

# CHAPTER I

## INTRODUCTION

### A. Background

Intercultural communication process is an exchange greetings interpersonal relationship between communicator and receiver that have different cultures. Intercultural Communication individuals involved a different culture including race, ethnic or difference of socio-economic that may affect each individual in interacting through verbal and non-verbal communication. Liliweri (2001: 4) says that the culture as a whole, the definition of the symbol, the depiction of the structure of rules, habits, values, processing information and diversion patterns of words and thoughts, the convention action is shared among members of a social system and social groups in a society.

In the globalization era, human relationship will be easy and widespread. Based on the human desire is to know each other and learn about the diversity of other Nation Race, so to enable the interaction between cultures. The importance of intercultural communication with the braiding all walks of life in the world, so there will be created an intercultural communication in harmony, one of the efforts that can be made in the field of education as student exchange among countries, provision of scholarship, will be tied cooperation between educational institutions among each other. One of them is that Indonesia has committed. Indonesia is holding cooperation

among other countries, ranging from student exchanges between countries, scholarships, to build cooperation among educational institutions among one other.

Muhammadiyah University of Surakarta or UMS is a private University in Indonesia. UMS is committed to University of internationally recognized world and to University international standards, such as of his efforts to open international programs as well as Double Degree programs. UMS also has opened an international class or RSBI in some programs, as evidenced by having foreign students from some countries, such as students from Thailand, Libya, Malaysia, China, Sudan, Iraq, Jordan and Palestine. International cooperation is also done through a Program of Academic Recharging by sending a number of lecturers to education institutions in other countries.

Foreign students from some countries other who study in UMS is called the immigrant because he moved the place to find new life and seeks to enter into a culture that was not known before. In this context, they develop thoughts about something that happens when the individual who was born and raised in a culture, entering another culture which is not known, as program for foreign students in UMS is known for its program of Student Exchange, foreign students here will get more or less learning for 6 months to learn Indonesia's language and culture of Indonesia. While other programs, such as the academic scholarship program is the recharging of the private universities, one of which a given UMS to take foreign students to study in

UMS to get a bachelor degree (S-1), foreign students are also in free to select courses they want specified interests and the values they get when University entrance exams, the program is called State University also with interest.

Study in other countries is a great opportunity enjoyable because it is possible to learn various cultures. However, into a new culture also can bring a frustrated, emotional stress, culture shock, and the problems it used communication and failure in achieving its duties, namely: when someone moves from the environment, then they live new in environment and the people who have not yet known, so it is possible that can happens pressure and a major obstacle that can lead to a feeling uncomfortable. Even, this can be faced by not only foreign students but also it can be faced by anyone that they live in new environment and it is not thought previously.

The interaction is done in the society the meeting with other cultures of different countries is diversity and a routine that cannot be avoided, so that intercultural communication must occur, as delivered by Liliweri (2011: 8) Interaction is the state of the relationship between the actions that the action is not necessarily exchangeable and interpreted by individuals with one another. The process of interaction in intercultural communication can be affected by cultural differences, then it will surely experience a difference in interact so that it displays the incomprehension and feedback that is not expected, but the cultural differences are not expected to serve as a barrier to the process of interaction in different cultures. When differences are different then the intercultural conflict can give birth to an attitude of social prejudice,

prejudice economic, cultural or political prejudices often referred to culture shock. That attitude surfaced on stereotype intercultural (disfigure another culture), social distance (choosing their mingling with other cultures) or attitudes of discrimination (get rid of another culture).

In intercultural communication, culture shock will be experienced by the individual from the environment is already known and move or come in a new environment that they haven't known. According to Oberg (Samovar et al, 2010: 476) describes the culture shock:

“Culture shock ditimbulkan oleh rasa gelisah sebagai akibat dari hilangnya semua tanda dan symbol yang biasa kita hadapi dalam hubungan social. Tanda petunjuk ini terdiri atas ribuan cara dimana kita mengorientasikan diri kita sendiri dalam kehidupan sehari-hari: bagaimana memberikan petunjuk, bagaimana membeli sesuatu, kapan dimana untuk tidak berespon. Petunjuk ini, dapat berupa kata-kata, gerakan, ekspresi wajah, kebiasaan atau norma,”

From the definition, the author able to conclude above culture shock that is a condition of the soul or psychological individual when he was outside and interaction with the stranger or different culture with him so he will feel a surprise or feel othering as ignored by individuals and foreign culture.

