes living in Banjarmasin because it is such an adorable experience. He loves to go to some places, hang out with his friends, even he likes to go to grave of Ulama such as Guru Sekumpul and learn Islam from Guru-Guru Besar such as Guru Zuhdi every Thursday night.

## **2. Coping The Culture Shock's Problems**

When the international students face the culture shock, they absolutely do not want to always be in a bad situation. Therefore, they have their own way to cope this phenomenon through out the process adjustment. The result of the data which has been obtained from the informants show that generally they have capability of adaptation as well toward the new environment. From the data analysis, it can be concluded that the international students from southern Thailand have done an adaptation with accepting and understanding the culture. Informants try to solve their problems with interacting to the new people and try to understand the language so that they start adapting and feeling to be accepted and undifferent. The Indonesian people who help each other also makes them more faster to adapt to the environment. They reduce the culture shock with interacting to the local communities, friends, lecturers to society. They tend to be more open and willing to learn and accept new culture. Some students from Indonesia who are closed or next to informants giving easiness in facing culture shock as language, study, and also the way the lecture conveys in class using Indonesian language.

In addition, some informants have opinion that family involvement also being an important role to overcome this phenomenon. Each member of their families have their own part in the discussions and in working out the solutions. Beside asking their friends, they overcome the difficulty by reading more and browse through internet. Electronic media is one of the ways to overcome the boredom or culture shock faced. They also got support from their family from social media such as line and messenger. These things have been done by those students to feel more comfort to stay in Banjarmasin without any difficulties on their learning process. Their

uncomfortable feelings and difficulties have been controlled well. The obstacles that occurred before can be solved with good adjustment in the environment.

## **B. Discussion**

Culture shock phenomenon was more found recently because of many students who continued their studies abroad or left their own host country so that made the researcher is interested to investigate about this research which was a part in cultural communication. Research which discuss about culture shock phenomenon of southern thailand student has been done to obtain an explanation from the exist reality and understanding of the world formed by their relationships with another.

In this case, some reasons why the international students from southern Thailand continue their study in abroad are to learn how to master in language, get new experiences and learning life, and expect a better life in the future. Those students focus to determine Indonesia as a country to one way purpose that is to continue their study to more higher level after finishing their study in senior high school. Most of them said that they want to learn about the Indonesian language and also because study in Indonesia more cheaper than other countries such as Malaysia and Brunei Darussalam.

### **1. Culture Shock Encountered by International Students**

All of the informants agree that there are cultural differences between their origin culture and the culture in new environment such as the way of communicating where their origin culture is more quite and polite than the new one. In general, their problems encountered by Thailand students who are studying at UIN Antasari Banjarmasin can be conclude as follow:

- a. All of the Thailand students have problem with the language
- b. All of them has problem with food such as eating pattern and social life in Banjarmasin
- c. Some students have problem with clothing way, sicknesses, and sleepless
- d. Some students feel uncomfortable feeling and can not stand in long period time in Banjarmasin
- e. Another problem felt in academic life
- f. Most of them feel confusion ignorance to do something
- g. They have felt difficult to associate and look for friends

Informants saw that their host culture is different with the new one. The cultural differences include communication way, situation, food, and customs. They found themselves in situation of confusion as a result from inappropriate between expectation and the fact. They also do not know about some Indonesian customs such as the way Indonesian people eat, selling, and so on. Their statements about cultural differences and their feelings are signs that the culture shock happened to those students as statement in Rahayu (Riyanti, 2013, p.2.14) that culture shock is a difficult situation in which someone faces many problems related to a new culture, while people are being in another country. It happens to people who suddenly find themselves in a new culture.

They also may be worried or anxious because they do not speak the language very well, they do not the customs, or they do not understand the people's behavior in daily life (Riyanti, 2013, p.2.15). It proves that at their first arrival in Banjarmasin, all of the informants admit that they can not speak or communicate especially in Banjarese language. Based on the interview, some informants that they face the culture shock because of social difficulties such as interaction with local people. Another

confirmed that less interaction with local people cause them in problems. For example according to the first informant, she told some difficulties faced by her at the beginning when she came and how other people respect her.

Some problems above are conditions encountered by someone who has culture shock experiences when moving to the environment with the existing culture. One student might experience more than 1 problem or even has experienced to all of the conditions. The problems appeared because of the culture shock are emotional and physical characteristics which cause whether someone have a disruption with food or ill. People can become physically ill from the stress of culture shock. People can become physically ill from the stress of culture shock. Ulcers said that headaches, stomachaches, backaches, dizziness, excessive sleepiness often be traced an underlying culture shock (2015, p.74). These things also happened to the international students when their first arrival in Banjarmasin. Most of the students admitted they did not enough sleep because of the difference of time. Another may got headache and stomachache which caused by food.

