

CHAPTER IV

RESULT OF THE STUDY AND DISCUSSION

This chapter presented the results of the study and discussion. The result of the study were based on the result of the data analysis (questionnaire and interview), and the discussion was based on the finding compare with the theory on chapter II.

A. Result of the Study

This section presented the results of the study which covered the symptoms and solutions of culture shock culture shocks faced by Indonesian and Canadian youths in youth exchange program at Truro (Nova Scotia, Canada) and Sei Gohong (Central Kalimantan, Indonesia) 2012/2013 by questionnaire and interview.

1. The symptoms of culture shocks faced by Indonesian and Canadian youths in youth exchange program at Truro (Nova Scotia, Canada) and Sei Gohong (Central Kalimantan, Indonesia) in Canada for Indonesian and in Indonesia for Canadian.

Table 4.1: Resp. #1

Code	Home Town	Host Town	Language	Age	Gender
B.N	Batam (INA)	Truro (CA)	Bahasa	21	F

Data finding from B.N based on the questionnaire:¹⁰¹

Sappinenin Murdoch's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feelings of anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger;	1	2	3	(4)	5
2.	Loss of control and a loss of sense of mastery in a situation;	1	(2)	3	4	5
3.	Physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands;	1	(2)	3	4	5

¹⁰¹Questionnaire from B.N, it was accepted by e-mail on Thursday, July 19th 2014.

4.	Fatigue, tension, excessive concern about hygiene, hostility, an obsession about being cheated, withdrawal into work, family, or the expatriate community or, in extreme cases, excessive use of drugs and alcohol;	1	(2)	3	4	5
5.	Feeling of loss and deprivation;	1	(2)	3	4	5
6.	Feeling of being rejected by members of the new culture;	1	(2)	3	4	5
7.	Confusion towards own role, values and identity;	1	(2)	3	4	5

Mumford's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling strain (tense) from the effort to adapt to a new culture,	1	2	3	(4)	5
2.	Missing family and friends abroad,	1	2	3	(4)	5
3.	Feeling accepted by local people,	1	2	3	(4)	5
4.	Wishing to escape from new environment,	1	2	3	(4)	5
5.	Feeling confused about role or identity in the new culture,	1	2	(3)	4	5
6.	Finding things in new environment shocking or disgusting,	1	(2)	3	4	5
7.	Feeling helpless or powerless when trying to cope with the new culture,	1	2	(3)	4	5
8.	Feeling anxious or awkward when meeting local people,	1	2	3	4	(5)
9.	Making sense of gestures or facial expressions when talking to people,	1	2	3	(4)	5
10.	Feeling uncomfortable if people stare at oneself,	1	2	3	(4)	5

Mark' Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling isolated	1	2	(3)	4	5
2.	Anxiety and worry	1	2	3	(4)	5
3.	Reduction in job performance	1	(2)	3	4	5
4.	High energy (probably nervous energy, or caused by changing circumstances)	1	(2)	3	4	5
5.	Helplessness.	1	2	(3)	4	5

Gleser's Theory:

Level	No.	Symptoms	SD	D	N	A	SA
Physical	1.	Digestion problems	1	2	(3)	4	5
	2.	Loss of appetite	1	2	3	(4)	5
	3.	Sleep disorder	1	(2)	3	4	5
	4.	High blood pressure	1	(2)	3	4	5
Cognitive	1.	Feeling of isolation / home sickness	1	2	3	(4)	5
	2.	Accusing the host culture for own distress	1	2	(3)	4	5
	3.	Self-pity	1	(2)	3	4	5
	4.	Anger and mistrust towards members of the host society	1	(2)	3	4	5
	5.	Worries about own state health	1	(2)	3	4	5
	6.	Permanent strain and distress	1	(2)	3	4	5

	7.	Concern to be cheated or mislead	1	(2)	3	4	5
	8.	Eruptions of rage about minor occurrences	1	(2)	3	4	5
	9.	Decrease in self-confidence due to experienced inability to cope in the host culture	1	2	3	(4)	5
	10.	Lack of assertiveness because of the validity of one's own cultural norms and values	1	2	(3)	4	5
	11.	Helplessness and depression over everyday life problems that seem to be unsolvable	1	(2)	3	4	5
Behavioral	1.	Performance deficits	1	(2)	3	4	5
	2.	separation from host nationals	1	(2)	3	4	5
	3.	Increased contact to fellow nationals	1	2	3	(4)	5
	4.	Higher alcohol consumption	(1)	2	3	4	5
	5.	Refusal of learning or speaking the host language	1	(2)	3	4	5
	6.	Insulting statements about the host society and its members	(1)	2	3	4	5

Based on the data above, it showed that B.N felt some symptoms from the theories that were provided from the experts. From the finding, the writer interpreted that B.N felt culture shock when entering to new cultural. The symptoms that B.N felt based on each theory were explained as follows: First, Murdoch' theory, B.N felt anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger.

Second, based on Mumford's theory, B.N felt strain (tense) from the effort to adapt to a new culture, she missed her family and friends abroad, feeling accepted by local people, wishing to escape from new environment, feeling anxious or awkward when meeting local people, making sense of gestures or facial expressions when talking to people and feeling uncomfortable if people stare at oneself. Third, based on Mark's theory, B.N felt anxiety and worry. Last theory based on Manz's theory, B.N felt loss of appetite, feeling of isolation/home sickness, decrease in self-

confidence due to experienced inability to cope in the host culture and increased contact to fellow nationals.

B.N felt surprise with the culture, foods and weather. She realized that she missed food and weather in her home country. At the first month in abroad, B.N felt a bit weird, different and stress because of the cold weather. In the others B.N satisfied with her condition in Truro because Truro was a beautiful small town with a good and friendly people, she was happy because she has group, family and friends who helped her stayed in Truro. The following were taken from the respondent:¹⁰²

A. General Information

1. How did you come to Truro? *Through Indonesia – Canada Youth Exchange Program provided by Ministry of Youth and Sport of Indonesia that working together with Canada World Youth.*
2. What expectations did you have? *I expected to have a journey that I've gotten after the program finished. From the program itself I learn many things that I can apply in my world.*
3. What aspects those surprise you? *Many aspects surprised me in the program, from the cultures, foods to weather.*
4. What was your impression about Truro during you stayed there? *Truro is a beautiful small town that has people with good heart, they are very friendly and nice.*
5. As my topic “Culture Shock” I would like to know based on your opinion, what is Culture Shock means? *My opinion about Culture Shock is a situation where you found out odd or strange from what you use to have before followed by some symptoms.*

B. The Symptoms

1. Did you miss your home country? *Yes, I did.*
2. What aspects did you miss most from your home country? *The food and the weather.*
3. Did you feel at home in Truro? *Yes, I did. People in the group, host family and Canadian Friends Helps a lot to decrease my homesick.*
4. How was your feeling in your first month experience in Truro? *It feels weird, different and kinda stress because of the cold weather.*
5. Are you satisfied with your situations in Truro at the first month? *Yes.*

¹⁰²Written interview from B.N, it was accepted by e-mail on Thursday, July 19th 2014.

Table 4.1: Resp. #2

Code	Home Town	Host Town	Language	Age	Gender
I.A	Jakarta (INA)	Truro (CA)	Bahasa	25	F

Data finding based on the questionnaire from I.A.¹⁰³

Sappinenin Murdoch's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feelings of anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger;	*	2	3	4	5
2.	Loss of control and a loss of sense of mastery in a situation;	*	2	3	4	5
3.	Physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands;	*	2	3	4	5
4.	Fatigue, tension, excessive concern about hygiene, hostility, an obsession about being cheated, withdrawal into work, family, or the expatriate community or, in extreme cases, excessive use of drugs and alcohol;	*	2	3	4	5
5.	Feeling of loss and deprivation;	*	2	3	4	5
6.	Feeling of being rejected by members of the new culture;	*	2	3	4	5
7.	Confusion towards own role, values and identity;	*	2	3	4	5

Mumford's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling strain (tense) from the effort to adapt to a new culture,	*	2	3	4	5
2.	Missing family and friends abroad,	*	2	3	4	5
3.	Feeling accepted by local people,	1	2	3	*	5
4.	Wishing to escape from new environment,	*	2	3	4	5
5.	Feeling confused about role or identity in the new culture,	1	*	3	4	5
6.	Finding things in new environment shocking or disgusting,	1	*	3	4	5
7.	Feeling helpless or powerless when trying to cope with the new culture,	1	*	3	4	5
8.	Feeling anxious or awkward when meeting local people,	1	*	3	4	5
9.	Making sense of gestures or facial expressions when talking to people,	1	2	3	*	5
10.	Feeling uncomfortable if people stare at oneself,	1	*	3	4	5

Mark' Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling isolated	*	2	3	4	5
2.	Anxiety and worry	*	2	3	4	5
3.	Reduction in job performance	1	*	3	4	5
4.	High energy (probably nervous energy, or caused by	1	2	3	*	5

¹⁰³ Questionnaire from IA, it was accepted by e-mail on Thursday, August 14th 2014

	changing circumstances)					
5.	Helplessness.	1	*	3	4	5

Gleserin Manz's Theory:

Level	No.	Symptoms	SD	D	N	A	SA
Physical	1.	Digestion problems	1	*	3	4	5
	2.	Loss of appetite	*	2	3	4	5
	3.	Sleep disorder	1	*	3	4	5
	4.	High blood pressure	*	2	3	4	5
Cognitive	1.	Feeling of isolation / home sickness	1	*	3	4	5
	2.	Accusing the host culture for own distress	*	2	3	4	5
	3.	Self-pity	*	2	3	4	5
	4.	Anger and mistrust towards members of the host society	1	*	3	4	5
	5.	Worries about own state health	1	2	3	*	5
	6.	Permanent strain and distress	1	*	3	4	5
	7.	Concern to be cheated or mislead	1	*	3	4	5
	8.	Eruptions of rage about minor occurrences	1	2	3	*	5
	9.	Decrease in self-confidence due to experienced inability to cope in the host culture	1	2	3	*	5
	10.	Lack of assertiveness because of the validity of one's own cultural norms and values	1	*	3	4	5
	11.	Helplessness and depression over everyday life problems that seem to be unsolvable	*	2	3	4	5
Behavioral	1.	Performance deficits	1	2	3	*	5
	2.	separation from host nationals	1	*	3	4	5
	3.	Increased contact to fellow nationals	1	2	3	*	5
	4.	Higher alcohol consumption	*	2	3	4	5
	5.	Refusal of learning or speaking the host language	1	*	3	4	5
	6.	Insulting statements about the host society and its members	*	2	3	4	5

According to the questionnaire above, I.A showed some symptoms based on the experts' theories. Unfortunately I.A did not feel the symptoms which were offered by Murdoch's theory. I.A felt accept by local people, she made sense of gestures or facial expressions when talking to people. It based on the Mumford's theory. Based on Mark's theory I.A felt high of energy (probably nervous energy, or caused by changing circumstances). The last, based on the Manz's theory, I.A

worried about her own state health, she felt eruptions of rage about minor occurrences, decreasing in self-confidence due to experienced inability to cope in the host culture, she felt her performance deficits, and she increased contact to fellow nationals.

IA said she felt surprise with the common habits people in Truro, especially supper time at her home. She missed spicy food but she enjoyed her time in Truro because Truro is clean and beautiful also had several of healthy food. The following were taken from the respondent:¹⁰⁴

A. General Information

1. How did you come to Truro? *By bus.*
2. What expectations did you have? *I don't expect any crucial thing. Just expect for the weather that Truro will be cold, and expect the season in Truro will be autumn.*
3. What aspects those surprise you? *When the host family had welcome party for us at around 5 p.m and it also become dinner time. I thought I will get another supper when I get in host house.*
4. What was your impression about Truro during you stayed there? *Clean, tidy, beautiful.*
5. As my topic "Culture Shock" I would like to know based on your opinion, what is Culture Shock means? *Your new acts that indicate you don't be ready accept the new thing from your new environment or society.*

B. The Symptoms

1. Did you miss your home country? *No, I didn't.*
2. What aspects did you miss most from your home country? *Spicy food. (pedas dan berempah)*
3. Did you feel at home in Truro? *Yes, I did.*
4. How was your feeling in your first month experience in Truro? *I enjoyed the way host people tried to make me comfort in Truro, I enjoy the healthy food in Truro, and I always try to make myself feel comfort in Truro by my own way that I think it might not disturb anyone.*
5. Are you satisfied with your situations in Truro at the first month? *Yes, I am.*

Table 4.1: Resp. #3

Code	Home Town	Host Town	Language	Age	Gender
I.W.A	Ternate (INA)	Truro (CA)	Bahasa	22	F

¹⁰⁴Written interview from IA, it was accepted by e-mail on Thursday, August 14th 2014

Data finding based on the questionnaire from I.W.A.¹⁰⁵

Sappinenin Murdoch's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feelings of anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger;	1	2	3	*	5
2.	Loss of control and a loss of sense of mastery in a situation;	1	*	3	4	5
3.	Physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands;	1	*	3	4	5
4.	Fatigue, tension, excessive concern about hygiene, hostility, an obsession about being cheated, withdrawal into work, family, or the expatriate community or, in extreme cases, excessive use of drugs and alcohol;	1	*	3	4	5
5.	Feeling of loss and deprivation;	1	2	*	4	5
6.	Feeling of being rejected by members of the new culture;	1	*	3	4	5
7.	Confusion towards own role, values and identity;	1	2	3	*	5

Mumford's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling strain (tense) from the effort to adapt to a new culture,	1	2	3	*	5
2.	Missing family and friends abroad,	1	2	3	*	5
3.	Feeling accepted by local people,	1	2	*	4	5
4.	Wishing to escape from new environment,	1	2	3	*	5
5.	Feeling confused about role or identity in the new culture,	1	2	3	*	5
6.	Finding things in new environment shocking or disgusting,	1	2	3	*	5
7.	Feeling helpless or powerless when trying to cope with the new culture,	1	2	3	*	5
8.	Feeling anxious or awkward when meeting local people,	1	2	3	*	5
9.	Making sense of gestures or facial expressions when talking to people,	1	2	3	*	5
10.	Feeling uncomfortable if people stare at oneself,	1	2	3	*	5

Mark' Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling isolated	1	2	3	*	5
2.	Anxiety and worry	1	2	3	*	5
3.	Reduction in job performance	1	2	3	*	5
4.	High energy (probably nervous energy, or caused by changing circumstances)	1	2	3	*	5
5.	Helplessness.	1	2	3	*	5

Gleserin Manz's Theory:

Level	No.	Symptoms	SD	D	N	A	SA
Physical	1.	Digestion problems	1	2	3	*	5

¹⁰⁵Questionnaire from IWA, it was accepted by e-mail on Saturday, August 9th 2014.