Farida (2005) in one of his studies about culture shock, he stated that some of the negative effects of the culture shock experienced by foreign students in New Zealand is about academic problems (including differences in language and learning system there), social issues (can't interact with the surrounding environment) and private matter (feels alone and missed with family at home). Meanwhile, in a study conducted by Dian Amalia (2008) in

the culture shock is used to describe a negative effect on individuals who moved in the new environment. Generally, the culture shock is experienced by immigrants for 6 months to 1 year of first arrival.

Culture shock can also be reduced when an immigrant is able to adapt to the environment, the language and the culture in which he lives. Periods of time can also affect how much culture shock experienced by an immigrant, as experienced by the student or students who earn overseas scholarships for Undergraduate studies completed abroad, as a foreign student in UMS Abdul coming from Palestine, stating that the environment here more freely than the place where he came from. Abdul can go anywhere and get together with friends available anywhere. During the one-year stay in Indonesia, Abdul learning the Indonesia and language Java with college and friends from Indonesia people to be able to adjust to circumstances the environment in Indonesia.

As the experience endured by Muhammad (26) from Yemen one of the students of the State University in Solo, he stated that prior to his arrival in Indonesia, that she knew that State of Indonesia is the largest moeslem country. But after she arrived in Indonesia in feel shocked, because when he's in the majority moeslem State of Indonesia, turns his men away from the rule of Islam which he had learned in his country, he had not previously dealt directly with women who do not have blood ties with him, after here in Indonesia turned out to be very different from what he was thinking, here are more free and far different from their home country. One of them, here

women are not required to wear a headscarf whilst the majority are Muslims. From the experience of the speakers above that she experienced stages of culture shock (U-curve), where before his arrival in Indonesia she experienced excitement phase which interviewees provide hope and knowledge towards the country would he inhabit for completed his studies, but when the speaker is already in the environment of Indonesia, he started on a phase of disillusionment, realize that they are different from the surroundings before he entered in Indonesia. He began to wonder and confused with his new surroundings. But to the point of the initial phase of the resolution until effective or is comfortable with his new surroundings, the speaker must learn to adjust to his new surroundings and began to receive the simultaneously with its environment that it used to be, in this phase of the speaker takes a long time to be able to feel comfortable.

According to Myers (2006) there are several factor that affect the culture shock of new students that come from overseas, some of which are ethnic differences, usually we call with tribes gender and social support, which is referred to here is a brother, a relative or a friend has ever known an old place, or a place to live in freshman dorms, boarding or family. And students who lived with the person of one region or one country of origin will be faster to adjust.

Of exposure from above, so that researchers would like to know how the culture shock experienced by foreign students in the UMS, the researchers

took samples of research of foreign students who come from Palestine, and Thailand.

Students of Palestine and Jordan was chosen because it had a unique and different from the culture of Indonesia such as research conducted by Khoirul (2013) are in everyday activities using the Arabic language, verbal Communication can be shaped or non-verbal. Communication pattern of Arab society in General included one type of communication that is very expressive. Accustomed to sound hard to express strength and sincerity, much less to the people they love. For the people of the Arab, weak voice is considered a weakness or guile. Culture or traditions of the Arab worried about hospitality toward guests, generosity, courage, honor, and dignity. Women are domestic property. Common if a man never knew or even simply see the faces of women in general there.

The community comes from Palestine country in general is indeed the different as Indonesia society. Relation to explain these differences are more dominant in its language and in Indonesia, in terms of education for instance that one of their goals coming in Indonesia is a way of teaching in the UMS's, the use of language, and the ethics of everyday people used different Indonesia with their culture. Then the choice is the Palestinian students because these foreign students who have a high religious provision, being a foreign student who is Thailand's majority at UMS.

The support from the state Asia such as the Philippines and Thailand in general is with the community Indonesia. Relation with explain was

difference more dominant is in their own language with in Indonesia, in education for instance, one of the goals they arrived in Indonesia is the way the lesson in UMS's, the use of the language, and ethics of day-to-day used by people Indonesia that is different from their culture.

In explanation above, So the researcher will do research to describe the difference culture shock including obstacles and steps that faced by fundamental differences culture of inter-ethnic, and the influence support social which is owned by foreign students, from friends, guide foreign students, teachers, and family who accompanied. This support social influences how far the influence of the culture shock that has been faced by foreign students.

