AN ANALYSIS THE APPEARANCE OF CULTURE SHOCK IN STUDENT IN ONLINE LEARNING DURING PANDEMIC

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ABSTRAK

NURUL KHUWAIDAH: Analisis Munculnya Gegar Budaya Pada Siswa Pada Proses Pembelajaran Online Selama Masa Pandemi. **SKRIPSI. MAJENE: FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN, UNIVERSITAS SULAWESI BARAT, 2017.**

Tujuan penelitian ini adalah untuk mengetahui faktor apa yang menyebabkan sehingga terjadinya fenomena gegar budaya di kalangan siswa dalam proses pembelajaran online. Metode atau pendekatan yang digunakan dalam penelitian ini adalah metode kualitatif. Adapun subjek yang menjadi fokus dari peneliti pada penelitian ini adalah guru bahasa inggris dan siswa. Data yang diperoleh dalam penelitian ini dikumpulkan dengan menggunakan metode observasi, wawancara dan dokumentasi. Teknik analisis data yang digunakan dalam penelitian ini adalah reduksi data, penyajian data dan kesimpulan. Hasil penelitian ini menunjukkan bahwa dampak yang ditimbulkan dari gegar budaya tidak bisa dianggap sepele karena itu akan mempengaruhi proses belajar mengajar dan juga kualitas siswa dalam belajar. Siswa mengalami gegar budaya dalam proses pembelajaran online karena sulit untuk beradaptasi dengan model pembelajaran yang baru bagi siswa, gegar budaya membuat siswa sulit dalam belajar karena selama proses pembelajaran online siswa tidak bisa memahami materi yang diberikan oleh guru sehingga menyebabkan nilai hasil belajar yang dicapai oleh siswa mengalami penurunan.

Kata kunci: Analisis, Dampak Gegar Budaya, Pembelajaran Online

CHAPTER I

INTRODUCTION

A. Background

Covid-19 pandemic which is still taking place in Indonesia until now has disrupted educational activities. Teaching and learning activities that should have been carried out face-to-face in schools now have to switch to online education or what is commonly referred to as online. In Arabic research conducted by (Al Lily, 2020) shows that this crisis has caused teachers and students to experiences serious problems due to the covid-19 pandemic, such as pandemic related stress, depression, experiencing anxiety, domestic violence, divorce and pregnancy that hinders teachers and students to carry out the teaching and learning process. Students who usually study at school, now have to get used to learning from home even though this situation still feels strange to them. This situation automatically creates anxiety and confusion for students, because they don't know who to ask who and what they should do when there is a lesson or something they don't know. Limitations of communication in online learning limit the interaction between teachers and students. This makes it difficult for students to adapt and adjust to the current situation. Difficulty in adjusting causes culture shock among students. According to (Abbasian and Sharifi, 2013) culture shock is an emotional reaction from a person due to experiencing a cultural difference that was unexpected and causing different misunderstandings so that it can cause feelings of irritability, fear, and feelings of helplessness. Culture shock experienced by students arises due to feelings of worry that arise in the online learning process. Excessive thinking triggers feelings of perceived anxiety, for example students who always excel in class will think what if during online learning their performance decreases and does not rank anymore or students who may be slow in understanding the lesson will think what if they cannot move up the class because during online learning nothing is understandable. The expectations raised by students become excessive and cause feelings of worry which make students feel

stress.

As an initial survey from the results of a discussion with one of the teachers at a junior high school during KKN, he said that in the online learning process the teacher must be able to make students feel comfortable in learning, so that students do not feel pressured by the material or assignments given. And the most difficult thing is that the teacher must be able to provide explanations that can be easily understood by students. If there are several students who ask questions, the teacher must be able to answer all the questions without making the students feel neglected. This is a challenge in itself for teachers so that the teaching and learning process can continue to run well. On the other hand, students also naturally experience difficulties in learning online because of piling up tasks, each subject has an assignment and also a grace period given from each subject teacher. If you do not submit your assignments on time, of course there will be a reduction in the teacher's score. Things like that are a burden on students' minds. That is why this problem is important to research, because if this continues without any effort to find a solution it will become an obstacle for students in learning. This problem also cannot be considered trivial because it relates to students' mentality, if the student's mentality is down, it will be more difficult for students to adapt to this new habit and the more difficult it will be to accept and understand the material provided by the teacher. Especially in the midst of the Covid-19 pandemic, which we don't know when it will end. For this reason, researchers are interested in examining this problem.