	2.	Loss of appetite	1	2	3	*	5
	3.	Sleep disorder	1	2	3	*	5
	4.	High blood pressure	1	*	3	4	5
Cognitive	1.	Feeling of isolation / home sickness	1	2	3	*	5
	2.	Accusing the host culture for own distress	1	2	3	*	5
	3.	Self-pity	1	2	3	*	5
	4.	Anger and mistrust towards members of the host society	1	2	3	*	5
	5.	Worries about own state health	1	2	*	4	5
	6.	Permanent strain and distress	1	*	3	4	5
	7.	Concern to be cheated or misled	1	*	3	4	5
	8.	Eruptions of rage about minor occurrences	1	2	*	4	5
	9.	Decrease in self-confidence due to experienced inability to cope in the host culture	1	2	3	*	5
	10.	Lack of assertiveness because of the validity of one's own cultural norms and values	1	2	3	*	5
	11.	Helplessness and depression over everyday life problems that seem to be unsolvable	1	2	3	*	5
Behavioral	1.	Performance deficits	1	2	3	*	5
	2.	separation from host nationals	1	2	3	*	5
	3.	Increased contact to fellow nationals	1	2	3	*	5
	4.	Higher alcohol consumption	*	2	3	4	5
	5.	Refusal of learning or speaking the host language	1	*	3	4	5
	6.	Insulting statements about the host society and its members	1	2	*	4	5

According to the questionnaire from I.W.A above, it showed that I.W.A felt quite lot symptoms from every theory. First, in Murdoch's theory I.W.A felt anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience and anger. She also felt confusion towards own role, values and identity.

Second, based on Mumford's theory, I.W.A felt confusion towards own role, values and identity. She missed family and friends abroad, she wished to escape from new environment and she felt confuse about role or identity in the new culture. I.W.A found things in new environment shocking or disgusting, feeling helpless or powerless when trying to cope with the new culture and feeling anxious or awkward

when meeting local people. She made sense of gestures or facial expressions when talking to people and feeling uncomfortable if people stare at oneself.

Third, according to Mark's theory, I.W.A felt isolated, anxiety and worry, reduction in job performance, felt high energy (probably nervous energy, or caused by changing circumstances), and helplessness.

Fourth based on Manz's theory, I.W.A felt digestion problems, loss of appetite, sleep disorder and feeling of isolation/home sickness, she accused the host culture for own distress, self-pity and felt anger and mistrust towards members of the host society. She decreased in self-confidence due to experienced inability to cope in the host culture, lack of assertiveness because of the validity of one's own cultural norms and values, feeling helplessness and depression over everyday life problems that seem to be unsolvable, performance deficits, separation from host nationals and she also increased contact to fellow nationals.

I.W.A surprised with her host family culture in Truro. She missed the situation, people language and food in her hometown. At the first month stayed in Truro, she impressed with Truro as small and beautiful town, but unfortunately she felt lonely, anxious and sometimes wanted to avoid the situation that she did not feel comfortable with that. She just a little bit satisfied with her situations at the first month stayed in Truro. The following were taken from the respondent:¹⁰⁶

A. General Information

1. How did you come to Truro? *I was once a participant of an International Youth Exchange Program from Indonesia. We rode a bus from Tatamagouche*

¹⁰⁶Written interview from IWA, it was accepted by e-mail on Saturday, August 9th 2014.

2. What expectations did you have? *I did not expect that Truro would be so quiet. There were not much people in the town. I was expecting to see crowded street and various people walking around the town just like what I saw in the movie.*
3. What aspects those surprise you? *The very first day in Truro was pretty shocking. I was surprised first from the aspect of family culture.*
4. What was your impression about Truro during you stayed there? *It was a small, beautiful, quite town surrounded by lovely people.*
5. As my topic "Culture Shock" I would like to know based on your opinion, what is Culture Shock means? *Culture shock is when a person felt surprised of a new situation, condition, weather, social, language or food in a new place or a new country.*

B. The Symptoms

1. Did you miss your home country? *Yes, I did*
2. What aspects did you miss most from your home country? *I missed the situation, people in my home county are much more friendly. I missed hearing the language, I sometimes felt enough talking in English and wanted to start a conversation in my own language. I also missed the food, the food in Truro or Canada were tasteless, and I missed Indonesian spices a lot.*
3. Did you feel at home in Truro? *Sometimes*
4. How was your feeling in your first month experience in Truro? *I felt lonely and not accepted. I felt anxious and I sometimes avoid the situation where I had to interact with the family member and I felt not comfortable.*
5. Are you satisfied with your situations in Truro at the first month? *Yes, I was quite satisfied. The family member tried hard to made me feel comfortable.*

Table 4.4: Resp. #4

Code	Home Town	Host Town	Language	Age	Gender
J.J	Kupang (INA)	Truro (CA)	Bahasa	24	F

Data findings based on the questionnaire from J.J:¹⁰⁷

Sappinenin Murdoch's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feelings of anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger;	1	*	3	4	5
2.	Loss of control and a loss of sense of mastery in a situation;	1	2	*	4	5
3.	Physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands;	1	*	3	4	5
4.	Fatigue, tension, excessive concern about hygiene, hostility, an obsession about being cheated, withdrawal into work, family, or the expatriate community or, in extreme cases, excessive use of drugs and alcohol;	*	2	3	4	5

¹⁰⁷Questionnaire from JJ, it was accepted by e-mail on Friday, July 11th 2014.

5.	Feeling of loss and deprivation;	1	*	3	4	5
6.	Feeling of being rejected by members of the new culture;	1	2	*	4	5
7.	Confusion towards own role, values and identity;	1	2	3	*	5

Mumford's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling strain (tense) from the effort to adapt to a new culture,	1	*	3	4	5
2.	Missing family and friends abroad,	1	2	3	*	5
3.	Feeling accepted by local people,	1	2	3	*	5
4.	Wishing to escape from new environment,	1	*	3	4	5
5.	Feeling confused about role or identity in the new culture,	1	2	3	*	5
6.	Finding things in new environment shocking or disgusting,	1	2	3	*	5
7.	Feeling helpless or powerless when trying to cope with the new culture,	1	*	3	4	5
8.	Feeling anxious or awkward when meeting local people,	1	2	3	*	5
9.	Making sense of gestures or facial expressions when talking to people,	1	2	3	*	5
10.	Feeling uncomfortable if people stare at oneself,	1	2	3	*	5

Mark' Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling isolated	1	*	3	4	5
2.	Anxiety and worry	1	2	*	4	5
3.	Reduction in job performance	1	*	3	4	5
4.	High energy (probably nervous energy, or caused by changing circumstances)	1	2	3	*	5
5.	Helplessness.	*	2	3	4	5

Gleserin Manz's Theory:

Level	No.	Symptoms	SD	D	N	A	SA
Physical	1.	Digestion problems	*	2	3	4	5
	2.	Loss of appetite	*	2	3	4	5
	3.	Sleep disorder	*	2	3	4	5
	4.	High blood pressure	*	2	3	4	5
Cognitive	1.	Feeling of isolation / home sickness	1	2	*	4	5
	2.	Accusing the host culture for own distress	1	2	*	4	5
	3.	Self-pity	1	*	3	4	5
	4.	Anger and mistrust towards members of the host society	1	2	*	4	5
	5.	Worries about own state health	1	2	*	4	5
	6.	Permanent strain and distress	1	*	3	4	5
	7.	Concern to be cheated or misled	1	*	3	4	5
	8.	Eruptions of rage about minor occurrences	1	*	3	4	5
	9.	Decrease in self-confidence due to experienced inability to cope in the host	1	2	3	*	5

		culture					
	10.	Lack of assertiveness because of the validity of one's own cultural norms and values	1	2	3	*	5
	11.	Helplessness and depression over everyday life problems that seem to be unsolvable	*	2	3	4	5
Behavioral	1.	Performance deficits	1	2	3	*	5
	2.	separation from host nationals	1	*	3	4	5
	3.	Increased contact to fellow nationals	1	2	*	4	5
	4.	Higher alcohol consumption	*	2	3	4	5
	5.	Refusal of learning or speaking the host language	*	2	3	4	5
	6.	Insulting statements about the host society and its members	1	2	*	4	5

According to the questionnaire from J.J above, it showed that J.J felt several symptoms from every theory. First, based on Murdoch's theory, J.J felt confusion towards own role, values and identity. Second, based on Mumford's theory, J.J missed her family and friends abroad. She found things in new environment shocking or disgusting and feeling anxious or awkward when meeting local people. She made sense of gestures or facial expressions when talking to people and feeling uncomfortable if people stare at oneself.

Third, according to Mark's theory, J.J felt high energy (probably nervous energy, or caused by changing circumstances). Fourth, based on Manz's theory, J.J felt decrease in self-confidence due to experienced inability to cope in the host culture, lack of assertiveness because of the validity of one's own cultural norms and values and she thought her performance was deficits.

J.J. surprised with the culture, social life, food and environment in Truro. She missed food and her family in her hometown, Kupang. She was excited at the

first time stayed in Truro and she impressed with Truro because Truro was clean and a small town with friendly people. The followings were taken from the respondent:¹⁰⁸

A. General Information

1. How did you come to Truro? *Through cwy exchange program/PPIK.*
2. What expectations did you have? *Learning new thing in a new country.*
3. What aspects those surprise you? *Culture, social life, food, environment.*
4. What was your impression about Truro during you stayed there? *Very clean small town and friendly people in it.*
5. As my topic “Culture Shock” I would like to know based on your opinion, what is Culture Shock means? *Coming across cultural norms that are so different from your own, you have a hard time accepting and or participating in them.*

B. The Symptoms

1. Did you miss your home country? *Yes.*
2. What aspects did you miss most from your home country? *Food and family.*
3. Did you feel at home in Truro? *Yes.*
4. How was your feeling in your first month experience in Truro? *Excited.*
5. Are you satisfied with your situations in Truro at the first month? *Yes.*

Table 4.5: Resp. #5

Code	Home Town	Host Town	Language	Age	Gender
M.S	Jogja (INA)	Truro (CA)	Bahasa	24	M

Data finding based on the questionnaire from M.S:¹⁰⁹

Sappinenin Murdoch’s Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feelings of anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger;	*	2	3	4	5
2.	Loss of control and a loss of sense of mastery in a situation;	*	2	3	4	5
3.	Physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands;	1	2	3	*	5
4.	Fatigue, tension, excessive concern about hygiene, hostility, an obsession about being cheated, withdrawal into work, family, or the expatriate community or, in extreme cases, excessive use of drugs and alcohol;	*	2	3	4	5
5.	Feeling of loss and deprivation;	*	2	3	4	5
6.	Feeling of being rejected by members of the new culture;	*	2	3	4	5
7.	Confusion towards own role, values and identity;	*	2	3	4	5

¹⁰⁸Written interview from JJ, it was accepted by e-mail on Friday, July 11th 2014.

¹⁰⁹Questionnaire from MS, it was accepted by e-mail on Saturday, July 12th 2014.