Based on the interview result, the international students from southern Thailand encounter the culture shock phenomenon are caused by all of the causes of culture shock. Those causes are cognitive, behavioural, phenomenology, and socio-cultural. Triandis in Chapdelaine (2004) stated that a self competence in adjusting is depend to the individual capability to know about the values, norms, beliefs, and behaviours to the new environment. This characteristic called cognitive cause. Some students are not be able to interpete the conditions so that they have misunderstood or misinterpretation with the new culture. Some communication students do not feel comfortable in the presence of people from other cultures. This may be because the

students have not yet learned what to talk about or what to avoid or about the cultural differences between their culture and the new one.

Culture shock encountered by Thailand students also caused by those students who can not validate their original identity. For female, they hardly ever to use long pants or trousers in their country. But here, sometimes they have to adjust it and wearing trousers when they may go to supermarket or jogging. It makes them sometimes feel uncomfortable and have not accustomed yet. Eventhough they may have been adjusting to the new environment, they sometimes still asking themselves about their beliefs before. It is closely connected with the phenomenological cause. The differences between their origin culture and the new culture cause a strange feeling, loneliness, and lost in the new place. It is trigger a culture shock. Besides, this phenomenon happen when Thailand students do not have an understanding to interact well with people around them so that it was difficult for them to adjust to the new culture. It is a social difficulty which is typically connected with the socio-psychological cause in Chapdelaine's investigation (2004) where the cultural differences such as Indonesian culture and indonesian habitual (in this case, it is also related with banjarese culture and language) affect them to feel those feelings.

Almost the international students form southern Thailand admit that they encounter the culture shock even do not really feel it too much. Some students are happy and have challenging feeling when their first moving to Indonesia. Besides, others may have sad feeling and usual. It has been categorized as a stage of culture shock. When early in the first of months of their life as an international students and living in a new environment, they experienced feelings of isolation from their culture of origin in certain times. Disintegration process occured when they are aware that there are various differences between their original culture and new culture with

followed by a rejection to the new one. Hope, excitement, optimism, and euphoria of an individual when going to overseas can be included in the phase of excitement in culture shock because as an anticipation of individual when entering a new culture. International students who are studying at UIN Antasari Banjarmasin that they came as new comers would experienced in earlier stage of culture shock phenomenon where they would be very excited and have happiness feelings which was appeared and thought about many things that might be happen when they live after. It is a honeymoon stage where everything is exciting and fascinating in new surroundings.

Most of thailand students are excited and elated with all the new and different experiences. Their first expectation describes some easy things and a comfort place. In fact, some of them feel disappointed because of the wrong expectations. Then, the feeling changed into strange feeling to the new environment, uncomfortable with all of conditions in the daily life where they lived. When they are faced with the various cultural differences that have not faced yet, this condition usually make an agressive feeling or anger to the new culture which is judged as an irrational and strange thing. In this stage, they are categorized encounter the culture shock and it is possible to them to face the cultural conflict. It has been talked in chapter II that the awareness to the cultural differences basically is charateristic of culture shock.

International students from Thailand who have passed the previous stage called culture shock then continued starting to the next stage, that is cultural adjustment process where they started to learn about the new culture such find out suitable food and have speech or understand about the language. They also start to understand the different norms and values between their culture and the new one. It is same with the initial adjustment stage which is written by Rahayu (2013, p.2.14) that in this stage people can handle many basic interactions without problems.

The different symptoms appear between one person with another. However, some symptoms which are felt by Thailand students when they faced the culture shock are;

- a. Sad feeling, loneliness, frustration, anger, anxious, and disorientation
- b. Not willing to eat and drink from the local food
- c. Get sick from variety of illness
- d. Loss their confidence and not willing to interact with others
- e. Excessive comparison of original culture
- f. Trying hard to absorb things in a new culture because of anxiety

Some of the symptoms above are related with investigation of Marx in 1999 written in Manz, (Manz, 2003, p.7) which was found out that the symptoms of culture shock last for about seven weeks on average and stated the following five aspects according to their priority: feeling isolated, anxiety and worry, reduction in job performance, high energy (probably nervous energy, or caused by changing circumstances), and helplessness.