Based on the description above, there are several ways that can be done to get students out of this situation, the first is Cognitive Behavior Therapy. This therapy aims to reduce feelings of anxiety experienced by students through therapy that focuses on the present state. Cognitive behavior therapy is a therapy that is used to change students' thinking, attitudes, assumptions, and beliefs that they can definitely eliminate feelings of anxiety and worry that they feel

Then the second way is by applying the Mutual Support Group method.

This method is used to maintain the relationship between group members, in this case the students, help each other when there are problems and also support each other. The strategy that the researcher wants to implement is the second strategy, namely by using the Mutual Support Group method. In accordance with the theory put forward by (Chinman, Kloos, O'Connell, & Davidson, 2002; Levy, 2000) which defines a mutual support group as members who share a problem or the same condition and meet regularly to receive or provide assistance. This method is suitable for use in this problem to make students maintain good relationships with their classmates. They can help each other when there are students who have difficulty learning or doing assignments, they can share via group chat or via telephone. That way feelings of anxiety, confusion and worry can be eliminated by sharing between classmates and they will not feel alone because when one of them gets into trouble the other will come along to help. Culture shock will decrease little by little and also communication between students continues to run well.

B. Problem Identification

During this pandemic, many problems arose in the community, be it office workers, teachers, parents and students. In this study, the problem to be studied is the problem that occurs among students as one of the parts affected by the Covid-19 pandemic. The existence of the Covid-19 pandemic has made all life in the world change drastically. All work is done from home or WFH (work from home), one of which is online learning. Education that is usually carried out in schools has now become online or online learning where everything is accessed online. This is actually a problem faced by children in learning because children are less focused and are not used to learning from home. Frustration and the inability to adapt to new habits cause culture shock or a cultural shock in which children feel alien to the new lifestyle they feel today. This feeling arises because it is very difficult for children to apply this new habit, which was previously done online, now everything is done offline. This method is very ineffective for children, especially those who cannot access the internet because their living

quarters are remote, for example in mountainous areas that are difficult to get an internet network. They have to travel long distances to find networks to keep up with the lessons their teachers are giving.

C. Research Focus

Based on the explanation that has been described in the previous point regarding the identification of problems that arise, then at this point the focus of this research will be determined. The research focus that has been determined is as follows:

1. The cause of the appearance of culture shock
2. Students' perceptions of culture shock
3. The influence of culture shock on the learning process
4. Platform of online learning was use in school

D. Research Objectives

The purpose of this study, the first is to find out what caused the emergence of culture shock among students during this pandemic period. Maybe for some people consider culture shock to be a natural thing. However, this should not be taken lightly because it can lead to acute depression. So, parents and students must be able to find out the signs or causes of culture shock among students. When that happens, students will not be able to think well in learning and it will create a situation where students will be increasingly confused with the current situation and will also hinder the learning process accepted by students in online learning. The second objective is to find out how much influence culture shock has on students, especially in dealing with current conditions. To be able to prevent culture shock, parents and students must know what will happen if their child is exposed to the phenomenon of culture shock, especially in early childhood who have not been able to adapt to an environment or conditions that they have never felt before. The third objective in this study is how to deal with culture shock that arises among students during the current pandemic. To be able to get out of feelings of worry, anxiety, confusion and distress, there must be a way or strategy that is applied in order to overcome such a situation. Because culture

shock is closely related where there is excessive worry and confusion experienced by people who experience new habits that are very different from the previous situation. Usually, people who experience culture shock are students who are still unstable in adapting to their environment or with the new habits they feel. So we need a strategy or the right way to deal with culture shock among students during a pandemic.

E. Research Benefits

The benefit of this research is that this research can be used as a source of information as a result of when a student experiences culture shock. Researchers hope that this study can provide an explanation of culture shock and the impact caused by culture shock and also readers can find out how to deal with culture shock that occurs in a person. This research is also expected to help someone address the anxiety caused by culture shock. And hopefully this research can also add references about culture shock for the community, especially for underage students who are very susceptible to adapting to the surrounding environment.

CHAPTER II

LITERATURE REVIEW

A. Previous Related Studies

After reading and reviewing several studies, there are several studies that are related to the research that will be carried out.

The first research found was research conducted by Arifah Munawaroh Chafsoh (2020) entitled "The Emergence of Culture Shock in New Students in Online Lectures During the Covid-19 Pandemic". The purpose of this study was to determine how much influence or how much influence online lectures had on during a pandemic so as to cause culture shock to emerge among new students. The method used in this research is to describe the psychological problems that occur in new students. That way researcher can provide solutions in accordance with the problems at hand. As for the results of this study, there is a solution given by researchers for new students who experience culture shock in online learning, including that student must try to be more mature in responding to current conditions. In addition, a more mature mindset can help students adapt to changes that will occur again in the future. Another way that can be done to overcome culture shock is to get closer to Allah SWT. By praying for convenience in dealing with all existing situations, it will generate positive thoughts that will have a better impact on life.