Mumford's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling strain (tense) from the effort to adapt to a new culture,	1	2	3	*	5
2.	Missing family and friends abroad,	1	2	3	4	*
3.	Feeling accepted by local people,	1	2	3	4	*
4.	Wishing to escape from new environment,	1	2	*	4	5
5.	Feeling confused about role or identity in the new culture,	*	2	3	4	5
6.	Finding things in new environment shocking or disgusting,	1	*	3	4	5
7.	Feeling helpless or powerless when trying to cope with the new culture,	*	2	3	4	5
8.	Feeling anxious or awkward when meeting local people,	1	2	3	*	5
9.	Making sense of gestures or facial expressions when talking to people,	1	2	3	*	5
10.	Feeling uncomfortable if people stare at oneself,	*	2	3	4	5

Mark' Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling isolated	*	2	3	4	5
2.	Anxiety and worry	*	2	3	4	5
3.	Reduction in job performance	*	2	3	4	5
4.	High energy (probably nervous energy, or caused by changing circumstances)	*	2	3	4	5
5.	Helplessness.	*	2	3	4	5

Gleserin Manz's Theory:

Level	No.	Symptoms	SD	D	N	A	SA
Physical	1.	Digestion problems	*	2	3	4	5
	2.	Loss of appetite	*	2	3	4	5
	3.	Sleep disorder	*	2	3	4	5
	4.	High blood pressure	*	2	3	4	5
Cognitive	1.	Feeling of isolation / home sickness	*	2	3	4	5
	2.	Accusing the host culture for own distress	*	2	3	4	5
	3.	Self-pity	*	2	3	4	5
	4.	Anger and mistrust towards members of the host society	*	2	3	4	5
	5.	Worries about own state health	*	2	3	4	5
	6.	Permanent strain and distress	*	2	3	4	5
	7.	Concern to be cheated or misled	*	2	3	4	5
	8.	Eruptions of rage about minor occurrences	*	2	3	4	5
	9.	Decrease in self-confidence due to experienced inability to cope in the host culture	1	*	3	4	5
	10.	Lack of assertiveness because of the validity of one's own cultural norms and values	*	2	3	4	5
	11.	Helplessness and depression over everyday life problems that seem to be unsolvable	*	2	3	4	5

Behavioral	1.	Performance deficits	*	2	3	4	5
	2.	separation from host nationals	*	2	3	4	5
	3.	Increased contact to fellow nationals	1	2	3	*	5
	4.	Higher alcohol consumption	*	2	3	4	5
	5.	Refusal of learning or speaking the host language	*	2	3	4	5
	6.	Insulting statements about the host society and its members	*	2	3	4	5

According to the questionnaire from M.S above, it showed that M.S felt small number for the symptoms from every theory. First, from Murdoch's theory M.S felt physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands.

Second, from Mumford's theory M.S felt strain (tense) from the effort to adapt to a new culture. He missed his family and friends abroad. He felt accept by local people. M.S also felt anxious or awkward when meeting local people and made sense of gestures or facial expressions when talking to people. M.S did not feel any symptoms from Mark's theory, and from Manz's theory M.S just said that he increased contact to his fellow nationals.

M.S surprised with the food and weather in Truro. He missed food and his family in Jogja, his hometown. He was good at the first time stayed in Truro and he also surprised with Truro as small city with small number of people, different like his hometown Jogja, a small city but the people were crowded. The followings were taken from the respondent: ¹¹⁰

A. General Information

1. How did you come to Truro? *By joining the Indonesia-Canadian Youth Exchange Program.*

¹¹⁰Written interview from MS, it was accepted by e-mail on Saturday, July 12th 2014.

2. What expectations did you have? *Frankly, I didn't really have expectation at that time. I just want to enjoy the program and doing the best thing I could.*
3. What aspects those surprise you? *Hmm, I think the food is little bit strange for my tounge and also the weather. It's so cold when I was first came.*
4. What was your impression about Truro during you stayed there? *It is a small city with a small number of people. I think my city, Jogja, was a lot crowder than that, eventhough my city is a small city.*
5. As my topic "Culture Shock" I would like to know based on your opinion, what is Culture Shock means? *In my opinion, culture shock is a condition when you come to a new environment and you feel strange about it. Somehow, you want to escape and coming back to your 'old' life, but in fact you only need some time to adapt with the conditions.*

B. The Symptoms

1. Did you miss your home country? *Yes I did.*
2. What aspects did you miss most from your home country? *The food and the people I love especially.*
3. Did you feel at home in Truro? *Yes I did.*
4. How was your feeling in your first month experience in Truro? *It was pretty good, eventhough I was a bit shy to talk out loud about some uncomfortable things I experienced.*
5. Are you satisfied with your situations in Truro at the first month? *Pretty much yes.*

Table 4.5: Resp. #6

Code	Home Town	Host Town	Language	Age	Gender
K.R.W	Manokwari (INA)	Truro (CA)	Bahasa	24	F

Data finding based on the questionnaire from K.R.W:¹¹¹

Sappinenin Murdoch's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feelings of anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger;	1	2	3	(4)	5
2.	Loss of control and a loss of sense of mastery in a situation;	1	(2)	3	4	5
3.	Physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands;	1	2	3	4	(5)
4.	Fatigue, tension, excessive concern about hygiene, hostility, an obsession about being cheated, withdrawal into work, family, or the expatriate community or, in extreme cases, excessive use of drugs and alcohol;	(1)	2	3	4	5
5.	Feeling of loss and deprivation;	1	(2)	3	4	5
6.	Feeling of being rejected by members of the new culture;	(1)	2	3	4	5

¹¹¹Questionnaire from KRW, it was accepted by e-mail on Wednesday, September 17th 2014.

7.	Confusion towards own role, values and identity;	1	2	3	(4)	5
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Mumford's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling strain (tense) from the effort to adapt to a new culture,	1	2	3	4	(5)
2.	Missing family and friends abroad,	1	2	3	4	(5)
3.	Feeling accepted by local people,	1	2	(3)	4	5
4.	Wishing to escape from new environment,	1	2	3	(4)	5
5.	Feeling confused about role or identity in the new culture,	1	2	3	(4)	5
6.	Finding things in new environment shocking or disgusting,	1	(2)	3	4	5
7.	Feeling helpless or powerless when trying to cope with the new culture,	1	(2)	3	4	5
8.	Feeling anxious or awkward when meeting local people,	1	(2)	3	4	5
9.	Making sense of gestures or facial expressions when talking to people,	1	2	3	(4)	5
10.	Feeling uncomfortable if people stare at oneself,	1	2	3	(4)	5

Mark' Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling isolated	1	(2)	3	4	5
2.	Anxiety and worry	1	2	3	(4)	5
3.	Reduction in job performance	1	2	(3)	4	5
4.	High energy (probably nervous energy, or caused by changing circumstances)	1	2	(3)	4	5
5.	Helplessness.	1	(2)	3	4	5

Gleser in Manz's Theory:

Level	No.	Symptoms	SD	D	N	A	SA
Physical	1.	Digestion problems	1	2	3	4	(5)
	2.	Loss of appetite	1	(2)	3	4	5
	3.	Sleep disorder	1	(2)	3	4	5
	4.	High blood pressure	1	(2)	3	4	5
Cognitive	1.	Feeling of isolation / home sickness	1	2	3	(4)	5
	2.	Accusing the host culture for own distress	(1)	2	3	4	5
	3.	Self-pity	1	(2)	3	4	5
	4.	Anger and mistrust towards members of the host society	1	2	(3)	4	5
	5.	Worries about own state health	1	2	3	(4)	5
	6.	Permanent strain and distress	(1)	2	3	4	5
	7.	Concern to be cheated or mislead	1	2	3	4	(5)
	8.	Eruptions of rage about minor occurrences	1	(2)	3	4	5
	9.	Decrease in self-confidence due to experienced inability to cope in the host culture	1	2	3	(4)	5
	10.	Lack of assertiveness because of the validity	1	2	3	(4)	5

		of one's own cultural norms and values					
	11.	Helplessness and depression over everyday life problems that seem to be unsolvable	(1)	2	3	4	5
Behavioral	1.	Performance deficits	1	2	(3)	4	5
	2.	separation from host nationals	(1)	2	3	4	5
	3.	Increased contact to fellow nationals	1	2	3	(4)	5
	4.	Higher alcohol consumption	(1)	2	3	4	5
	5.	Refusal of learning or speaking the host language	(1)	2	3	4	5
	6.	Insulting statements about the host society and its members	(1)	2	3	4	5

According to the questionnaire from K.R.W above, it showed that K.R.W felt several symptoms from every theory. First, from Murdoch's theory K.R.W felt anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger. She got physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands. She confused towards her own role, values and identity.

Second, from Mumford's theory K.R.W felt strain (tense) from the effort to adapt to a new culture. She missed family and friends abroad and wished to escape from new environment. She confused about her role or identity in the new culture and making sense of gestures or facial expressions when talking to people. She felt uncomfortable if people stare at oneself. Third based on Mark's theory she only felt anxiety and worry.

Forth, based on Manz's theory, K.R.W had digestion problems and felt home sickness. She worried about own state health and concerned to be cheated or mislead. She experienced decreasing in self-confidence due to experienced inability

to cope in the host culture and lacking of assertiveness because of the validity of one's own cultural norms and values. She increased contact to her fellow nationals.

K.R.W surprised with role custom and language in Truro. She missed the situation, people, family, culture and custom in her hometown West Papua. At the first month stayed in Truro, she impressed with Truro as small and very comfortable as a place for staying, but unfortunately she confused, worried about language barriers. She just a little bit satisfied with her situations at the first month stayed in Truro. The following were taken from the respondent:¹¹²

A. General Information

1. How did you come to Truro? *I get a chance from the ministry youth and sport of Indonesia, where I am being delegation of West Papua following Indonesia Canada Exchange Youth Program.*
2. What expectations did you have? *I can go to abroad, lives together with the native speaker in there, I can see the snow.*
3. What aspects those surprise you? *The role custom of them, the language.*
4. What was your impression about Truro during you stayed there? *It was pleasures have family in there, and for me even though Truro is small and quiet town but make comfortable stayed there.*
5. As my topic "Culture Shock" I would like to know based on your opinion, what is Culture Shock means? *According to me, culture shock is a condition inadaptable of someone or people where they can't control their feelings about something different from ordinary in their condition and situation. Especially the custom of the culture and lifestyle.*

B. The Symptoms

1. Did you miss your home country? *Yes, I did.*
2. What aspects did you miss most from your home country? *Firstly, my parents and family, food, the situation that different in my country, culture and custom.*
3. Did you feel at home in Truro? *Yes, it is.*
4. How was your feeling in your first month experience in Truro? *Still confused, worry, anxiety, and more had digesting problems also language barriers.*
5. Are you satisfied with your situations in Truro at the first month? *No, just a little bit.*

¹¹²Witten interview with KRW, it was accepted by e-mail on Wednesday, September 17th 2014.

Table 4.5: Resp. #7

Code	Home Town	Host Town	Language	Age	Gender
J.M	Victoria (CA)	Sei Gohong (INA)	English/French	20	M

Data finding based on the questionnaire from J.M:¹¹³

Sappinenin Murdoch's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feelings of anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger;	1	2	*	4	5
2.	Loss of control and a loss of sense of mastery in a situation;	*	2	3	4	5
3.	Physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands;	*	2	3	4	5
4.	Fatigue, tension, excessive concern about hygiene, hostility, an obsession about being cheated, withdrawal into work, family, or the expatriate community or, in extreme cases, excessive use of drugs and alcohol;	*	2	3	4	5
5.	Feeling of loss and deprivation;	1	*	3	4	5
6.	Feeling of being rejected by members of the new culture;	*	2	3	4	5
7.	Confusion towards own role, values and identity;	1	*	3	4	5

Mumford's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling strain (tense) from the effort to adapt to a new culture,	1	*	3	4	5
2.	Missing family and friends abroad,	1	2	3	4	*
3.	Feeling accepted by local people,	1	2	3	*	5
4.	Wishing to escape from new environment,	1	*	3	4	5
5.	Feeling confused about role or identity in the new culture,	1	2	*	4	5
6.	Finding things in new environment shocking or disgusting,	1	*	3	4	5
7.	Feeling helpless or powerless when trying to cope with the new culture,	1	*	3	4	5
8.	Feeling anxious or awkward when meeting local people,	1	*	3	4	5
9.	Making sense of gestures or facial expressions when talking to people,	1	2	3	4	*
10.	Feeling uncomfortable if people stare at oneself,	1	*	3	4	5

¹¹³Questionnaire from JM, it was accepted by e-mail on Tuesday, September 2nd 2014.

Mark' Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling isolated	1	*	3	4	5
2.	Anxiety and worry	*	2	3	4	5
3.	Reduction in job performance	*	2	3	4	5
4.	High energy (probably nervous energy, or caused by changing circumstances)	1	*	3	4	5
5.	Helplessness.	1	*	3	4	5

Gleserin Manz's Theory:

Level	No.	Symptoms	SD	D	N	A	SA
Physical	1.	Digestion problems	*	2	3	4	5
	2.	Loss of appetite	*	2	3	4	5
	3.	Sleep disorder	*	2	3	4	5
	4.	High blood pressure	*	2	3	4	5
Cognitive	1.	Feeling of isolation / home sickness	1	*	3	4	5
	2.	Accusing the host culture for own distress	*	2	3	4	5
	3.	Self-pity	*	2	3	4	5
	4.	Anger and mistrust towards members of the host society	*	2	3	4	5
	5.	Worries about own state health	*	2	3	4	5
	6.	Permanent strain and distress	*	2	3	4	5
	7.	Concern to be cheated or misled	*	2	3	4	5
Behavioral	8.	Eruptions of rage about minor occurrences	*	2	3	4	5
	9.	Decrease in self-confidence due to experienced inability to cope in the host culture	*	2	3	4	5
	10.	Lack of assertiveness because of the validity of one's own cultural norms and values	1	2	3	*	5
	11.	Helplessness and depression over everyday life problems that seem to be unsolvable	*	2	3	4	5
Behavioral	1.	Performance deficits	1	*	3	4	5
	2.	separation from host nationals	*	2	3	4	5
	3.	Increased contact to fellow nationals	1	2	3	4	*
	4.	Higher alcohol consumption	*	2	3	4	5
	5.	Refusal of learning or speaking the host language	*	2	3	4	5
	6.	Insulting statements about the host society and its members	*	2	3	4	5

According to the questionnaire from J.M above, it showed that J.M felt small number for the symptoms from every theory. J.M did not feel any symptoms were provided by Murdoch's theory

Second, according to Mumford's theory, J.M missed his family and friends abroad. He felt accept by local people. J.M also made sense of gestures or facial expressions when talking to people. J.M did not feel any symptoms from Mark's theory, and from Manz's theory J.M just felt lack of assertiveness because of the validity of one's own cultural norms and values and increased contact to his fellow nationals.

