

THE PHENOMENON OF CULTURE SHOCK IN NEW STUDENTS IN THE CITY OF SURABAYA

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Abstract

Generally, to get better higher education, individuals are willing to migrate to cities with adequate educational facilities. Surabaya is one of the big cities in Indonesia with many universities that provide a variety of educational programs, making Surabaya a choice for migrants. When you first live in the city of Surabaya as an overseas city, individuals will of course experience shock with the new culture and environment, so it takes time to get used to the situation in the city of Surabaya. This situation is called culture shock. Culture Shock is an event that generally occurs when an individual is in a place that is different from their living environment. This article was created to find out how the phenomenon of culture shock is felt by overseas students and the causes and impacts of culture shock that is felt. The results of this research show that the culture shock phenomenon often occurs in the early days of life in the city of Surabaya. Culture shock occurs due to environmental and cultural differences between the place of origin and the city of Surabaya. Over time, overseas students will get used to and be able to adapt to the conditions in the city of Surabaya. This research uses primary data collected through interviews with three informants, namely Kurnia (20 years), Sabrina (17 years), and Lisa (19 years), their current status is overseas students studying in the city of Surabaya. We support this primary data with secondary data obtained from books and journals that are in accordance with our discussion.

Keywords: Culture Shock, Students, Overseas

INTRODUCTION

The current era of digitalization shows that humanity has entered an era of modernization where science, technology and communication are developing very rapidly. With advances in technology and science, it seems as if distance and time are shorter, geographical boundaries also seem to not exist. The movement of people is getting easier with the number of facilities available, so it is no longer strange to see individuals moving from one area to another. There are many

reasons why someone travels or moves, one of which is because of pursuing education. Generally, students who graduate from SMA, SMK to MA are willing to pursue further education outside their area of origin. This is done so that they get a better education.

The city of Surabaya is one of the big cities in Indonesia where there are many universities that provide various educational programs. Many overseas students are interested in living in the city of Surabaya for various reasons. New students who come from outside Surabaya

will generally experience culture shock when they first live in the city of Surabaya.

When you become a new student overseas, you are required to be able to adapt to a new environment. New students often experience unpreparedness in the process of interaction and adjustment when entering a new environment. This is what is called culture shock. In the psychological aspect, culture shock is defined as an individual's condition and feelings in facing differences in social and cultural environmental conditions (Nugroho & Mareza, 2023). Culture shock can be felt by anyone, especially new overseas students. According to Zhou, Jindal-Snape, Topping, & Todman (in Puji Gusri Handayani and Verlanda Yuca, 2018) Culture shock causes various problems such as stress and when facing situations that are different from usual. Culture shock experienced by students can be in the form of differences in behavior, changes in weather, differences in language, and behavior.

When new students migrate to Surabaya, those from outside Java feel that all the needs they want are available in Surabaya. Like everything can be done online, you can buy food, clothes or other things easily. Language barriers are one of the most common symptoms of Culture Shock. Generally, people in the city of Surabaya will use Javanese compared to Indonesian, so this can limit their interactions both on campus and outside campus. According to them, many people in the city of Surabaya are cold or rude because their behavior or words are different from where they come from. The culture shock felt by new students overseas is a reaction to the cultural

changes felt overseas (Raharjo, 2020). As social creatures, humans cannot be separated from interaction, so like it or not, they have to enter and interact with new cultures. To understand and interact with a new environment and culture is not an easy matter.

Of course, the success of new overseas students in adapting to a new environment cannot be done quickly. New students who experience culture shock tend to feel lacking and uncomfortable, anxious, easily stressed, and emotionally unstable. This research aims to determine the phenomenon of culture shock felt by new overseas students in the city of Surabaya and find out the causes and impacts of culture. the shock felt.

METHOD

This study used descriptive qualitative method. The qualitative method is a research method by collecting and analyzing data. The qualitative descriptive method is aimed at describing and illustrating existing phenomena. The descriptive qualitative method aims to understand and explain in more detail the culture shock phenomenon felt by new students abroad.

This research uses two types of data, namely primary data in the form of interviews and reinforced with secondary data in the form of literature studies. Primary data was collected through interviews with three overseas student informants studying in the city of Surabaya. The first informant is named Kurnia, aged 20 years, the second informant is named Sabrina, aged 17 years, and the last informant, Lisa, aged 19

years, currently their status is active students. This informant was determined based on (a.) the informant was an overseas student in the city of Surabaya, (b.) the informant had experienced culture shock when he was in the city of Surabaya, (c.) the informant felt the direct impact of the culture shock, (d.) the informant willing to collaborate and share information about what they have experienced with researchers. Secondary data used to strengthen primary data is literature studies from books and journals that are appropriate to the discussion.