According to the explanation above, so writer took the phenomena as a basis for research that will be carried out by using this approach qualitative descriptive, research objects that will be carried out. this is one of the various communication research about culture. Intercultural communication has ever been done one of these is "*Manajemen Diri Dalam Komunikasi Antarbudaya*" (*Studi Kasus Manajemen Komunikasi Mengelola Ketidakpastian Dan Kecemasan Dalam Komunikasi Antar Budaya Mahasiswa Asal Kalimantan Barat Di Surakarta*), Destriadi Yunas Jumasani, Communication Science 2013, Universitas Muhammadiyah Surakarta. Research has been done is aimed to gain an understanding about process and obstacles in adaptation that will be done students from West Kalimantan who were in Surakarta. By using approach qualitative methods and case studies,



technical data collection through an interview with the guide structure interview then analyzed the data to reduce the data, presentation data produce up to the withdrawal conclusion. The results that is communication strategies college students from West Kalimantan in adapt and interact with the *Soloness* is that involves the third and there are some who are not, as well as in its implementation is to feel anxiety and there are some who are not. They have suffered these obstacles of individual and community. Where as for the evaluation itself, the students need to interact and adapt to another individual.

Further research about cultural shock by Nikmah Suryandari from Communication Science students Faculty of Social and Cultural Science, Universitas Trunojoyo Madura about "Culture Shock Communication students studying abroad In Madura" uses techniques of qualitative research. The researcher was Nikmah reported that there are two kinds of conflict management that will be done by a student that is to adapt to accept and to understand culture in Madura while the other one guard. By adapting themselves to the culture in Madura students feel more comfortable living in Madura and problems motivation lectures that happened remains unresolved, while business avoid instead does not make the problem is even worse. Once again to establishment effective communication and smooth, we have to accept and adapt to the culture where we are. Appreciating and accepting every variety culture that is easier than ever before that we can easily adapt to a new culture that will facilitate communication that happened, and communication that took place in a comfortable. The research that

increasingly resembled and near between native culture and new culture so that there could be a culture shock getting smaller.

Based on that I have very briefly outlined above, there is no difference between inter-ethnic about culture shock, and whether there is a connection among support social with culture shock in foreign students who come from Middle East and Asia in the environment Muhammadiyah University of Surakarta especially in the environment Islamic boarding school students of KH Manshur UMS, then in the occasion, the authors intended to do research is Culture Shock in Intercultural Communication (study qualitative descriptive culture shock to foreign students from the Palestine and Thailand in Universitas Muhammadiyah Surakarta) reviewed social support, ethnic and three years living in Indonesia.

## **B. Problem statement**

Based on background problems above, the formulation of problems that will be examined are:

1. How culture shock is experienced by foreign students UMS that comes from Palestine country?
2. How culture shock is experienced by students UMS who came from Thailand country?
3. How is to overcome the culture shock that faced a foreign student UMS?

### **C. Objective**

This research purpose is:

1. To know about the culture shock experienced by foreign students who are coming from Palestine Country.
2. To know about the culture shock that is experienced by foreign students from Thailand country.
3. To know about handling culture shock between the two cultures of foreign students who is of Palestine with Thailand in UMS.

### **D. Benefits of The Research**

1. In theory, this research is expected to become an additional research on intercultural communication programs with methodology qualitative research it can give the understanding about culture shock experienced by foreign student intercultural communication in the foreign students.
2. Academically, this research is expected to expand the scope qualitative research with the approach in the field of communication science ethnography. This Research can be one of the reference materials used to understand study intercultural communication especially about culture shock in intercultural communication.
3. In practice, this research can be one of the reference materials intercultural communicates understanding the context in particular culture shock in intercultural communication.

## **E. Theoretical Foundation**

Theory is association concept definition and proposition which proposed the systemic about symptoms by outlining relations between variable to explain symptoms (Rakhmat, 1998: 58).

### **1. Communication**

Every human being who is being social in his life will do communicate, both with others, animal and with himself. Communication that is done by each individual as verbal and non-verbal conducted in the relationship to share, belief, the views and feelings. The stock exchange that impact when sending a message in each individual might be different, but it bases an individual to do communication tends to be period (Samovar 2010:16). For a better understanding about communication, so researcher will discuss various materials in communication.