J.M surprised with the people in Sei Gohong was friendly and the children had a level of freedom that would not found in Canadian village/town. He impressed with Sei Gohong because Sei Gohong was a fun place and there was no problem of having too much free time there. He felt excited at the first month in Sei Gohong, even he a little bit miss the people in his home town. The followings were taken from the respondent:¹¹⁴

A. General Information

1. How did you come to Sei Gohong? *I arrived in Sei Gohong by a series of airplane and bus rides. It was a long time to travel, but it was worth it.*
2. What expectations did you have? *I tried to go into Sei Gohong without any expectations, but I nonetheless felt a bit of anxiety, as I was unsure of what the local customs/language would be like.*
3. What aspects those surprise you? *I was pleasantly surprised by how friendly everyone in the village was. On top of this, the children had a level of freedom that would not be found in a Canadian village/town/city.*
4. What was your impression about Sei Gohong during you stayed there? *I thought that Sei Gohong was a really fun place. There was a surprising amount of things to do, and I was never faced with the problem of having too much free time.*
5. As my topic "Culture Shock" I would like to know based on your opinion, what is Culture Shock means? *To me, culture shock is the struggle to adapt to a different way of*

¹¹⁴Written interview from JM, it was accepted by e-mail on Tuesday, September 2nd 2014.

life than you are used to. It is obviously very challenging, as things you may have grown up with as a constant are suddenly no longer there, and there are (often extremely) different customs and rules to follow.

B. The Symptoms

1. Did you miss your home country? *Honestly, I found that I missed the people from my home country more than the country itself.*
2. What aspects did you miss most from your home country? *The people, mostly. One of my favorite things about living in my city is that I will occasionally see people that I am familiar with, but not friends. It gives a sense of belonging.*
3. Did you feel at home in Sei Gohong? *Yes. Having a host family, and the close presence of the rest of the CWY/ICYEP group helped a lot.*
4. How was your feeling in your first month experience in Sei Gohong? *About a month into the Indonesian phase was probably the most exciting time during the program. I had become mostly familiar with the culture, my language skills had started to pick up, and the more intense projects yet weren't at full capacity yet.*
5. Are you satisfied with your situations in Sei Gohong at the first month? *Yes.*

Table 4.5: Resp. #8

Code	Home Town	Host Town	Language	Age	Gender
N.H	Winnipeg (CA)	Sei Gohong (INA)	English	23	F

Data findings based on the questionnaire from N.H.¹¹⁵

Sappinenin Murdoch's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feelings of anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger;	1	2	3	*	5
2.	Loss of control and a loss of sense of mastery in a situation;	1	2	3	*	5
3.	Physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands;	*	2	3	4	5
4.	Fatigue, tension, excessive concern about hygiene, hostility, an obsession about being cheated, withdrawal into work, family, or the expatriate community or, in extreme cases, excessive use of drugs and alcohol;	1	2	*	4	5
5.	Feeling of loss and deprivation;	1	*	3	4	5
6.	Feeling of being rejected by members of the new culture;	1	2	*	4	5
7.	Confusion towards own role, values and identity;	1	2	3	*	5

Mumford's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling strain (tense) from the effort to adapt to a new culture,	1	2	3	*	5

¹¹⁵Questionnaire from NH, it was accepted by e-mail on Monday. September 15th 2014.

2.	Missing family and friends abroad,	1	2	*	4	5
3.	Feeling accepted by local people,	1	2	3	*	5
4.	Wishing to escape from new environment,	1	*	3	4	5
5.	Feeling confused about role or identity in the new culture,	1	2	3	*	5
6.	Finding things in new environment shocking or disgusting,	1	*	3	4	5
7.	Feeling helpless or powerless when trying to cope with the new culture,	1	2	*	4	5
8.	Feeling anxious or awkward when meeting local people,	1	2	3	*	5
9.	Making sense of gestures or facial expressions when talking to people,	1	2	3	*	5
10.	Feeling uncomfortable if people stare at oneself,	1	2	*	4	5

Mark' Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling isolated	1	2	3	*	5
2.	Anxiety and worry	1	2	3	*	5
3.	Reduction in job performance	1	2	*	4	5
4.	High energy (probably nervous energy, or caused by changing circumstances)	1	*	3	4	5
5.	Helplessness.	1	*	3	4	5

GleserInManz's Theory:

Level	No.	Symptoms	SD	D	N	A	SA
Physical	1.	Digestion problems	1	2	3	*	5
	2.	Loss of appetite	1	*	3	4	5
	3.	Sleep disorder	1	*	3	4	5
	4.	High blood pressure	1	*	3	4	5
Cognitive	1.	Feeling of isolation / home sickness	1	2	3	*	5
	2.	Accusing the host culture for own distress	1	*	3	4	5
	3.	Self-pity	1	2	*	4	5
	4.	Anger and mistrust towards members of the host society	1	*	3	4	5
	5.	Worries about own state health	1	2	*	4	5
	6.	Permanent strain and distress	1	2	*	4	5
	7.	Concern to be cheated or mislead	1	2	*	4	5
	8.	Eruptions of rage about minor occurrences	1	2	3	*	5
	9.	Decrease in self-confidence due to experienced inability to cope in the host culture	1	2	3	*	5
	10.	Lack of assertiveness because of the validity of one's own cultural norms and values	1	2	3	*	5
Behavioral	1.	Performance deficits	1	*	3	4	5
	2.	separation from host nationals	1	*	3	4	5
	3.	Increased contact to fellow nationals	1	*	3	4	5

4.	Higher alcohol consumption	*	2	3	4	5
5.	Refusal of learning or speaking the host language	1	2	3	4	*
6.	Insulting statements about the host society and its members	1	2	3	4	*

According to the questionnaire from N.H above, it showed that N.H felt several numbers for the symptoms from every theory. First, based on Murdoch's theory, N.H felt anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience and anger. She felt loss of control and a loss of sense of mastery in a situation, confused towards own role, values and identity.

Second, based on Mumford's theory, N.H felt strain (tense) from the effort to adapt to a new culture and feeling accepted by local people. She confused about her role or identity in the new culture. She felt anxious or awkward when meeting local people and made sense of gestures or facial expressions when talking to people. According to Mark's theory, N.H felt isolated, anxiety and worry. Last, based on Manz's theory, N.H had digestion problems, home sickness, eruptions of rage about minor occurrences and decrease in self-confidence due to experienced inability to cope in the host culture. She felt lack of assertiveness because of the validity of one's own cultural norms and values and refusal of learning or speaking the host language. She insulted with the statements about the host society and its members

N.H surprised with the language barriers and affected not being able to communicate readily with the host family. She impressed with people in Sei Gohong, they were lovely and welcoming, had wonderful senses of humor and it was fondly. She missed fresh apples and oatmeal. N.H also missed the freedom to act openly and

to wear whatever she wanted. She satisfied with her first month in Sei Gohong, even she felt little bit shell shocked at times, sometimes overwhelmed, especially with difficulty communicating. She found everything were interesting and felt extremely curious. She also was excited about the adventure. The followings were taken from the respondent:¹¹⁶

A. General Information

1. How did you come to SeiGohong? *By plane and then by bus.*
2. What expectations did you have? *It was a long time ago to remember expectations before, as the memories are now influenced by what arose. I think I was expecting a very small, quaint village and for people to be very grateful that we were there.*
3. What aspects those surprise you? *I was surprised by how isolated I felt with the language barrier, and how much it affected me not being able to communicate readily with the family I lived with.*
4. What was your impression about Sei Gohong during you stayed there? *The people were lovely and welcoming and had wonderful senses of humor. I was surprised and hurt by the hostility that arose towards us at the end of our stay, caused by uncomfortable and unforeseen circumstances. I don't think my impression of the place has been tainted by that incident, I remember Sei Gohong fondly.*
5. As my topic "Culture Shock" I would like to know based on your opinion, what is Culture Shock means? *Culture Shock is discomfort and distress caused by an inability to adapt to a different culture.*

B. The Symptoms

1. Did you miss your home country? *Sometimes.*
2. What aspects did you miss most from your home country? *I missed fresh apples and oatmeal! I missed the freedom to act openly and to wear whatever I wanted.*
3. Did you feel at home in SeiGohong? *I felt very at home in my host family house, as they took great care to make me feel at home. It took me longer to feel at home in the wider community.*
4. How was your feeling in your first month experience in Sei Gohong? *I was a little bit shell shocked at times, sometimes overwhelmed, especially with difficulty communicating, as I had never been confronted with how much I depended on verbal communication to form bonds and show appreciation. Mostly, though, I was awestruck by the sheer difference of it to anywhere I had been. I found everything interesting and felt extremely curious. I was excited about the adventure.*
5. Are you satisfied with your situations in SeiGohong at the first month? *Yes.*

¹¹⁶Written interview with NH, it was accepted by e-mail on Monday, September 15th 2014.

Table 4.5: Resp. #9

Code	Home Town	Host Town	Language	Age	Gender
O.C.B.Z	Whiterock (CA)	Sei Gohong (INA)	English	20	F

Data findings based on the questionnaire from O.C.B.Z:¹¹⁷

Sappinenin Murdoch's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feelings of anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, anger;	1	2	3	4	*
2.	Loss of control and a loss of sense of mastery in a situation;	1	2	3	*	5
3.	Physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands;	1	2	3	*	5
4.	Fatigue, tension, excessive concern about hygiene, hostility, an obsession about being cheated, withdrawal into work, family, or the expatriate community or, in extreme cases, excessive use of drugs and alcohol;	1	2	*	4	5
5.	Feeling of loss and deprivation;	1	2	3	*	5
6.	Feeling of being rejected by members of the new culture;	1	2	3	*	5
7.	Confusion towards own role, values and identity;	1	2	3	*	5

Mumford's Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling strain (tense) from the effort to adapt to a new culture,	1	2	3	4	*
2.	Missing family and friends abroad,	1	2	3	4	*
3.	Feeling accepted by local people,	1	2	*	4	5
4.	Wishing to escape from new environment,	1	2	3	*	5
5.	Feeling confused about role or identity in the new culture,	1	2	3	4	*
6.	Finding things in new environment shocking or disgusting,	1	2	3	*	5
7.	Feeling helpless or powerless when trying to cope with the new culture,	1	2	3	*	5
8.	Feeling anxious or awkward when meeting local people,	1	2	3	*	5
9.	Making sense of gestures or facial expressions when talking to people,	1	2	3	*	5
10.	Feeling uncomfortable if people stare at oneself,	1	*	3	4	5

¹¹⁷Questionnaire from OCBZ, it was accepted by e-mail on Sunday, September 21st 2014.

Mark' Theory:

No.	Symptoms	SD	D	N	A	SA
1.	Feeling isolated	1	2	3	4	*
2.	Anxiety and worry	1	2	3	4	*
3.	Reduction in job performance	1	2	*	4	5
4.	High energy (probably nervous energy, or caused by changing circumstances)	1	*	3	4	5
5.	Helplessness.	1	2	3	*	5

GleserinManz's Theory:

Level	No.	Symptoms	SD	D	N	A	SA
Physical	1.	Digestion problems	1	2	*	4	5
	2.	Loss of appetite	1	2	*	4	5
	3.	Sleep disorder	1	2	*	4	5
	4.	High blood pressure	1	2	*	4	5
Cognitive	1.	Feeling of isolation / home sickness	1	2	3	*	5
	2.	Accusing the host culture for own distress	1	2	*	4	5
	3.	Self-pity	1	2	*	4	5
	4.	Anger and mistrust towards members of the host society	1	*	3	4	5
	5.	Worries about own state health	1	2	3	*	5
	6.	Permanent strain and distress	1	2	3	*	5
	7.	Concern to be cheated or misled	1	*	3	4	5
Behavioral	8.	Eruptions of rage about minor occurrences	1	*	3	4	5
	9.	Decrease in self-confidence due to experienced inability to cope in the host culture	1	2	3	*	5
	10.	Lack of assertiveness because of the validity of one's own cultural norms and values	1	2	3	*	5
	11.	Helplessness and depression over everyday life problems that seem to be unsolvable	1	*	3	4	5
Behavioral	1.	Performance deficits	1	*	3	4	5
	2.	Separation from host nationals	1	2	3	4	*
	3.	Increased contact to fellow nationals	1	2	3	4	*
	4.	Higher alcohol consumption	1	*	3	4	5
	5.	Refusal of learning or speaking the host language	1	*	3	4	5
	6.	Insulting statements about the host society and its members	1	*	3	4	5

According to the questionnaire from OCBZ above, it showed that OCBZ felt large numbers for the symptoms from every theory. First, based on Murdoch's theory, OCBZ felt anxiety, confusion, strain, embarrassment, disappointment, frustration, impatience, and anger. She lost of control and sense of mastery in a situation. She had physiological responses such as sleeplessness, stomach-aches, headaches, and trembling hands, loss and deprivation. She felt of being rejected by members of the new culture. She confused towards her own role, values and identity.

Second, based on Mumford's theory, OCBZ felt strain (tense) from the effort to adapt to a new culture and feeling accepted by local people. She missed her family and friends abroad and wished to escape from new environment. She confused about her role or identity in the new culture and found things in new environment shocking and disgusting. She felt helpless or powerless when trying to cope with the new culture. She felt anxious or awkward when meeting local people and made sense of gestures or facial expressions when talking to people.