The second research is research conducted by Andi Hudriati, Ratnawati and Riskawati (2017) entitled "Analysis of Culture Shock Experienced by The New Students of English Department in the Faculty of Letters UMI Makassar". This study aims to determine the types of culture shock that students find in English literature and the second objective is to find out how to overcome or provide solutions to overcome the problem of culture shock. The type of research used in this research is descriptive qualitative. Based on the results of the study, it can be concluded that the researcher found two things in the research that had been done. The first is that there are three types culture shock that the researchers found was

an obstacle in the field of communication including culture, language and the level of context. Then the second goal is how to overcome the problem of culture shock that occurs in new students, namely making friends with local residents, being patient in dealing with any situation, being more open- minded and mature, and finally trying to adapt to the conditions experienced.

The next research is research conducted by Marshellena Devinta, Nur Hidayah and Grendi Hendrastomo (2015) entitled "The Phenomenon of Culture Shock in Overseas Students in Yogyakarta". This study aims to describe what causes culture shock to new overseas students. This study used a qualitative descriptive approach in which the data sources were obtained through the observation process, in- depth interviews with informants and documentation. From the results of this study, it was found that the things behind the culture shock in overseas students were internal and external causes. The researcher also listed four phases in culture shock. The first is the optimistic phase, the lazy cultural phase, the recovery phase and the adjustment phase.

In the first research, it can be seen that there are similarities in this study, namely the research objectives which both aim to find out how much influence is caused by culture shock during this pandemic. And also, the type of research used is qualitative. But in previous research, the method used was more directed at describing psychological problems that occurred in new students. Then on the results of the study, researchers will also provide solutions to students and teachers on how to overcome the problem of culture shock caused by online learning during the pandemic so that students can continue to study well and can understand the lessons given by the teacher even in the online learning process so that when face-to-face learning can be carried out students can adjust the situation and can follow the lesson well.

In the second research, there are also similarities in this study, which aims to provide what solutions should be given so that all students affected by culture shock can still get good learning. The type of research used in this study is a type of qualitative research. But there is a slight difference in the other goal, namely to find out the type of culture shock that students find in English literature.

In the last research, the similarities are in the objectives, which aim to find out what is the cause of the emergence or occurrence of culture shock, especially among students and also to find out how to overcome or provide solutions to students and teachers to overcome the problem of culture shock caused by online learning. Then the types of research used in previous studies and in this study are both using qualitative research. And the data sources are both obtained through the process of observation, interviews with resource persons and the data will be completed through documentation.
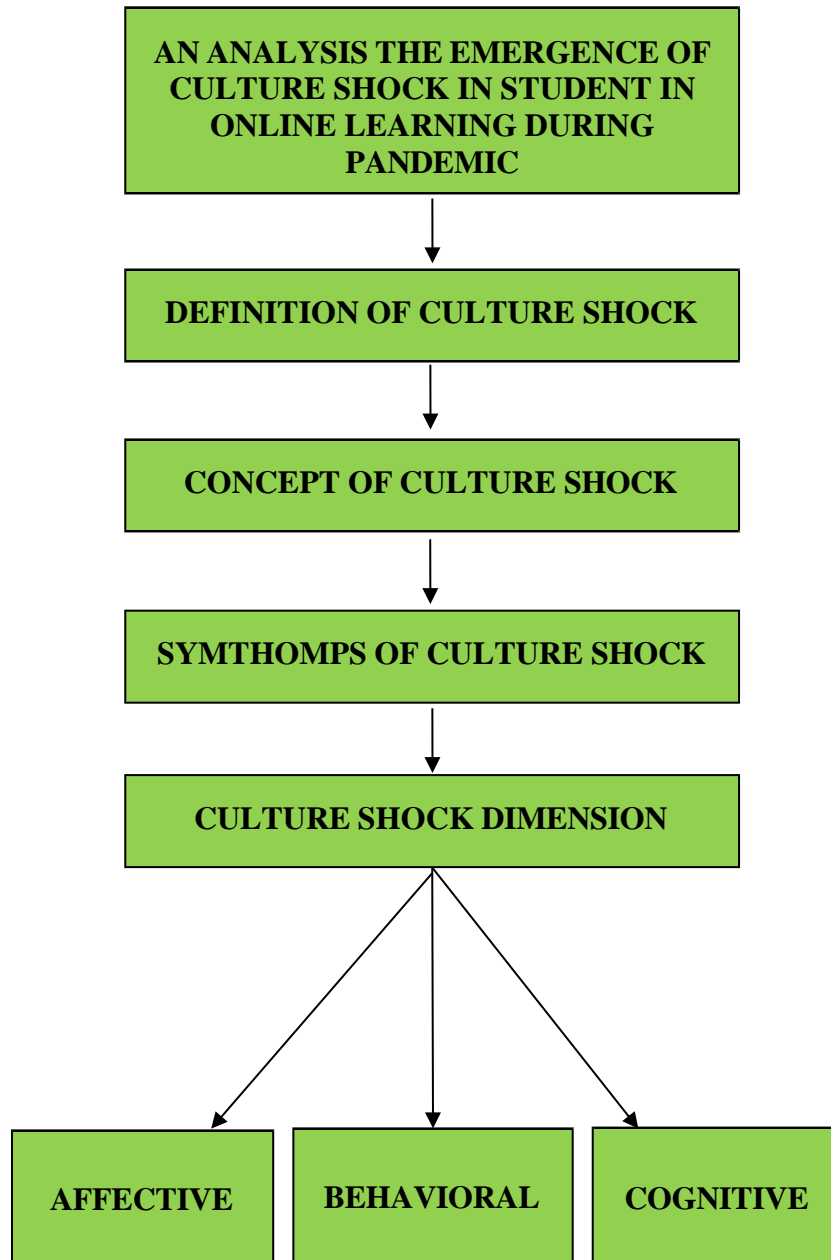
Theoretical Framework