#### **a. Communication Understanding**

Harold Lasswell defines as communication process penyampaian greetings by communicator to komunikan through the media that causes a certain securities Effendy (2003: 10). While according to Liliweri (2001: 5) Communication was transition process and information exchange through the symbols of language through verbal and nonverbal that has been seen by people through adaptation avoid fines from authorities by ensuring and into the life of a man and a system with its surroundings.

Horald D. Lasswell explained how to best explained communication activities was answering the question "Who Says What In Which Channel to Whom With What Effect?"

- 1) World Health Organization (Communicator) in communication process is an effective communicator, which people send and sources of information in every situation. Information Delivery that can be done intentionally or not.
- 2) Says What (Message), communicator conveys the messages to target that is pointed. Message is sent or delivered. Message can be sent directly and indirectly and can be verbal and non-verbal communication.
- 3) In Which Channel, Media is used in communication message, communicator must use communication media that circumstances with condition and the message delivered. The media is a means that used to transmit messages which is delivered by communicator to communicate.
- 4) To Whom (*Komunikan*), *komunikan* is an individual or group as recipient of the message, In this case communicator must know about *komunikan* that is faced by, so it is expected that this gets the satisfied result of the delivered message.
- 5) With What Effect is a response, the response or reaction communication when he or they receive messages from

communicator. So the effect can be called as a result the process of communication.

With form from Lasswell, communication is defined as "the process of the transmission of message by an effective communicator to komunikasikan through a media that causes effect". (Effendy, 1991: 68).

Categorization based on (Mulyana, 2010:80) level communication that is communication interpersonal relationships, communication group, organization communication, and mass communication. Some other experts added communication interpersonal, communication *diadik* (communication two-people) and public communication (a speech before public).

#### **b. Communication Level**

Categorization based on (Mulyana, 2010:80) communication level that is communication interpersonal relationships, communication group, organization communication, and mass communication.

In a study will be included into communication level culture that observed about diversity and cultural issues between cultures.

## **2. Intercultural Communication**

Communication culture is communication that formed a culture. Intercultural Communication is also called the delivery and exchange information between the individual with other individuals who have different cultural. Man has the ability to communicate (create symbolic

language) could not have developed knowledge, meaning, symbols, values, rules and procedures that allow the ceremony restrictions and form on those relationships. Through communication, it can be passed culture from one generation to the next and from one place to another.

There are 9 (nine) types of communication barriers between cultures, based on (Cheney & Martin, 2004: 11 -12), such as:

- a. Physically, communication barriers such as came from obstacles time, the environment, own need, and also physical media.
- b. Culture, Obstacles came from different ethnic groups, religion and social differences also exist between culture to the other.
- c. Perception, the Type of obstacles emerged due to each person has a different perception about a matter. So to interpret things every culture will have different ideas.
- d. Motivation, Obstacles such as this is related to high motivation from audience, it means that it is whether audiences who received the message want to accept the message was or what audience is lazy and do not have any motivation, so it would be communication barriers.
- e. Experience, Experiential is a type of obstacles that happened because each individual has no experience of living, so each individual has a perception and the concepts are different in looking at things.
- f. Emotion, It is related with the emotions or feelings of personal listener. When emotions audience is terrible and communication barriers that happens, it will become bigger and it is difficult to pass.

- g. Language, communication barriers that follows this happens when sending message (sender and recipient of the message (receiver) using a different language or the use of the word- said that is not understood by recipient of the message.
- h. Nonverbal communication barriers that is not form of words, but it can be communication barriers.
- i. Competition, Barriers such as this emerge when recipient of the message is doing other activities while listening.

### **3. Immigrant**

Immigrant was the transfer individuals or groups from the place where he lived moved in a new places to the new environment, or from the country of origin toward new countries for a purpose, for a long period of time or for a moment, to settle or will be back again in original country. According to Samovar (2010: 11) explained: immigrant is considered as a threat to cultural values that has long been there. Immigrants in a country that was visited considered as source of income country's economy, because immigrants food ingredient local labor which diminish in their respective fields, they pay taxes, it allows to help the social security system. Immigrants that formed a intercultural communication that contrasts, with interaction of people that have culture perception and symbol of different culture.



## **a. Relationships of Immigrants with The Native**

There are intercultural communication demands immigrants to adapt for adapting themselves to the new environment. Foreign Students must have the ability to adapt to new environment or called acculturation, so that it is able to interact with the natives.