Third, according to Mark's theory, OCBZ felt isolated, anxiety, worry and helplessness. Forth, based on Manz's theory, OCBZ felt homesickness and worried about her own state health. She had permanent strain and distress, and decreased in self-confidence due to experienced inability to cope in the host culture. She felt lack of assertiveness because of the validity of one's own cultural norms and values. She separated from host nationals and increased contact to her fellow nationals.

OCBZ felt very isolated from host community due to inability to effectively communicate. She impressed with Sei Gohong. It was a very friendly villages, she loved the children and had many wonderful moments with locals. She missed people, family, friends and food in her hometown a lot. At the first month experience in Sei Gohong, she felt tired, excited, scared and frustrated. The followings were taken from the respondent:¹¹⁸

A. General Information

1. How did you come to Sei Gohong? *Canada World Youth exchange, it was the host community and country that I was assigned.*
2. What expectations did you have? *To learn, experience a new culture and place.*
3. What aspects those surprise you? *I felt very isolated from my host community due to my inability to effectively communicate, and I was never really sure what people thought of me.*
4. What was your impression about Sei Gohong during you stayed there? *It was a very friendly village, I loved the children. Despite finding it very difficult, I also had many wonderful moments with locals.*
5. As my topic “Culture Shock” I would like to know based on your opinion, what is Culture Shock means? *The experience of being removed from one’s own culture in which one’s values and behaviors are commonly reflected so that one struggles to adapt to the new set of values and behaviors which exist in the host culture.*

B. The Symptoms

1. Did you miss your home country? *Yes.*
2. What aspects did you miss most from your home country? *Feeling connected, and understood and accepted by people close to me (family and friends) food.*
3. Did you feel at home in Sei Gohong? *At times and not at other times.*
4. How was your feeling in your first month experience in Sei Gohong? *Tired, excited, scared, frustrated.*
5. Are you satisfied with your situations in Sei Gohong at the first month? *A mix, I was already missing home a lot.*

¹¹⁸Written interview from OCBZ, it was accepted by e-mail on Sunday, September 21st 2014.

2. The solutions of culture shocks faced by Indonesian and Canadian youths in youth exchange program at Truro (Nova Scotia, Canada) and Sei Gohong (Central Kalimantan, Indonesia) in Canada for Indonesian and in Indonesia for Canadian.

Table 4.10: Resp. #1

Code	Home Town	Host Town	Language	Age	Gender
B.N	Batam (INA)	Truro (CA)	Bahasa	21	F

Data finding based on the questionnaire from B.N:¹¹⁹

Coffman and Harris's Theory:

No.	Solutions	SD	D	N	A	SA
1.	People must realize that negative feeling like stress and worries is a natural response in a new environment.	1	2	3	(4)	5
2.	People should maintain their self-respect and personal integrity.	1	2	3	4	(5)
3.	People need to deal with the phenomenon of time. They need to provide enough period of time to adjust with new situations.	1	2	3	(4)	5
4.	People should try to identify patterns of adjustment. They also must realize that their failure is only a temporary as a part of their adjustment new identity in a new environment.	1	2	3	(4)	5
5.	People need to deal with the symptoms of the culture shock. They need to identify the symptoms and be aware that other people experience could be similar like their experience of culture shock.	1	2	3	(4)	5
6.	People need to adjust at host country. They should adjust at host country and feel it like their home country. It makes them avoided from culture shock.	1	2	3	(4)	5
7.	People need to prepare about culture shock. The people can decrease the level of culture shock by learning it.	1	2	3	(4)	5

Zapf's Theory:

No.	Solutions	SD	D	N	A	SA
1.	Understanding of culture shock. It could make people feel better. They need to understand the component of culture shock, such as the stages and the symptoms of culture shock.	1	2	3	(4)	5

¹¹⁹Questionnaire from BN, it was accepted by e-mail on Thursday, July 19th 2014.

2.	Awareness of danger signs. It's important helping people to know when they need to talk to someone about difficulties and things which are getting out of control. Such as about society, peoples' habit, attitudes towards local people	1	2	3	(4)	5
3.	Connections with local ethnic community. It will help the people understand about host country's culture, social environment and many other important things. The local ethnic community is established for supporting newcomers.	1	2	3	(4)	5
4.	Communication competence. It is important for having positive feeling as long as in a new culture. The people need to learn the language in host country and understand their way in communicate to each other.	1	2	3	4	(5)
5.	Analysis of culture bumps. Analyzing specific situations in which misunderstandings occur. It makes the people understand the problems fast.	1	2	3	(4)	5
6.	Using groups. It could help for increasing awareness that others experience could be similar like their experience.	1	2	3	4	(5)

Centre for International Experience Cumberland House (University of Toronto):

No.	Solutions	SD	D	N	A	SA
1.	International Awareness: Before leaving, take time out to explore world news and geography. Knowing a little about international travelers. it help to give you a better global perspective on things.	1	2	3	(4)	5
2.	Cross Cultural Communication Skills: Explore new cultures and communities at home. This will assist you in developing new communication skills (verbal and non-verbal communication).	1	2	3	4	(5)
3.	Cultural Sensitivity: It is important to keep an open mind to the experience and not to immediately place value on what you are observing. Remember that you're there to learn about a new culture.	1	2	3	(4)	5
4.	Prepare, Prepare and Prepare: The more prepared mentally and physically you are, the better suited you are to combat culture shock.	1	2	3	4	(5)
5.	Being Open to the Experience: Try to recognize culture shock as part of the travelling adventure. By recognizing it, you can see through some of the emotional states that culture shock puts you through and also relieve some stress.	1	2	3	(4)	5
6.	Keep Mentally and Physically Fit: Observing a healthy lifestyle is important to combat some of the physical and mental strains of travelling.	1	2	3	4	(5)

7.	Keeping a journal: By starting the journal at the earliest conception of your trip, you can remind yourself of the reasons why you have decided to go abroad.	1	2	3	4	(5)
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According to the theories above, it showed that B.N one hundred percent agreed with all theories that were provided by the experts who discussed about the solutions for culture shock. Based on first theory, B.N agreed that she needed to realize that negative feeling was a natural response in a new environment. She should maintain their self-respect and personal integrity. She needed to deal with the phenomenon of time and tried to identify the patterns of adjustment. Besides that, she needed to deal with the symptoms of the culture shock, needed to adjust at host country and needed to prepare about culture shock.

In the second theory, B.N thought understanding the culture shock, aware with the danger signs, having connections with local ethnic community, having communication competence, analyzing the culture bumps and using groups were needed to reduce culture shock.

The third theory, B.N pointed that knowing international awareness, having cross cultural communication skills, understanding the cultural sensitivity, being well prepared, being open to the experience, keeping mentally and physically fit, and keeping a journal at the program were important steps to minimize culture shock.

B.N also gave some additional as solutions for culture shock, such as needed to adjust with the local, learned the host country culture, and tried to involve with the host country.

The followings were taken from the respondent:¹²⁰

The Solutions

1. Did you think it is important for you to adjust into local societies/cultures? *Yes.*
2. How did you adjust with local societies/cultures? *I adjusted to local cultures or societies by involving more in my foster Family conversation and observe more about the behavior to their habit.*
3. Did you learn the Canadian cultures? *Yes.*
4. How did you perceive the Canadian cultures? *They are multi cultural countries with more than 50 % of people are immigrants from all over the world.*
5. How did you deal with the differences/barriers toward your own cultures? *By Involve more and conscious of the goal of the program itself, why I was there.*

Table 4.10: Resp. #2

Code	Home Town	Host Town	Language	Age	Gender
I.A	Jakarta (INA)	Truro (CA)	Bahasa	25	F

Data finding based on the questionnaire from I.A:¹²¹

Coffman and Harris's Theory:

No.	Solutions	SD	D	N	A	SA
1.	People must realize that negative feeling like stress and worries is a natural response in a new environment.	1	2	3	*	5
2.	People should maintain their self-respect and personal integrity.	1	2	3	4	*
3.	People need to deal with the phenomenon of time. They need to provide enough period of time to adjust with new situations.	1	2	3	4	*
4.	People should try to identify patterns of adjustment. They also must realize that their failure is only a temporary as a part of their adjustment new identity in a new environment.	1	2	3	4	*
5.	People need to deal with the symptoms of the culture shock. They need to identify the symptoms and be aware that other people experience could be similar like their experience of culture shock.	1	2	3	4	*
6.	People need to adjust at host country. They should adjust at host country and feel it like their home country. It makes them avoided from culture shock.	1	2	3	*	5
7.	People need to prepare about culture shock. The people can decrease the level of culture shock by learning it.	1	2	3	4	*

¹²⁰Written interview from BN, it was accepted by e-mail on Thursday, July 19th 2014.

¹²¹Questionnaire from IA, it was accepted by e-mail on Thursday, August 14th 2014.

Zapf's Theory:

No.	Solutions	SD	D	N	A	SA
1.	Understanding of culture shock. It could make people feel better. They need to understand the component of culture shock, such as the stages and the symptoms of culture shock.	1	2	3	4	*
2.	Awareness of danger signs. It's important helping people to know when they need to talk to someone about difficulties and things which are getting out of control. Such as about society, peoples' habit, attitudes towards local people	1	2	*	4	5
3.	Connections with local ethnic community. It will help the people understand about host country's culture, social environment and many other important things. The local ethnic community is established for supporting newcomers.	1	2	3	*	5
4.	Communication competence. It is important for having positive feeling as long as in a new culture. The people need to learn the language in host country and understand their way in communicate to each other.	1	2	3	*	5
5.	Analysis of culture bumps. Analyzing specific situations in which misunderstandings occur. It makes the people understand the problems fast.	1	2	3	*	5
6.	Using groups. It could help for increasing awareness that others experience could be similar like their experience.	1	2	3	*	5

Centre for International Experience Cumberland House (University of Toronto):

No.	Solutions	SD	D	N	A	SA
1.	International Awareness: Before leaving, take time out to explore world news and geography. Knowing a little about international travelers. it help to give you a better global perspective on things.	1	2	3	4	*
2.	Cross Cultural Communication Skills: Explore new cultures and communities at home. This will assist you in developing new communication skills (verbal and non-verbal communication).	1	2	3	4	*
3.	Cultural Sensitivity: It is important to keep an open mind to the experience and not to immediately place value on what you are observing. Remember that you're there to learn about a new culture.	1	2	3	4	*
4.	Prepare, Prepare and Prepare: The more prepared mentally and physically you are, the better suited you are to combat culture shock.	1	2	3	4	*
5.	Being Open to the Experience: Try to recognize culture shock as part of the travelling adventure. By	1	2	3	*	5

	recognizing it, you can see through some of the emotional states that culture shock puts you through and also relieve some stress.					
6.	Keep Mentally and Physically Fit: Observing a healthy lifestyle is important to combat some of the physical and mental strains of travelling.	1	2	3	4	*
7.	Keeping a journal: By starting the journal at the earliest conception of your trip, you can remind yourself of the reasons why you have decided to go abroad.	1	2	3	*	5

According to the theories above, it showed that I.A almost one hundred percent agreed with all theories that were provided by the experts who discussed about the solutions for culture shock. Based on first theory, I.A agreed that she needed to realize that negative feeling was a natural response in a new environment. She should maintain their self-respect and personal integrity. She needed to deal with the phenomenon of time and tried to identify the patterns of adjustment. Besides that, she needed to deal with the symptoms of the culture shock, needed to adjust at host country and needed to prepare about culture shock.

In the second theory, I.A thought understanding the culture shock, having connections with local ethnic community, having communication competence, analyzing the culture bumps and using groups were needed to reduce culture shock.

The third theory, I.A pointed that knowing international awareness, having cross cultural communication skills, understanding the cultural sensitivity, being well prepared, being open to the experience, keeping mentally and physically fit, and keeping a journal at the program were important steps to minimize culture shock.

Some additional from I.A said that adjusted to local was important. She thought being open minded and learned Canadian culture was important. I.A

suggested that before entering a new environment, learned and understood a bit about the host country was needed. The followings were taken from the respondent:¹²²

The Solutions

1. Did you think it is important for you to adjust into local societies/cultures? *Of course yes.*
2. How did you adjust with local societies/cultures? *Been open minded, didn't take action before thinking.*
3. Did you learn the Canadian cultures? *Yes, I did.*
4. How did you perceive the Canadian cultures? *They have good and bad cultures and of course I like their good cultures like: punctual, discipline, curious.*
5. How did you deal with the differences/barriers toward your own cultures? *Some cultures, I learned before I went to Canada. The rest, I try to deal by being open minded, people act are not always like we want, and they have their own reasons.*

Table 4.12: Resp. #3

Code	Home Town	Host Town	Language	Age	Gender
I.W.A	Ternate (INA)	Truro (CA)	Bahasa	22	F

Data finding based on the questionnaire from I.W.A:¹²³

Coffman and Harris's Theory:

No.	Solutions	SD	D	N	A	SA
1.	People must realize that negative feeling like stress and worries is a natural response in a new environment.	1	2	3	*	5
2.	People should maintain their self-respect and personal integrity.	1	2	3	*	5
3.	People need to deal with the phenomenon of time. They need to provide enough period of time to adjust with new situations.	1	2	3	4	*
4.	People should try to identify patterns of adjustment. They also must realize that their failure is only a temporary as a part of their adjustment new identity in a new environment.	1	2	3	4	*
5.	People need to deal with the symptoms of the culture shock. They need to identify the symptoms and be aware that other people experience could be similar like their experience of culture shock.	1	2	3	4	*
6.	People need to adjust at host country. They should adjust at host country and feel it like their home country.	1	2	3	4	*

¹²²Written interview from I.A, it was accepted by e-mail on August 14th 2014.