Figure 1.1 Theoretical Framework of Culture Shock

1. Definition of Culture Shock

Many experts have argued about the meaning of culture shock, but almost all of them have the same meaning. The word culture shock itself was first introduced by Kalervo Oberg. According to Oberg (1960) culture shock is used to describe a person's feelings or a person's deep and negative responses to feelings of depression, frustration, experienced by someone in a new environment. Meanwhile, according to Furnham (2010) is a kind of feeling such as confusion, anxiety, mental shock or transition shock. That means that culture shock is a feeling of excessive anxiety and confusion that is felt by a person so that he is easily exposed to the phenomenon of culture shock without good mental preparation in a person.

2. Concept of Culture Shock

   a. Culture

Basically, culture is a thing or a habit that has been attached to a person since he was a child. The culture that already exists in the environment where a person or group of people lives is absolute and cannot be changed by anyone. According to (Mulyana and Rakhmat, 2005) culture is defined as a belief, attitude, order of knowledge, religion, experience and the concept of the universe as well as material objects acquired by a group of people or society from generation to generation through individual or group efforts. Culture is applied in everyday life both from behavior, how to interact with other people, how to dress and everything that is done in the environment where they live is a culture that is inherent in a person. Everyone's culture is different because the environment in which they live is different. So when someone occupies a new area, it will be difficult for him to adapt to that culture because of the differences which are of course significant with his own culture. If you cannot adapt to this culture, it will be difficult for someone to get out of the mental pressure that is happening to him.

b. Adaptation

According to (Siregar and Kustanti, 2018) adaptation or adjustment is a strategy or effort made by a person in achieving self- equality and the new environment he occupies. A person will be able to adjust positively to situations and conditions that are different from his environment if he tries his best to overcome these differences, and does not try to avoid or leave them. The main purpose of adaptation itself is to make a person feel comfortable and be able to survive in his new environment. So, a person must be able to adapt well when he is faced with a new situation or environment that is different from the environment in which he lives.

c. Self-Concept

The self-concept is how a person sees himself, can become a person who is wanted by other people because like it or not, it must be fulfilled. What kind of personality he wants and what others want will be different. Research conducted by (Sunnah, 2014) shows that self-concept has a very strong relationship with the ability to solve problems. This can be interpreted that the better and positive the level of a person's self-concept, the higher the level of his ability to solve a problem, especially in a pandemic like now there are always problems to be faced.

d. Online Learning

Covid-19 has caused enormous losses in various fields, one of which is in the field of education. Teachers must ensure teaching and learning activities continue by learning from home or learning online. Teachers can carry out the learning process through applications such as Whatsapp, Zoom or Google Classroom. According to (Dabbagh and Ritland, 2005) online learning is an open learning system using tools, namely through the internet and technology that uses network facilities to help the teaching and learning process. Such learning systems are used by students and teachers during the pandemic. So, the teacher must find

a way so that students can learn comfortably even with the online learning process and also the teacher must be able to monitor students even though they are in online learning conditions. A result of qualitative research conducted by (Sutarto, dkk. 2020) SDIT Rabbi Radhiyya Curup teacher strategy to foster student interest in online during pandemic covid-19, the first is to provide students with an understanding of how important learning in all situations, be it directly or in collaboration with parents from students. Second, by preparing material that is clear, easy to understand and interesting. Third, by choosing learning media that is simple and attractive. Four with regular and continuous learning. By doing interesting strategies that are good in teaching students it will be easier to understand the subjects given by the teacher even in online learning situations.