### **1) Accommodations**

Accommodation can be interpreted as a condition that appointed enforced their balance in social individual relations and groups in related with norms and the values that occurred in the community. As a process, accommodation pointed to the effort to alleviate human conflicts or efforts to achieve stability social interaction.

### **2) Acculturation**

Acculturation is social process that occurs when groups of people with a certain cultural faced with the elements foreign culture in such a manner so that these elements sooner or later, cultural and received its cultural uniqueness in processed to remove your particular characteristics, without personality indigenous cultures.

Acculturation process can be fast or late to depending on local people to perception foreign culture. When, the entry through the force and acculturation eat a relatively long time. On the other

hand, if the entry through peace process, acculturation would take place on relatively faster.

### **3) Assimilation**

Assimilation is social process that occurs when there is the man who had cultural backgrounds, different interaction with each other and walked directly and intensive in a long time, and cultures were the earlier each changed his nature that is unique to cultural elements that new, which was different from the original.

Assimilation occurred in an attempt to reduce the difference between theological group to control the individual or to achieve the agreements based on common goals.

### **4) Integration**

Integration means perfection or industry. Social integration process of adjustment is appraised as among the elements that different from each other in the life of society to produce pattern of life that has accord functions.

Other High-definition about integration is a condition ethnic groups and attitude to adapt to cultural a majority of the people, yet still maintain their respective cultures. Integration has 2 understanding, namely: Control over the conflict and the deviation social in a specific social system, makes a whole and integrate these elements certain

According to Bochner (in Samovar, Potter and Mc. Daniel, 2007: 334), their attention on the experiences contact with other cultures are different, but their reaction is different. Settlers are in the process to make a commitment is still in his new community, while sojourners in common ground while, such as tourists in a day or foreign students in the last few years. Mulyana in his book cross-cultural Communication said that for the stranger, the pattern group culture is not entered into place to stay, but a arena adventure, is not the courses but a topic investigation into doubt, is not a tool for free from situations, appointments but a situation appointments itself that it is difficult to be used. These experiences communication with interpersonal contact directly with people who are different cultural background, it is often lead to widespread disillusionment. Individuals can be felt awkward and felt strange in dealing with people from environmental new culture that he is entering (Mulyana and Rakhmat, 2005: 143).

#### **4. Ethnic**

Ethnic comes from the word ethos, a synonymous with the concept of man civilized (gentile) that communities that non-Christian and non-Jews. But, in language, ethnic is person that has the characteristics that period in this culture and biological and do according to the patterns that period. In its development, the term refers to ethnic groups that assume as the fanatic with his ideology. The expert's social refers to human beings

ethnic group as a group the people who have a common characteristic of culture, for example language, customs, on culture, character, culture and history.

According to Barth and Zatrof in (Liliweleri 2011: 336) ethnic community that is a collection consists of equality race, religion, the origin of nations and interference from the cultural values related to the system. Ethnic Group can be called as groups that have the vision and mission that period is better in religion, race, and the origin of the one culture that is adhered to.

According to Liliweri (2011: 335) ethnic groups known as a population that is:

- a. Biological able to multiply and survive
- b. Have a cultural values and the same aware a feeling of togetherness in a culture
- c. Formed a network communication and interaction itself

## **5. Cultural Shock**

Individual when to cope with new culture and various will experience the problem in various un-comforts psychologically and physically. Experience is a called with culture *shock*. In Samovar et al. (2010: 475) culture shock is a mental that come from transition occurs when one left environment that he knew to come and live in a new environmental and found that behavior patterns you that previously was not effective if you should apply in new environment.

### **a. The Stages In The Culture Shock**

In the culture shock that experienced by some stage that is called curve-U in Samovar (2010: 477) explained several stages of culture shock:

- 1) The optimistic phase, which is reflected in the left over from curve U. This phase contains joy, a sense of hope, and euphoria as the anticipation individual before entering into new culture.
- 2) The cultural phase is called by the phase disappointment in which it used to new environment began to grow, for example because of the difficulty language, system, the traffic, new school, etc. this phase a feeling of disappointment is usually is marked with and axcient. This period is crisis in the culture shock. People were confused at and tercengan with around him, and can become frustrated and irritable, to be hostility, can easily be angry, not their impatience, and even to not competent.
- 3) The phase recovery or resolution phase, where people began to understand the new culture. At this stage, the gradually made adjustments and changes in its way to overcome various new culture. People and events in new environment began to be its and not too much pressure.
- 4) The adjustment phase or working with effective, last phase in the top right U, people have key elements of understand his new culture. Ability to live in 2 different cultural, usually are also accompanied

by a feeling satisfied and enjoy. But someone cant to live in 2 culture, someone will need to adapt again with its cultural passed away, and bring out the idea of W curve, the combination of 2 U curve.