¹²³Questionnaire from IWA, it was accepted by e-mail on Saturday, August 9th 2014.

	It makes them avoided from culture shock.					
7.	People need to prepare about culture shock. The people can decrease the level of culture shock by learning it.	1	2	3	4	*

Zapf's Theory:

No.	Solutions	SD	D	N	A	SA
1.	Understanding of culture shock. It could make people feel better. They need to understand the component of culture shock, such as the stages and the symptoms of culture shock.	1	2	3	*	5
2.	Awareness of danger signs. It's important helping people to know when they need to talk to someone about difficulties and things which are getting out of control. Such as about society, peoples' habit, attitudes towards local people	1	2	3	4	*
3.	Connections with local ethnic community. It will help the people understand about host country's culture, social environment and many other important things. The local ethnic community is established for supporting newcomers.	1	2	3	*	5
4.	Communication competence. It is important for having positive feeling as long as in a new culture. The people need to learn the language in host country and understand their way in communicate to each other.	1	2	3	*	5
5.	Analysis of culture bumps. Analyzing specific situations in which misunderstandings occur. It makes the people understand the problems fast.	1	2	3	*	5
6.	Using groups. It could help for increasing awareness that others experience could be similar like their experience.	1	2	3	*	5

Centre for International Experience Cumberland House (University of Toronto):

No.	Solutions	SD	D	N	A	SA
1.	International Awareness: Before leaving, take time out to explore world news and geography. Knowing a little about international travelers. it help to give you a better global perspective on things.	1	2	3	4	*
2.	Cross Cultural Communication Skills: Explore new cultures and communities at home. This will assist you in developing new communication skills (verbal and non-verbal communication).	1	2	3	4	*
3.	Cultural Sensitivity: It is important to keep an open mind to the experience and not to immediately place value on what you are observing. Remember that you're there to learn about a new culture.	1	2	3	4	*
4.	Prepare, Prepare and Prepare: The more prepared	1	2	3	4	*

	mentally and physically you are, the better suited you are to combat culture shock.					
5.	Being Open to the Experience: Try to recognize culture shock as part of the travelling adventure. By recognizing it, you can see through some of the emotional states that culture shock puts you through and also relieve some stress.	1	2	3	4	*
6.	Keep Mentally and Physically Fit: Observing a healthy lifestyle is important to combat some of the physical and mental strains of travelling.	1	2	3	4	*
7.	Keeping a journal: By starting the journal at the earliest conception of your trip, you can remind yourself of the reasons why you have decided to go abroad.	1	2	3	4	*

According to the theories above, it showed that I.W.A one hundred percent agreed with all theories that were provided by the experts who discussed about the solutions for culture shock. Based on first theory, I.W.A agreed that she needed to realize that negative feeling was a natural response in a new environment. She should maintain their self-respect and personal integrity. She needed to deal with the phenomenon of time and tried to identify the patterns of adjustment. Besides that, she needed to deal with the symptoms of the culture shock, needed to adjust at host country and needed to prepare about culture shock.

In the second theory, I.W.A thought understanding the culture shock, aware with the danger signs, having connections with local ethnic community, having communication competence, analyzing the culture bumps and using groups were needed to reduce culture shock.

The third theory, I.W.A pointed that knowing international awareness, having cross cultural communication skills, understanding the cultural sensitivity, being well prepared, being open to the experience, keeping mentally and physically

fit, and keeping a journal at the program were important steps to minimize culture shock.

I.W.A put some additional solutions for culture shock based on her own experience. She said that adjusted, learned, understood and participated to the local, family and friends in Truro were very important. She tried to push herself involved in the society and learned Canadian culture from her counterpart, family and groups.

The followings were taken from the respondent:¹²⁴

The Solutions

1. Did you think it is important for you to adjust into local societies/cultures? *It is important to adjust into local societies and cultures in order to create a comfortable situation for ourselves. If we keep comparing our hometown with the new place we would never survive the shock and we would never have to feel the experience and fun.*
2. How did you adjust with local societies/cultures? *I learnt how they communicate to each other, how they treat each other, how they greet each other. I also took part in some family activities and understand quite a lot how the family functions. I also learnt how they work in society and tried to push myself to do the same thing. Always participate in the conversation will make you feel involved.*
3. Did you learn the Canadian cultures? *Mostly from my counterpart, my family and the group itself*
4. How did you perceive the Canadian cultures? *I basically believed that Canadian are more individual, while Indonesian are mostly do things based on plural needs. Canadian culture is straight and strict. High integrity of work.*
5. How did you deal with the differences/barriers toward your own cultures? *By always pushing myself to try harder be involved in the society. Because I cannot exclude myself forever, people would not care. So I learn how they deal with things and move on with that. At the end we all learned good life experience.*

Table 4.12: Resp. #4

Code	Home Town	Host Town	Language	Age	Gender
J.J	Kupang (INA)	Truro (CA)	Bahasa	24	F

Data finding based on the questionnaire from J.J.¹²⁵

¹²⁴Witten interview from IWA, it was accepted by e-mail on Saturday, August 9th 2014.

¹²⁵Questionnaire from JJ, it was accepted by e-mail on Friday, July 11th 2014.

Coffman and Harris's Theory:

No.	Solutions	SD	D	N	A	SA
1.	People must realize that negative feeling like stress and worries is a natural response in a new environment.	1	2	3	*	5
2.	People should maintain their self-respect and personal integrity.	1	2	3	4	*
3.	People need to deal with the phenomenon of time. They need to provide enough period of time to adjust with new situations.	1	2	3	4	*
4.	People should try to identify patterns of adjustment. They also must realize that their failure is only a temporary as a part of their adjustment new identity in a new environment.	1	2	3	4	*
5.	People need to deal with the symptoms of the culture shock. They need to identify the symptoms and be aware that other people experience could be similar like their experience of culture shock.	1	2	3	*	5
6.	People need to adjust at host country. They should adjust at host country and feel it like their home country. It makes them avoided from culture shock.	1	2	*	4	5
7.	People need to prepare about culture shock. The people can decrease the level of culture shock by learning it.	1	2	3	*	5

Zapf's Theory:

No.	Solutions	SD	D	N	A	SA
1.	Understanding of culture shock. It could make people feel better. They need to understand the component of culture shock, such as the stages and the symptoms of culture shock.	1	2	3	*	5
2.	Awareness of danger signs. It's important helping people to know when they need to talk to someone about difficulties and things which are getting out of control. Such as about society, peoples' habit, attitudes towards local people	1	2	3	4	*
3.	Connections with local ethnic community. It will help the people understand about host country's culture, social environment and many other important things. The local ethnic community is established for supporting newcomers.	1	2	3	*	5
4.	Communication competence. It is important for having positive feeling as long as in a new culture. The people need to learn the language in host country and understand their way in communicate to each other.	1	2	3	*	5
5.	Analysis of culture bumps. Analyzing specific situations in which misunderstandings occur. It makes the people understand the problems fast.	1	2	3	4	*

6.	Using groups. It could help for increasing awareness that others experience could be similar like their experience.	1	2	3	4	*
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Centre for International Experience Cumberland House (University of Toronto):

No.	Solutions	SD	D	N	A	SA
1.	International Awareness: Before leaving, take time out to explore world news and geography. Knowing a little about international travelers. it help to give you a better global perspective on things.	1	2	3	4	*
2.	Cross Cultural Communication Skills: Explore new cultures and communities at home. This will assist you in developing new communication skills (verbal and non-verbal communication).	1	2	*	4	5
3.	Cultural Sensitivity: It is important to keep an open mind to the experience and not to immediately place value on what you are observing. Remember that you're there to learn about a new culture.	1	2	3	4	*
4.	Prepare, Prepare and Prepare: The more prepared mentally and physically you are, the better suited you are to combat culture shock.	1	2	*	4	5
5.	Being Open to the Experience: Try to recognize culture shock as part of the travelling adventure. By recognizing it, you can see through some of the emotional states that culture shock puts you through and also relieve some stress.	1	2	3	4	*
6.	Keep Mentally and Physically Fit: Observing a healthy lifestyle is important to combat some of the physical and mental strains of travelling.	1	2	3	4	*
7.	Keeping a journal: By starting the journal at the earliest conception of your trip, you can remind yourself of the reasons why you have decided to go abroad.	1	2	3	4	*

According to the theories above, it showed that J.J almost agreed with all theories that were provided by the experts who discussed about the solutions for culture shock. Based on first theory, J.J agreed to maintain their self-respect and personal integrity. She needed to deal with the phenomenon of time and tried to identify the patterns of adjustment. Besides that, she needed to deal with the

symptoms of the culture shock, needed to adjust at host country and needed to prepare about culture shock.

In the second theory, J.J thought understanding the culture shock, aware with the danger signs, having connections with local ethnic community, having communication competence, analyzing the culture bumps and using groups were needed to reduce culture shock.

The third theory, J.J pointed that knowing international awareness, having cross cultural communication skills, understanding the cultural sensitivity, being open to the experience, keeping mentally and physically fit, and keeping a journal at the program were important steps to minimize culture shock.

J.J said that respected and learned Canadian culture without losing her identity and opened minded with local culture and habits was important. The followings were taken from the respondent:¹²⁶

The Solutions

- 1 Did you think it is important for you to adjust into local societies/cultures? *Yes.*
- 2 How did you adjust with local societies/cultures? *Respect and learn their culture without losing my identity.*
- 3 Did you learn the Canadian cultures? *Yes.*
- 4 How did you perceive the Canadian cultures? *It is a very open culture.*
- 5 How did you deal with the differences/barriers toward your own cultures? *Being open minded.*

Table 4.14: Resp. #5

Code	Home Town	Host Town	Language	Age	Gender
M.S	Jogja (INA)	Truro (CA)	Bahasa	24	M

Data finding based on the questionnaire from M.S:¹²⁷

¹²⁶Written interview from JJ, it was accepted by e-mail on Friday, July 11th 2014.

Coffman and Harris's Theory:

No.	Solutions	SD	D	N	A	SA
1.	People must realize that negative feeling like stress and worries is a natural response in a new environment.	1	2	3	4	*
2.	People should maintain their self-respect and personal integrity.	1	2	3	4	*
3.	People need to deal with the phenomenon of time. They need to provide enough period of time to adjust with new situations.	1	2	3	4	*
4.	People should try to identify patterns of adjustment. They also must realize that their failure is only a temporary as a part of their adjustment new identity in a new environment.	1	2	3	4	*
5.	People need to deal with the symptoms of the culture shock. They need to identify the symptoms and be aware that other people experience could be similar like their experience of culture shock.	1	2	3	4	*
6.	People need to adjust at host country. They should adjust at host country and feel it like their home country. It makes them avoided from culture shock.	1	2	3	4	*
7.	People need to prepare about culture shock. The people can decrease the level of culture shock by learning it.	1	2	3	4	*

Zapf's Theory:

No.	Solutions	SD	D	N	A	SA
1.	Understanding of culture shock. It could make people feel better. They need to understand the component of culture shock, such as the stages and the symptoms of culture shock.	1	2	3	4	*
2.	Awareness of danger signs. It's important helping people to know when they need to talk to someone about difficulties and things which are getting out of control. Such as about society, peoples' habit, attitudes towards local people	1	2	3	4	*
3.	Connections with local ethnic community. It will help the people understand about host country's culture, social environment and many other important things. The local ethnic community is established for supporting newcomers.	1	2	3	4	*
4.	Communication competence. It is important for having positive feeling as long as in a new culture. The people need to learn the language in host country and understand their way in communicate to each other.	1	2	3	4	*
5.	Analysis of culture bumps. Analyzing specific situations	1	2	3	4	*

	in which misunderstandings occur. It makes the people understand the problems fast.					
6.	Using groups. It could help for increasing awareness that others experience could be similar like their experience.	1	2	3	4	*

Centre for International Experience Cumberland House (University of Toronto):

No.	Solutions	SD	D	N	A	SA
1.	International Awareness: Before leaving, take time out to explore world news and geography. Knowing a little about international travelers. it help to give you a better global perspective on things.	1	2	3	4	*
2.	Cross Cultural Communication Skills: Explore new cultures and communities at home. This will assist you in developing new communication skills (verbal and non-verbal communication).	1	2	3	4	*
3.	Cultural Sensitivity: It is important to keep an open mind to the experience and not to immediately place value on what you are observing. Remember that you're there to learn about a new culture.	1	2	3	4	*
4.	Prepare, Prepare and Prepare: The more prepared mentally and physically you are, the better suited you are to combat culture shock.	1	2	3	4	*
5.	Being Open to the Experience: Try to recognize culture shock as part of the travelling adventure. By recognizing it, you can see through some of the emotional states that culture shock puts you through and also relieve some stress.	1	2	3	4	*
6.	Keep Mentally and Physically Fit: Observing a healthy lifestyle is important to combat some of the physical and mental strains of travelling.	1	2	3	4	*
7.	Keeping a journal: By starting the journal at the earliest conception of your trip, you can remind yourself of the reasons why you have decided to go abroad.	1	2	3	4	*

According to the theories above, it could be seen that M.S totally agreed with all theories that were provided by the experts about the solutions for culture shock. Based on first theory, M.S agreed that he needed to realize that negative feeling was a natural response in a new environment. He should maintain their self-respect and personal integrity. He needed to deal with the phenomenon of time and

tried to identify the patterns of adjustment. He also needed to deal with the symptoms of the culture shock, needed to adjust at host country and needed to prepare about culture shock.