1. Culture shock symptoms

    According to Guanipa (1998) there are several symptoms of culture shock that can be felt by a person, including:

    a. Difficulty sleeping, whether it's sleeping too long or sleeping too little

    b. More irritable, and reluctant to communicate with other people.

    c. A person's feelings become more sensitive, feel excess pressure, and experience depression

    d. Experiencing sadness

    e. Feel lonely

    f. One feel deprived of identity

    g. Trying as hard as possible to adapt to the new culture

    h. Always feeling deprived, feeling lost and being very restless

    i. Really miss the family

    j. Not confident

2. Culture Shock Dimension

   According to (Ward, 2001) culture shock is divided into several dimensions called the ABC of culture shock, namely:

   a. Affective

      This dimension deals with feelings and emotions that can turn into positive and negative. A person will experience confusion and feel overwhelmed because they are in an unfamiliar environment and habit. A person will also feel confused and anxious because they cannot adapt to the new environment they are experiencing.

   b. Behavior

      The dimension of behavior is related to cultural learning and social skills. Individuals will experience erroneous rules, habits and assumptions that govern interpersonal interactions including verbal and nonverbal communication that vary across cultures. It may also make personal life less effective. In other words, unskilled individuals have a hard time achieving their goals. For example, students who frequently communicate with classmates about difficult subjects will feel overwhelmed by situations where they have to try on their own to solve problems faced in online learning.

   c. Cognitive

      This dimension is from the aspect of affectively and behaviorally, namely changes in individual perceptions in ethnic identification and values due to cultural contact. When there is cultural contact, it is inevitable to lose what the individual considers right. Individuals will think negatively, and have difficulty in social interactions.

CHAPTER V

CONCLUSIONS AND SUGGESTION

A. Conclusion

The Covid-19 pandemic that occurred in Indonesia had a negative impact that hit all groups, including workers, the community, students and also teachers who were also affected by the Covid-19 pandemic that occurred. Even in the midst of a pandemic, the teaching and learning process must still continue because education is an obligation that must be carried out and given to students as their right in the world of education. In accordance with government policy, the teaching and learning process must continue as usual, but using distance learning methods or what is better known as online learning or can also be called online learning. Teachers and students interact through online learning using media such as cellphones or laptops. The applications that are often used in online learning are WhatsApp, Google Classroom and sometimes also Zoom meetings. But the fact that occurs during the online learning process is that students find it very difficult to adapt to the online learning model because this learning model has never been applied before. As a result, culture shock that appears among students cannot be avoided because there are several factors that cause this to happen, the first is because the internet network owned by students is inadequate so that when the learning process is in progress and the network is suddenly cut off, the learning process will stop then students also cannot continue the learning given. Secondly, according to the students, the material provided by the teacher is less comprehensible because the explanations given are very lacking and sometimes the students are not able to complete any of the tasks given. The methods given by teachers to students in teaching are the question and answer, lecture method and providing material via Google Zoom. The solution given by the teacher so that students can get out of this situation is that the teacher tries to provide interesting material for students so that students can more easily understand the material provided by the teacher. Apart from that, the aim is also so that students can be

more comfortable in learning without the pressure of culture shock, so teachers continue to try to provide material that can be easily understood by students.

B. Suggestion

To all teaching staff, please continue to give the best to students because they are the future successors of the nation who must be intelligent and careful so that they can continue to make Indonesia proud wherever they are. And teachers must always be creative and innovative in providing material to be delivered to students so that they are more interested in following the lessons. All students should always appreciate and respect what the teacher has given them because it is impossible for teachers to lead their students down the wrong path. When students are given material, they always follow it well and do what they are told because it is for the students' own good.

The advantage of this research is that it can be used as a reference for other researchers in the future, especially research that analyzes the problem of culture shock among students so that future researchers know how dangerous the impact of culture shock is if students experience it. It can also be used as a reference for teachers if students experience the same thing as this research.

The disadvantage of this research is that the source are few, so the information obtained is still small lacking, so the researcher has limited information to convey the results of the research.

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