RESULTS AND DISCUSSION

Meaning of Culture Shock

The meaning of culture shock has the potential to cause cultural shock among individuals, especially among individuals who are migrating for the first time. At the beginning of life that occurs overseas, you will experience problems of discomfort with new environmental conditions which are very influential, both physically and emotionally when moving from the old place to a place with new environmental conditions, especially in different cultural conditions in that area. With this new culture, it can cause pressure because they have just received new things from another culture, these are things that are immediately accepted and make the existence of these things completely easy.

The existence of culture shock was first introduced by an anthropological figure, namely Obreg, in 1960. This figure described a response that led to negative things from depression and frustration. This culture shock can occur in different circumstances regarding individuals who

are moving from one area to another. From the results of interviews we conducted with several informants who were overseas students in the city of Surabaya, it was stated that:

"When I first entered college, I was probably a little shocked by the surrounding environment because I used to live in a village and just at college I experienced life in the city, perhaps in terms of life in the city of Surabaya itself, it is a densely populated city and almost everywhere experiences traffic jams, which is different from life in the village. which is easy and peaceful," said Kurnia, the first informant.

Meanwhile, the second informant Sabrina and the third informant Lisa said almost the same thing, they stated that:

"The first time I moved to the city of Surabaya, I was a little surprised that there were so many differences from the area I lived in, from the environment to the people, there were differences."

Causes of culture shock in overseas students

The causes of culture shock in overseas students are as follows:

a. Internal causes

The existence of psychological characteristics that have been shown to have an intra-psychic ability to face the desired new environment (Datakisni, 2012: 270)

In individuals who have the skills to socialize and communicate and have experience, the character traits of these individuals are being independent because

they are far from family and people who are important and play a role in their lives.

Individuals who have never carried out or experienced culture and have a lack of factual information about the environment and vulnerable places will easily experience cultural shock or confusion with the environment in that area.

b.) External causes

This cultural upheaval will occur more quickly if the culture does not understand the surrounding environment or the conditions around it. These things include changes in social culture, customs and religion. Apart from that, climate, taste of food, language, body movements are also causes of culture shock. Apart from that, the traditions that have been carried out in communities in areas that already have cultural characteristics that are different from one another, there is a desire for overseas individuals to be able to adapt to the cultural conditions that exist in that area, so there is a form of respect in the environment.

Currently occupied, the way to communicate with each other and adapt to new customs will be easier for an overseas child. Individuals tend to experience cultural shock, especially regarding the customs in the Surabaya City environment. Apart from that, there are external causes that cause culture shock, namely changes in gestures or facial expressions that have been felt by overseas students from outside the city of Surabaya.

The Impact of Culture Shock on Overseas Students

The condition of a person who experiences culture shock when they move to a new environment means that the individual has a role or may experience more than one problem and can experience various forms of problems due to the culture shock itself. In her interview with us, Lisa, the third informant, stated that:

"Of course, in the early days of living here, there were many difficulties, from the weather, food to the local language, which became difficulties that had to be faced every day."

Meanwhile, the first informant stated that:

"Sometimes, as an overseas child, I am confused about dealing with my friends because they come from various different regions, because each region has its own characteristics, so as much as possible, I respect each other's friends. Apart from that, being an overseas child, especially a child in our own boarding house, we also have to be trained to be independent and look after the things we have because we live in this city alone, not with our parents, so as much as possible we can look after ourselves."

This statement is also almost the same as the statement made by the second informant, Sabrina.

As time goes by, the needs of humans, who are social creatures, inevitably have to accept the surrounding environment. Apart from that, as overseas students we also have to respect and have tolerance towards the surrounding environment and don't let us disturb or feel uncomfortable because we are new arrivals and not native residents of the area so we have to have a sense of tolerance and

respect for each other so whether we like it or not. We as overseas students have to accept the culture that exists in that environment even though we initially felt culturally shocked or didn't even know the culture that existed in that environment, therefore we have to respect each other. So as time goes by, we will unconsciously become accustomed to such an environment, and over time we will even be able to follow it, then we will become comfortable and an individual will accept whatever culture exists in that environment.