In the second theory, M.S thought understanding the culture shock, being aware with the danger signs, having connections with local ethnic community, having communication competence, analyzing the culture bumps and using groups were needed to reduce culture shock.

The third theory, M.S suggested that knowing international awareness, having cross cultural communication skills, understanding the cultural sensitivity, being well prepared, being open to the experience, keeping mentally and physically fit, and keeping a journal at the program were important steps to minimize culture shock.

M.S put some opinions that made a lot of interaction, learned and understood Canadian culture even not in large number was needed. He thought being open-minded and sharing information about cultural, norms and values between him and his counterpart was the way to deal with differences. The followings were taken from the respondent:¹²⁸

The Solutions

1. Did you think it is important for you to adjust into local societies/cultures? *Yes it does.*
2. How did you adjust with local societies/cultures? *I made a lot of interaction the get used to it. And knowing what people there usually did, and trying to do what they did to kill the time. Because I lived in a barn outside the town.*

¹²⁸Written interview from MS, it was accepted by e-mail on Saturday, July 12th 2014.

3. Did you learn the Canadian cultures? *I'm not really sure, what Canadian culture is. If it is about respecting others, being more open-minded, and expressing what you're feeling, I think I did learn it.*
4. How did you perceive the Canadian cultures? *It was not as different as I think at first, but eventually some things are better to be kept as it is. I mean, in Canada most of people are drinking alcohol and eating pork, but it's against my religion. So, I learn their culture, not to be Canadian, but to enrich me as Indonesian with all my own values and cultures.*
5. How did you deal with the differences/barriers toward your own cultures? *Sometimes, I have a long talk, especially with my counterpart, about some Indonesian norms, cultures, and values. But, it's all going pretty well and I didn't face any difficult problems.*

Table 4.14: Resp. #6

Code	Home Town	Host Town	Language	Age	Gender
K.R.W	Manokwari (INA)	Truro (CA)	Bahasa	24	F

Data finding based on the questionnaire from K.R.W:¹²⁹

Coffman and Harris's Theory:

No.	Solutions	SD	D	N	A	SA
1.	People must realize that negative feeling like stress and worries is a natural response in a new environment.	1	2	3	4	(5)
2.	People should maintain their self-respect and personal integrity.	1	2	3	4	(5)
3.	People need to deal with the phenomenon of time. They need to provide enough period of time to adjust with new situations.	1	2	3	(4)	5
4.	People should try to identify patterns of adjustment. They also must realize that their failure is only a temporary as a part of their adjustment new identity in a new environment.	1	2	3	4	(5)
5.	People need to deal with the symptoms of the culture shock. They need to identify the symptoms and be aware that other people experience could be similar like their experience of culture shock.	1	2	3	4	(5)
6.	People need to adjust at host country. They should adjust at host country and feel it like their home country. It makes them avoided from culture shock.	1	2	3	4	(5)
7.	People need to prepare about culture shock. The people can decrease the level of culture shock by learning it.	1	2	3	4	(5)

¹²⁹Questionnaire from KRW, it was accepted by e-mail on Wednesday, September 17th 2014.

Zapf's Theory:

No.	Solutions	SD	D	N	A	SA
1.	Understanding of culture shock. It could make people feel better. They need to understand the component of culture shock, such as the stages and the symptoms of culture shock.	1	2	3	4	(5)
2.	Awareness of danger signs. It's important helping people to know when they need to talk to someone about difficulties and things which are getting out of control. Such as about society, peoples' habit, attitudes towards local people	1	2	3	4	(5)
3.	Connections with local ethnic community. It will help the people understand about host country's culture, social environment and many other important things. The local ethnic community is established for supporting newcomers.	1	2	3	4	(5)
4.	Communication competence. It is important for having positive feeling as long as in a new culture. The people need to learn the language in host country and understand their way in communicate to each other.	1	2	3	4	(5)
5.	Analysis of culture bumps. Analyzing specific situations in which misunderstandings occur. It makes the people understand the problems fast.	1	2	3	(4)	5
6.	Using groups. It could help for increasing awareness that others experience could be similar like their experience.	1	2	3	4	(5)

Centre for International Experience Cumberland House (University of Toronto):

No.	Solutions	SD	D	N	A	SA
1.	International Awareness: Before leaving, take time out to explore world news and geography. Knowing a little about international travelers. it help to give you a better global perspective on things.	1	2	3	4	(5)
2.	Cross Cultural Communication Skills: Explore new cultures and communities at home. This will assist you in developing new communication skills (verbal and non-verbal communication).	1	2	3	4	(5)
3.	Cultural Sensitivity: It is important to keep an open mind to the experience and not to immediately place value on what you are observing. Remember that you're there to learn about a new culture.	1	2	3	4	(5)
4.	Prepare, Prepare and Prepare: The more prepared mentally and physically you are, the better suited you are to combat culture shock.	1	2	3	(4)	5
5.	Being Open to the Experience: Try to recognize culture shock as part of the travelling adventure. By	1	2	3	4	(5)

	recognizing it, you can see through some of the emotional states that culture shock puts you through and also relieve some stress.					
6.	Keep Mentally and Physically Fit: Observing a healthy lifestyle is important to combat some of the physical and mental strains of travelling.	1	2	3	4	(5)
7.	Keeping a journal: By starting the journal at the earliest conception of your trip, you can remind yourself of the reasons why you have decided to go abroad.	1	2	3	4	(5)

According to the theories above, it showed that K.R.W one hundred percent agreed with all theories that were provided by the experts who discussed about the solutions for culture shock. Based on first theory, K.R.W agreed that she needed to realize that negative feeling was a natural response in a new environment. She should maintain their self-respect and personal integrity. She needed to deal with the phenomenon of time and tried to identify the patterns of adjustment. Besides that, she needed to deal with the symptoms of the culture shock, needed to adjust at host country and needed to prepare about culture shock.

In the second theory, K.R.W thought understanding the culture shock, aware with the danger signs, having connections with local ethnic community, having communication competence, analyzing the culture bumps and using groups were needed to reduce culture shock.

The third theory, K.R.W pointed that knowing international awareness, having cross cultural communication skills, understanding the cultural sensitivity, being well prepared, being open to the experience, keeping mentally and physically fit, and keeping a journal at the program were important steps to minimize culture shock.

K.R.W also mentioned that opened mind was a good way to dealt with the barrier. She put herself as a person who wanted to learn and interested about new culture was a first step to deal with culture shock when stayed in Truro. The followings were taken from the respondent:¹³⁰

The Solutions

1. Did you think it is important for you to adjust into local societies/cultures? *Yes, it is.*
2. How did you adjust with local societies/cultures? *With open myself and mind want to know also learn new things.*
3. Did you learn the Canadian cultures? *Yes, I did.*
4. How did you perceive the Canadian cultures? *I can perceive it, when I learn directly with Canadian, lives together with them through that way I know them and try to acceptable how they are lifestyle especially their cultures.*
5. How did you deal with the differences/barriers toward your own cultures? *I put myself as a person who wants to learn and interested about a new culture.*

Table 4.14: Resp. #7

Code	Home Town	Host Town	Language	Age	Gender
J.M	Victoria (CA)	Sei Gohong (INA)	English/French	20	M

Data findings based on the questionnaire from J.M:¹³¹

Coffman and Harris's Theory:

No.	Solutions	SD	D	N	A	SA
1.	People must realize that negative feeling like stress and worries is a natural response in a new environment.	1	2	3	4	*
2.	People should maintain their self-respect and personal integrity.	1	2	3	4	*
3.	People need to deal with the phenomenon of time. They need to provide enough period of time to adjust with new situations.	1	2	3	*	5
4.	People should try to identify patterns of adjustment. They also must realize that their failure is only a temporary as a part of their adjustment new identity in a new environment.	1	2	3	*	5
5.	People need to deal with the symptoms of the culture shock. They need to identify the symptoms and be	1	2	3	4	*

¹³⁰Written interview from KRW, it was accepted by e-mail on Wednesday, September 17th 2014.

¹³¹Questionnaire from JM, it was accepted by e-mail on Tuesday, September 2nd 2014.

	aware that other people experience could be similar like their experience of culture shock.					
6.	People need to adjust at host country. They should adjust at host country and feel it like their home country. It makes them avoided from culture shock.	1	2	*	4	5
7.	People need to prepare about culture shock. The people can decrease the level of culture shock by learning it.	1	2	3	4	*

Zapf's Theory:

No.	Solutions	SD	D	N	A	SA
1.	Understanding of culture shock. It could make people feel better. They need to understand the component of culture shock, such as the stages and the symptoms of culture shock.	1	2	3	4	*
2.	Awareness of danger signs. It's important helping people to know when they need to talk to someone about difficulties and things which are getting out of control. Such as about society, peoples' habit, attitudes towards local people	1	2	3	4	*
3.	Connections with local ethnic community. It will help the people understand about host country's culture, social environment and many other important things. The local ethnic community is established for supporting newcomers.	1	2	3	4	*
4.	Communication competence. It is important for having positive feeling as long as in a new culture. The people need to learn the language in host country and understand their way in communicate to each other.	1	2	3	4	*
5.	Analysis of culture bumps. Analyzing specific situations in which misunderstandings occur. It makes the people understand the problems fast.	1	2	3	4	*
6.	Using groups. It could help for increasing awareness that others experience could be similar like their experience.	1	2	3	4	*

Centre for International Experience Cumberland House (University of Toronto):

No.	Solutions	SD	D	N	A	SA
1.	International Awareness: Before leaving, take time out to explore world news and geography. Knowing a little about international travelers. it help to give you a better global perspective on things.	1	2	3	*	5
2.	Cross Cultural Communication Skills: Explore new cultures and communities at home. This will assist you in developing new communication skills (verbal and non-verbal communication).	1	2	3	4	*
3.	Cultural Sensitivity: It is important to keep an open	1	2	3	4	*

	mind to the experience and not to immediately place value on what you are observing. Remember that you're there to learn about a new culture.					
4.	Prepare, Prepare and Prepare: The more prepared mentally and physically you are, the better suited you are to combat culture shock.	1	2	3	4	*
5.	Being Open to the Experience: Try to recognize culture shock as part of the travelling adventure. By recognizing it, you can see through some of the emotional states that culture shock puts you through and also relieve some stress.	1	2	3	4	*
6.	Keep Mentally and Physically Fit: Observing a healthy lifestyle is important to combat some of the physical and mental strains of travelling.	1	2	3	4	*
7.	Keeping a journal: By starting the journal at the earliest conception of your trip, you can remind yourself of the reasons why you have decided to go abroad.	1	2	3	*	5

According to the theories above, it showed that J.M mostly agreed with all theories that were provided by the experts who discussed about the solutions for culture shock. Based on first theory, J.M agreed that he needed to realize that negative feeling was a natural response in a new environment. He should maintain their self-respect and personal integrity. He needed to deal with the phenomenon of time and tried to identify the patterns of adjustment. Besides that, he needed to deal with the symptoms of the culture shock and needed to prepare about culture shock.

In the second theory, J.M thought understanding the culture shock, aware with the danger signs, having connections with local ethnic community, having communication competence, analyzing the culture bumps and using groups were needed to reduce culture shock.

The third theory, J.M thought that knowing international awareness, having cross cultural communication skills, understanding the cultural sensitivity, being well

prepared, being open to the experience, keeping mentally and physically fit, and keeping a journal at the program were important steps to minimize culture shock.

J.M also said by keeping an opened mind and never saw things in one way made the process of adjusting was significantly easier. He learned Indonesian culture even in short period would be very necessary. The last point from J.M was to stay aware with the unfamiliar things around. The followings were taken from the respondent:¹³²

The Solutions

1. Did you think it is important for you to adjust into local societies/cultures? *Yes. If I had not adjusted, I would have remained a stranger, and so would have cut off a large portion of the personal growth that I gained from the experience.*
2. How did you adjust with local societies/cultures? *My technique was to keep an open mind, and to never see things in one way. I forced myself to acknowledge that I was likely wrong, and with that in mind, adjusting was significantly easier.*
3. Did you learn the Indonesian cultures? *I learned a small portion of the culture in Sei Gohong, but I will not pretend to know Indonesian culture. Indonesia is too diverse for me to have learned any significant chunk of its culture in 3 months.*
4. How did you perceive the Indonesian cultures? *It is obviously different than Canadian culture, and has its advantages and disadvantages. There is a stronger sense of community and vocalized respect, but I personally did not enjoy the amount of formality that was present.*
5. How did you deal with the differences/barriers toward your own cultures? *I kept an open mind, and stayed aware that as I was unfamiliar with Indonesian culture, so too were they unfamiliar with mine.*

Table 4.14: Resp. #8

Code	Home Town	Host Town	Language	Age	Gender
N.H	Winnipeg (CA)	Sei Gohong (INA)	English	23	F

Data finding based on the questionnaire from N.H:¹³³

¹³²Written interview from JM, it was accepted by e-mail on Tuesday, September 2nd 2014.

¹³³Questionnaire from NH, it was accepted by e-mail on Monday. September 15th 2014.