In relation with foreign students,there are some people who could not stay in a foreign country. But, there are also many that successfully adjust himself with his new environment. Deddy Mulyana also explained the stages of the adjustment for the environment and a new almost like the previous stages. They are:

- 1) The first phase is called "honey moon" took place in the last few weeks to 6 months where most of the people are happy to see new things. People are still enthusiastic and show good faith among others is US in forged friendships between countries.
- 2) Second stage begins when people began to face real condition in his life, marked and started with an attitude hostile and aggressive attitude toward indigenous land that comes from a foreigner in difficulties adapt. The household difficulties For example, that hardship transport and facts that indigenous people are not concerned about their predicament. Illegal immigrants to aggressively and with the friends nesting places where people, and began to criticize of indigenous, the customs istidatnya, and her godly people.

- 3) Third phase migrants have a positive attitude of the population native.
- 4) In the fourth stage, adjustments are nearly complete. Outsiders is already has begun to accept customs, as a way to live the others. In the environment-friendly new environment without qualms, although sometimes there are still social tensions that later on in a row in the association charitable activities this tension will disappear. Finally a newcomer has to understand of indigenous and conform it, until finally, when he returned home page is also a custom at of indigenous was will be brought to bring.

**b. Cultural Shock Factors**

According to Myers (2006) there are several factors that influenced the culture shock in new students who are from abroad, some of them are:

1. Ethnic groups, usually we call with the people. From the result of the research Myers (2006) can be known that the differences in ethnic students who underwent a course in North Caroline State University, causes the difference between high culture shock. And it is known that the most experienced culture shock is ethnic Africa, followed by Asia, Latin America, and the European ethnic groups. Culture shock will occur more quickly if culture is very different from the culture that he knew before, such as in social, behavior, customs, religion, education, norms in society, and the predominant

difference language. This is will lead to more difficult for both individuals that different culture to build and maintain a harmonious relationship. So, the local students, the more different culture and interaction between the two social will the lower.

2. Gender, is the difference between men and women, women are more experienced culture shock rather than men, From one of the research results from Niam (2008) about the influence culture shock. Explain that difficulties faced by students from outside of Java during the first time in java is language differences and taste of food, many were culture shock highest women. From 6 the subject that has the culture shock highest foreigners who live *indekos*, not only with the country which same. As experienced by some students for men who came from outside Java island town Yogyakarta. In an interview that doing by sovereignty of the people in the day Sunday, March 2nd, 2008, the students who gathered in hostel residents feel can adapt less and raises the local people, because in the association local people are still using java language so that they find it difficult to communicate and socialize with their new.
3. Social support, which is supposed to be here are the brethren, family or friends who have never known in place for a long time, or environment, which they live in new student, both in the hostel, or *indekost* lodging houses are both at home and relatives. And the



university student who lives with one area or a country of origin will be faster to adapt.