This difference in culture shock is experienced by overseas students in the first semester who are just getting to know the environment in that area. This usually happens to new students who are entering the world of lectures for the first time, but as time passes and the semester increases, these students will become accustomed to it and have the opportunity to experience it. The culture shock is not as much as being a new student at first with the condition that new students or individuals who have different cultural backgrounds have entered a new culture that exists in the world of lectures, so their original culture is very, very clearly different. At first, these new students living in that area felt uncomfortable, even though sometimes they didn't really know why they couldn't experience new things because of the cultural habits in that environment. This is in accordance with Kurnia's statement in the interview we conducted, Kurnia, the first informant, stated that:

"Certainly as time goes by living in the city of Surabaya you will get

used to it. Yes, in adapting we need time and we will get used to it on our own, whether sooner or later. Now I am also starting to get used to life in the city of Surabaya."

The statement of the first informant, Kurnia, is also the same as the statement of the third informant, Lisa. Meanwhile, Sabrina, our second informant, stated something that was not much different. The second informant, Sabrina, stated that:

"In my opinion, the way to adapt is through habit or over time, we will get used to new things abroad."

This familiarity with their own culture means that many people are not aware of the existence of a new culture that has occurred and this is something that should happen in such a way. In students in the first semester, culture shock does not last for a long period of time but only at certain times. Apart from that, culture shock is also usually experienced by students in the first year who already have feelings of hopelessness to complete their academic assignments successfully. Due to the condition of these individuals, every day they are always in the midst of people with different characters in the area, so the condition of these individuals every day will feel shocked by their friendship system, which is even the majority of students who live in the area. local area. Our first informant, Kurnia stated that:

"We as overseas children also have to have friends who are the same as us so that we can talk to each other and exchange ideas with each other. Apart from that, we as overseas children also have to increase our friendships because it is very influential if we have lots of relationships and friendships, then

we will become more knowing each other's nature and character, with that, we will get used to it and adapt easily. Apart from that, we as children from overseas also have to be able to maintain our attitude, especially towards local residents because we are not from the city of Surabaya, so as much as possible, as new residents there, we have to respect each other and do the best we can. "If we have done this then everything will be fine and over time we will get used to this condition."

A statement that was not much different was also conveyed by the second informant Sabrina and the third informant Lisa, they stated that:

"Being a little more friends with native Surabaya children also has an influence on adapting, so we can find out more about what the city of Surabaya is like. They can give us information about things we don't know about Surabaya."

The Process of Culture Shock

Culture shock occurs through a series of processes, Semovar (2010) (in Sekeon, 2011) states that there are 4 phases of culture shock, including:

1. Honeymoon phase, this phase is a picture of the excitement and euphoria experienced by individuals in anticipation before entering a new culture.
2. The pain phase, is a crucial phase where in this phase the individual will face difficulties, causing discomfort, anxiety, and the desire to reject what is felt, but the individual does not have the ability to do anything.

3. Adaptation phase, in this phase the individual begins to understand his new culture. Individuals' lives in this phase also begin to become predictable and individuals are no longer so stressed.
4. Adjustment phase, in this phase the individual has gone through the difficulties of living in a different culture, meaning that the individual has gone through a period of adaptation and has understood all the elements of the culture.

Factors that Influence the Occurrence of Culture Shock

The following can influence individuals who experience culture shock when they interact with their new culture, namely as follows:

1. Culture shock can be influenced by the level of cultural dissimilarity between the previous environment and the new environment.
2. There is a difference in personality and the ability of each individual to interact with their new environment.
3. What happens to the individual is through the economic factors of age, demographics, gender, social class, and finally the educational factor.

Symptoms of Culture Shock

There are several symptoms of culture shock experienced by overseas individuals in a new environment, one of which is:

1. There is a feeling of sadness, loneliness, not having friends, and a feeling of aloofness or lack of self-confidence.
2. Periooccupation is a mind that is fixated on the existence of an idea related to a

- situation which is usually called an emotional state related to mental health.
3. Difficulty resting or sleeping because there are too many thoughts about culture shock.
 4. There are changes that occur in them, namely changes in behavior, pressure and depression.
 5. There is an uncontrolled emotional attitude or a character that is often angry with other people.

CONCLUSION

The occurrence of culture shock is caused by two factors, the first is internal factors that exist within the individual, the second is external factors or factors that are outside the environment.

This state of culture shock can be experienced by students in overseas cities which has two impacts, namely positive and negative impacts. The positive impact is that overseas students become more accustomed to their new environment and can learn new cultures. The negative impact is that overseas students experience emotions such as stress and depression during the adaptation process.

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