When the international students travel to another country for a long period of time and they have never traveled outside of their country, they will experience the cultural conflicts. Indeed, travelling to another country will force them to learn other cultures and their own culture as well. When they aware with the fact that is different, they have been faced with various matters. International students who come from southern thailand most found themselves difficult in language even their origin language is Malay Pattani which is quite same with Indonesian language. It also been experienced by thailand students who are studying at Antasari State Islamic University when their first coming to Indonesia and do not know about Indonesian culture especially language and customs. They usually interact with non-verbal interaction to overcome their difficulties in communicating with the local Indonesian. Besides, have a culture

in which religious values will be thick such as in associate, international students have culture that is maintaining good relations between each other, have a high level of interaction to another student but college students from south thailand also limit their interaction to the difference gender. To simply greet and looked at each other is forbidden. Freedom in Indonesian is different from their thinking before in Indonesia. When they do not about new customs which is different with their host country, they start to feel confused, and worried with it. It can definetely influence to the difficulties to communicate. Based on what have been explained before in chapter II, intercultural communication is the process of exchange of thoughts and meaning between people of differing country (Rahayu, 2013, p.2.7). In this case, most of Thailand students feel difficult to communicate and afraid to talk cause them can not describe or explain about their feelings or their needs. Therefore, they can not fill their necessities or may have misperception about something especially in language and culture.

Culture shock also comes from misinterpretation of cultural values, beliefs, behaviors, and norms of the new society. People ineffectively use their own cultures as the standard for interpreting, judging, and behaving in the new culture. (Riyanti, 2013, p.2.6). It has also been felt by the international students from southern Thailand that they thought the different point of view into something for the first time such as eating behaviour, clothing, environment, and the way people talk. One of the student said that it is unusual for them to eat with hand directly. In their origin country, they used to use spoon to eat and take the food. Some misunderstandings may not be serious and easily ignored by Thailand students. But some problems may cause misinterpretation as a cultural conflict and create the persistent attitudes.

The finding showed some students from southern Thailand who can not be able to make an interaction with local people feel difficult to accept and understand about the

new culture. Culture shock may occur because of less understanding to the new culture and less interaction with the local people make them can not be able to open up their mind and learn new things then difficult to integrate it with their own culture. It may cause an ethnocentrism to the international students who think that their origin culture is more better than Indonesian culture. As Draine and friends (1990, p.202) described an ethnocentrism situation is where they are unable to acknowledge people and behaviour from other cultures. It causes the point of view feeling that their original culture is much better than others. They can not see that each cultures as a unique things in every region or even country.

The students who encounter the culture experience have a negative impact from the culture shock itself as forming a stereotype of a new culture. As Rahayu noted in her book (Riyanti, 2013, p.2.7) that stereotypical beliefs make it difficult to see people as individuals with unique characteristics. Some students from southern Thailand also see that some cultural differences such as traditional wedding where the couple is wearing the traditional customs are strange or even become a terrible thing.

## **2. Coping The Culture Shock's Problems**

On entering a new unfamiliar environment, they try to adjust with starting to accept a part of new environmental culture through adaptation process like has been stated by Marx in Manz (2003, p.11): "Expatriates who were most aware of themselves and their emotions experienced the most intense culture shock, but it was exactly because of this intense awareness of differences that they were also able to adapt more effectly later on". International students in this case are the students from southern Thailand who have been studying during almost or more than 2 semesters were influenced high barriers culture shock suffered more decreases and began to be able to accept Indonesia especially Banjarmasin's culture. Based on the research, an

interaction and relationship which have been done with others created an understanding about its condition and situation.

Furnham (1993, p.22) in Sharon Thomas stated that learning by doing, or experiential training, could be seen as an extension of the first two techniques. It allows people to put into practice the information they have received during other sessions. One of the best sources of information is somebody who lives or who has lived in the target culture (Seelye, 1993:25). Thailand students who are studying at UIN Antasari Banjarmasin now are no more worries about their environment and new cultures. The students which have adapted with a new culture and accept it admit that it works to solve the cultural conflict happened. The level of tolerance found in the students is categorized by feelings to be able to understand various situations and differences and starting to be accepted and enjoyed by those students. They passed the crisis period and overcome as well. A willingness in learning a new culture also plays an important role to be able to overcome this phenomenon. It marked with a match to the taste of food that was initially felt not good and strange like tempe. All of the Thailand students state that they have adapted with the new culture in where they are staying right now, Banjarmasin. They are aware that they have to accept to the new culture if they want finishing into cultural conflict which might be impact to their learning motivation. Their awareness and wishes to adapt has been succesful to make them to disappear uncomfortable feelings to the environment where they are staying now. When facing different values, beliefs, and behaviour, they develop deeper understanding of themselves and the society that helped to shape their characters. They try to adjust and accept what things around them. They learn many things such as language, observe different customs, and encounter new values. Their efforts for adjusting make them have many friends and new family, besides they also are no

more feeling alone and difficult in their environment. They are new comers who have been experienced the culture shock phenomenon and have found the way how they start to accept and adjust theirselves in daily life situations with the new environment.