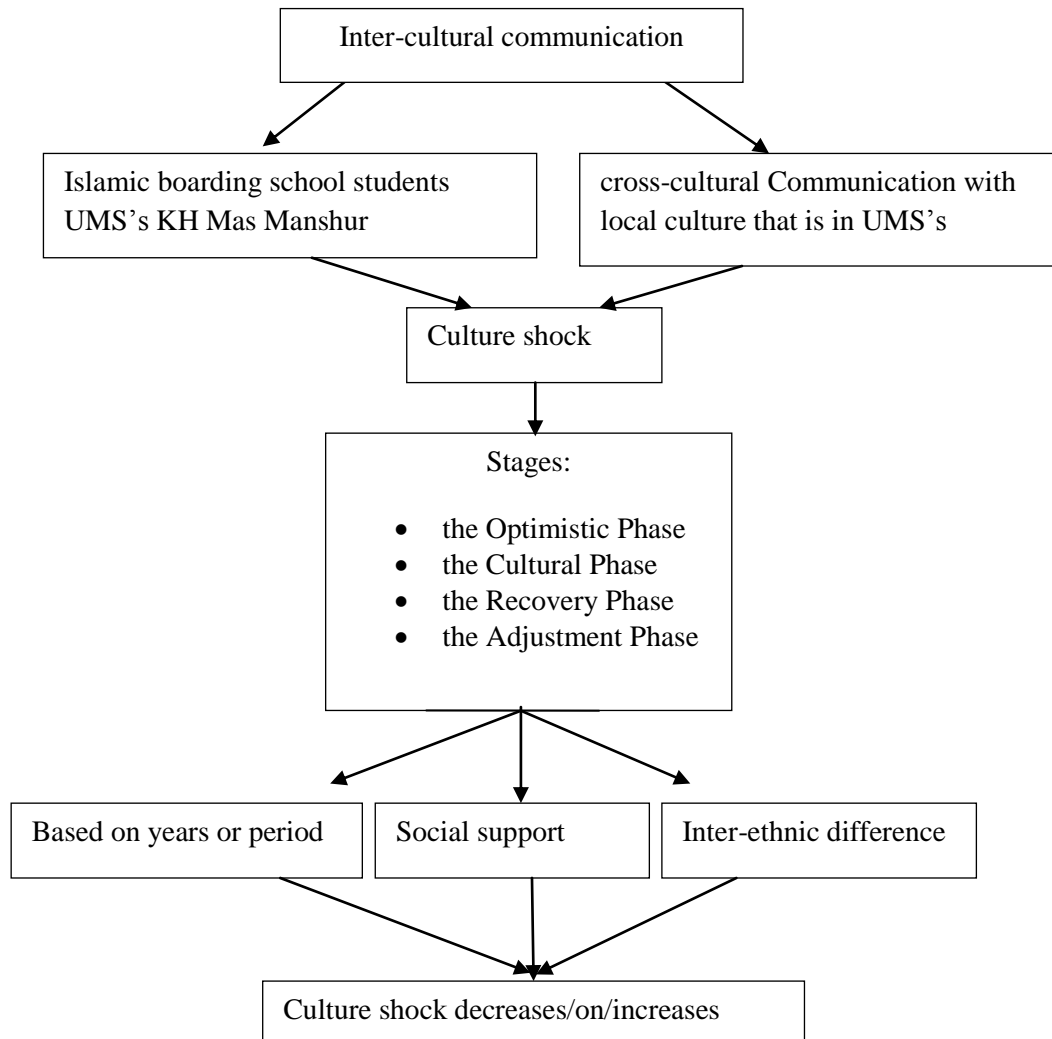
**c. The Reaction of Culture Shock**

The reaction to the culture shock varies between one individual with another individual, and will be able to appear at different times. According to Samovar (2010; 476) that culture shock needs some adjustment before one may eventually beradaptsi with to the new environment. This adjustment could be communication problem differences mechanical and environmental isolation and experience culture, the behavior and the belief that reaction individuals who are different. These reactions culture shock is likely to happen, among them:

1. Insipidgonis/ hostile new environment
2. A loss directions
3. The rejection
4. And headache disorders stomach
5. Homesick/ the yearning for the house/ environmental lama
6. The yearning for family and friends
7. Feel lost status and influence
8. Withdraw, alone, not self-confident
9. These people in a culture host was not concerned .

## F. Framework

In this research writers have a framework for thinking as follows:



**Table 1: The framework phase**

## **G. Research Method**

### **1. The Place And Time**

Location of research more imbued in Islamic boarding school students KH. Mas Mansur, because in this place foreign students lives. For the location campus or their respective faculties' foreign students, we examined to add additional data, or the library or philosophical also done in order to increase understanding researchers.

The first phase is needed time 2 days of paper chase observation breakdown to research. Observation and documentation needs time of 1 week to 2 weeks to observe activities and environmental source. Interview is done needed 4 days with the different informant, in accordance with complete information obtained.

### **2. Research Type**

In this research using the method or qualitative research. Qualitative research method aims to explain the phenomenon through data collection that is obtained. Types of this research descriptive, which aims to create descriptions in a systematic, factual and accurate information on the facts and the attributes of the population or certain object. Types of this research using descriptive who tries to describe reality that is happening. This Research focused on the understanding of the culture shock that there is nothing to the problem of foreign students in adaptation process on the problems with actual new sites. Data collected at the first ordered, explained and then in analysis.

### 3. Data Source

Foreign Students who took study at the University of Muhammadiyah Surakarta increases every year. In this case a student who is of Palestinian and Thailand in the same check-in 2013. In this study authors will compare it would be useful to know fully culutre shock that faced and that has been fixed or passed by foreign students based on three years at Muhammadiyah University whose existence Surakarta. A comparison is done from foreign students who felt from ethnic Middle eastern countries in the early in the 2012 with the host 2013. And college students from asia that has long been in indonesia, especially in UMS's force in 2010 with the students who just lived in indonesia the host 2013.

Informant taken from 2 to 4 each district it foreign country that is a little different. Then data that comes from foreign student activities such as related to the issue research and documentation for adding data. Number of informers could change in accordance with complete data obtained from informers are chosen according to the data that is to be acquired in field, and then documentation to support and complete information.

Interview qualitative structured. As the aim is to get access to information, in-depth interviews qualitative research is a priority. Data collection, in this phase interviewed throughout informers or, in the collection this data from informers interviewed with the guide interview period but the author can also be questioned other questions based on feedback from each informant. Each informers interviewed or briefly with

a one-shot meeting. A collection of data, for an interview I use a record as handphone record data produced by a record *mp3* format with digital. The record data from that research gathered in the field and then wrote to re-transcription interview.

Observation participants aim to get accurate data and in-depth. Because the observation that done is normally housed where foreign students active. In this research is focused on the environment Islamic boarding school KH Manshur UMS. An interview aims to promote and add clear about the issues so that it is more accurate. Researchers also make analysis reference to complete knowledge researchers.

#### **4. The Technique of Data Collection**

In this step, the writer did interview to all research informants in collecting data of informant whom are interviewed by using the same guidance of interviewing, but the writer can question the other question based on feedback from each informant. Each research of informants is interviewed briefly with one meeting only.

The research uses interview. The writer uses interview of semi-structure because the writer interview with reference to the guide of interview which has been prepared by the writer, but the writer uses the other guide not only about that. The writer is free to questions based on the feedback that is given by informant, but it must be still in the topic of the problem or the writer asks, so the data which is collected can be more and

many varieties but it is still around the problem to answer a problem in this research.

## **5. The Data Validity**

The validity test of data needs to be done in order to give confidence that the data is able to be trusted. The validity technique of data with using triangulation technique of source which is through comparing also rechecking degree of understanding an information gotten from different source. In this technique, the validity will find the accuracy of the data that has been taken over how in the field, to test the credibility of the data is done by checking the data that has been obtained through several sources.

Technique test the validity of this data is used in accordance with the writer's research that use some informants, described, till categorized with grouped up between the same or different understanding about the problem, and then the collected data will be analyzed to produce conclusions of writer.

## **6. Technique of Data Analysis**

In analyzing the data this research is the writer used an interactive analysis based on the steps that had been made by Miles and Huberman (2007; 15-20).

Data collection on this stage, the writer did interview to all informant of research. In collecting this data, the informant did interview with the same guidance, but the writer can also ask the other question

based on feedback from them. Every informants of research was interviewed deeply with one meeting. The tools are used by the writer using recorder as handphone, so the data can be taken is in the form of mp3 format. The record is collected by the writer, then be transcript of interview.

Data reduction in this stage, the writer simplified the transcription of the interview by selecting the corresponding citations according to the problem which is answered. The citations are grouped based on the point that give to the problem which is the subject of information and focusing on important information, so the data is not in accordance with the problem of research is separated by the writer.

The presentation of the data, in this stage the writer presents data from interview transcriptions that have been through the stages of data reduction is to collect structured information, so it gave conclusion on fenomena of culture shock in communication between culture which is done by foreign students from Palestine and Thailand countries. In the presentation of data, the writer did discussion in all answer points of research that writer included in citation of interview in text having narrative charter.

Conclusion or verification, in this step the writer took the conclusion based on the result at the field through reduction step of data and step of the data presentation which is the writer answered, so the conclusion could be taken based on the problem research. In conclusion,

the writer rechecked then the writer took the conclusion, so it was able to be conclusion to make the real result of research of phenomena which is concerned with culture shock happed on foreign students from Palestine and Thailand countries based on with social support.