Coffman and Harris's Theory:

No.	Solutions	SD	D	N	A	SA
1.	People must realize that negative feeling like stress and worries is a natural response in a new environment.	1	2	3	4	*
2.	People should maintain their self-respect and personal integrity.	1	2	3	4	*
3.	People need to deal with the phenomenon of time. They need to provide enough period of time to adjust with new situations.	1	2	3	*	5
4.	People should try to identify patterns of adjustment. They also must realize that their failure is only a temporary as a part of their adjustment new identity in a new environment.	1	2	3	*	5
5.	People need to deal with the symptoms of the culture shock. They need to identify the symptoms and be aware that other people experience could be similar like their experience of culture shock.	1	2	3	4	*
6.	People need to adjust at host country. They should adjust at host country and feel it like their home country. It makes them avoided from culture shock.	1	2	*	4	5
7.	People need to prepare about culture shock. The people can decrease the level of culture shock by learning it.	1	2	3	4	*

Zapf's Theory:

No.	Solutions	SD	D	N	A	SA
1.	Understanding of culture shock. It could make people feel better. They need to understand the component of culture shock, such as the stages and the symptoms of culture shock.	1	2	3	4	*
2.	Awareness of danger signs. It's important helping people to know when they need to talk to someone about difficulties and things which are getting out of control. Such as about society, peoples' habit, attitudes towards local people	1	2	3	*	5
3.	Connections with local ethnic community. It will help the people understand about host country's culture, social environment and many other important things. The local ethnic community is established for supporting newcomers.	1	2	3	*	5
4.	Communication competence. It is important for having positive feeling as long as in a new culture. The people need to learn the language in host country and understand their way in communicate to each other.	1	2	3	*	5
5.	Analysis of culture bumps. Analyzing specific situations in which misunderstandings occur. It makes the people understand the problems fast.	1	2	3	*	5

6.	Using groups. It could help for increasing awareness that others experience could be similar like their experience.	1	2	3	4	*
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Centre for International Experience Cumberland House (University of Toronto):

No.	Solutions	SD	D	N	A	SA
1.	International Awareness: Before leaving, take time out to explore world news and geography. Knowing a little about international travelers. it help to give you a better global perspective on things.	1	2	3	4	*
2.	Cross Cultural Communication Skills: Explore new cultures and communities at home. This will assist you in developing new communication skills (verbal and non-verbal communication).	1	2	3	*	5
3.	Cultural Sensitivity: It is important to keep an open mind to the experience and not to immediately place value on what you are observing. Remember that you're there to learn about a new culture.	1	2	3	4	*
4.	Prepare, Prepare and Prepare: The more prepared mentally and physically you are, the better suited you are to combat culture shock.	1	2	3	4	*
5.	Being Open to the Experience: Try to recognize culture shock as part of the travelling adventure. By recognizing it, you can see through some of the emotional states that culture shock puts you through and also relieve some stress.	1	2	3	4	*
6.	Keep Mentally and Physically Fit: Observing a healthy lifestyle is important to combat some of the physical and mental strains of travelling.	1	2	3	4	*
7.	Keeping a journal: By starting the journal at the earliest conception of your trip, you can remind yourself of the reasons why you have decided to go abroad.	1	2	*	4	5

According to the theories above, it could be seen that N.H almost one hundred percent agreed with all theories that were provided by the experts who discussed about the solutions for culture shock. Based on first theory, N.H agreed that she needed to realize that negative feeling was a natural response in a new environment. She should maintain their self-respect and personal integrity. She needed to deal with the phenomenon of time and tried to identify the patterns of

adjustment. Besides that, she needed to deal with the symptoms of the culture shock and needed to prepare about culture shock.

In the second theory, B.N thought understanding the culture shock, aware with the danger signs, having connections with local ethnic community, having communication competence, analyzing the culture bumps and using groups were needed to reduce culture shock.

The third theory, B.N pointed that knowing international awareness, having cross cultural communication skills, understanding the cultural sensitivity, being well prepared, being open to the experience and keeping mentally and physically fit at the program were important steps to minimize culture shock.

Another point from N.H showed that counterpart was an important thing for her to do all things when stayed with host family in Sei Gohong. She tried the best to be respectful with the community where she living in and to acclimatize and fit in. she showed respect to the community and family that were hosting. She also sometimes needed to remain how things were different and always appreciated the things. The followings were taken from the respondent: ¹³⁴

The Solutions

1. Did you think it is important for you to adjust into local societies/cultures? *Most definitely.*
2. How did you adjust with local societies/cultures? *With so much help from my counterpart, Bea. She explained cultural norms and expectations to me, was patient and loving and supportive, and translated at home for me so I would not feel excluded and understood what was going on. I would have been utterly overwhelmed without her.*

¹³⁴Written interview from NH, it was accepted by e-mail on Monday, September 15th 2014.

3. Did you learn the Indonesian cultures? *I think I still had a lot more to learn, and could not have learned everything in three months. I was still beginning to develop my understanding by the time that we left, although I do think I learned a lot.*
4. How did you perceive the Indonesian cultures? *Very different from what I was used to. I appreciated the inherent respect for elders and experts in the community. I loved how wild the children were and how they could play outside and be in and out of each other's homes. I liked the more lax view on personal privacy and barriers in terms of space and ownership. I loved the communal aspects of the cultures. I struggled somewhat with attitudes towards women and dress, and may have found the cultural attitudes towards gender, sex, and sexual orientation somewhat difficult to live with had I been making it my permanent home.*
5. How did you deal with the differences/barriers toward your own cultures? *I tried my best to be respectful of the community I was living in and to acclimatize and fit in. I was there for a short visit, and wanted to show respect to the community and family that were hosting me. Sometimes I had to be gently reminded by Bea about how things were different, and I always appreciated things being explained as opposed to just assumed and enforced.*

Table 4.18: Resp. #9

Code	Home Town	Host Town	Language	Age	Gender
O.C.B.Z	Whiterock (CA)	Sei Gohong (INA)	English	20	F

Data finding based on the questionnaire from O.C.B.Z:¹³⁵

Coffman and Harris's Theory:

No.	Solutions	SD	D	N	A	SA
1.	People must realize that negative feeling like stress and worries is a natural response in a new environment.	1	2	3	*	5
2.	People should maintain their self-respect and personal integrity.	1	2	3	*	5
3.	People need to deal with the phenomenon of time. They need to provide enough period of time to adjust with new situations.	1	2	3	*	5
4.	People should try to identify patterns of adjustment. They also must realize that their failure is only a temporary as a part of their adjustment new identity in a new environment.	1	2	3	*	5
5.	People need to deal with the symptoms of the culture shock. They need to identify the symptoms and be aware that other people experience could be similar like their experience of culture shock.	1	2	3	*	5
6.	People need to adjust at host country. They should	1	*	3	4	5

¹³⁵Questionnaire from OCBZ, it was accepted by e-mail on Sunday, September 21st 2014.

	adjust at host country and feel it like their home country. It makes them avoided from culture shock.					
7.	People need to prepare about culture shock. The people can decrease the level of culture shock by learning it.	1	*	3	4	5

Zapf's Theory:

No.	Solutions	SD	D	N	A	SA
1.	Understanding of culture shock. It could make people feel better. They need to understand the component of culture shock, such as the stages and the symptoms of culture shock.	1	2	3	*	5
2.	Awareness of danger signs. It's important helping people to know when they need to talk to someone about difficulties and things which are getting out of control. Such as about society, peoples' habit, attitudes towards local people	1	2	3	*	5
3.	Connections with local ethnic community. It will help the people understand about host country's culture, social environment and many other important things. The local ethnic community is established for supporting newcomers.	1	2	3	*	5
4.	Communication competence. It is important for having positive feeling as long as in a new culture. The people need to learn the language in host country and understand their way in communicate to each other.	1	2	3	4	*
5.	Analysis of culture bumps. Analyzing specific situations in which misunderstandings occur. It makes the people understand the problems fast.	1	2	3	*	5
6.	Using groups. It could help for increasing awareness that others experience could be similar like their experience.	1	2	3	4	*

Centre for International Experience Cumberland House (University of Toronto):

No.	Solutions	SD	D	N	A	SA
1.	International Awareness: Before leaving, take time out to explore world news and geography. Knowing a little about international travelers. it help to give you a better global perspective on things.	1	2	*	4	5
2.	Cross Cultural Communication Skills: Explore new cultures and communities at home. This will assist you in developing new communication skills (verbal and non-verbal communication).	1	2	3	*	5
3.	Cultural Sensitivity: It is important to keep an open mind to the experience and not to immediately place value on what you are observing. Remember that you're there to learn about a new culture.	1	2	3	*	5

4.	Prepare, Prepare and Prepare: The more prepared mentally and physically you are, the better suited you are to combat culture shock.	1	2	*	4	5
5.	Being Open to the Experience: Try to recognize culture shock as part of the travelling adventure. By recognizing it, you can see through some of the emotional states that culture shock puts you through and also relieve some stress.	1	2	*	4	5
6.	Keep Mentally and Physically Fit: Observing a healthy lifestyle is important to combat some of the physical and mental strains of travelling.	1	2	3	*	5
7.	Keeping a journal: By starting the journal at the earliest conception of your trip, you can remind yourself of the reasons why you have decided to go abroad.	1	2	3	*	5

According to the theories above, it showed that OCBZ agreed with large numbers about the theories that were provided by the experts about the solutions for culture shock. Based on first theory, OCBZ agreed that she needed to realize that negative feeling was a natural response in a new environment. She should maintain their self-respect and personal integrity. She needed to deal with the phenomenon of time and tried to identify the patterns of adjustment. Besides that, she needed to deal with the symptoms of the culture shock.

In the second theory, OCBZ thought understanding the culture shock, aware with the danger signs, having connections with local ethnic community, having communication competence, analyzing the culture bumps and using groups were needed to reduce culture shock.

The third theory, OCBZ pointed that having cross cultural communication skills, understanding the cultural sensitivity, keeping mentally and physically fit, and keeping a journal at the program were important ways to minimize culture shock.

Additional from OCBZ showed that learned Indonesian culture, talked to group members and family helped a lot. She also mentioned that tried to communicate and interacted with the children made stressful decrease. The followings were taken from the respondent:¹³⁶

The Solutions

1. Did you think it is important for you to adjust into local societies/cultures? *Yes.*
2. How did you adjust with local societies/cultures? *I tried to communicate, I found interacting with children the least stressful as I could easily tell they enjoyed being with me and we were able to express joy and affection.*
3. Did you learn the Indonesian cultures? *I think I learned a lot, but I was also very baffled, I think this is why I struggled.*
4. How did you perceive the Indonesian cultures? *Different in terms of some values and behaviours. There were some aspects I was uncomfortable with, and some I greatly admired.*
5. How did you deal with the differences/barriers toward your own cultures? *Talking to group members and family helped a lot. Remembering that this was only a temporary experience and that I would be comfortable again also helped.*

2. Discussion

This section presented the discussion which was based on the results of the study and compares it with the theories on chapter II, which covered the symptoms and solutions of culture shock culture shocks faced by Indonesian and Canadian youths in youth exchange program at Truro (Nova Scotia, Canada) and Sei Gohong (Central Kalimantan, Indonesia) 2012/2013.

In collecting the data, the writer did not get the data from all the participants of Indonesia Canada youth exchange program. Beside that the writer did not do

¹³⁶Written interview from OCBZ, it was accepted by e-mail on Sunday, September 21st 2014.

another interview with the respondents because the limitation of the time. Another problem that was faced by the writer in collecting the data was time. Most of the participants were too busy with their activities in their home place such as working (not only stayed in one place but also some of them went to different places in Indonesia or abroad) or in studying, specially for the Canadian, because during the summer season (July, August, September), the Canadians were too busy with tree planting activities in Canada.

The other problem was a connection (internet connection), for the respondents where lived in eastern Indonesia, like in West Papua and North Maluku, the respondents had a difficulty in internet connections, and they could not spend their whole time have an internet networking around them, they needed to go to internet center, which was taking time in their activities.

The discussion here was based on the result of the data where the writer got the data from nine participants, consisted of 6 Indonesian participants and 3 Canadian participants as the respondents based on the questionnaire and written interview used e-mail, and the discussion was based on the research problems that the writer mentioned in chapter I.

1. The symptoms of culture shocks faced by Indonesian and Canadian youths in youth exchange program at Truro (Nova Scotia, Canada) and Sei Gohong (Central Kalimantan, Indonesia) 2012/2013 in Canada for Indonesian and in Indonesia for Canadian.

Table 4.19: Result of the questionnaire from Resp. #1 (B.N)

No.	Theory	Scale in percent (%)					Total
		SD	D	N	A	SA	
1	Murdoch	0	85.71	0	14.29	0	100 %
2	Mumford	0	10	20	60	10	
3	Mark	0	40	40	20	0	
4	Manz	9.52	57.14	14.29	19.05	0	
Average		2.38	48.21	18.57	28.34	2.50	

Based on the table above, it could be seen that B.N agreed with the symptoms of the culture shock that was provided by Murdoch's theory. The total percent from Murdoch's theory was 14.29, 70 percents for Mumford's theory, Mark's theory for 20 percents, and Manz's theory for 19.05 percents. The total numbers was 30.84 percents or it was about a third from whole symptoms which were provided from the experts that was felt by B.N during in Truro.

In other datum that was gained by interview showed that most of the symptoms that were felt by B.N were homesickness (chapter 2: 32) such as missed the food and weather in home town which were the food more tasted and the weather is tropical climate (chapter 2: 21) and she surprised with the culture that was different with the culture in B.N home town where in her home town the culture was influenced by local customs and norms from societies in past (chapter 2:16). Even the symptoms that B.N felt not big enough, B.N still felt shock when B.N entered a new environment because according to Taft in Ducik, a concept of culture shock contain 6 aspects, and one of it is the strain of adapting to the new culture (chapter 2: 22).

Table 4.20: Result of the questionnaire from Resp. #2 (I.A)

No.	Theory	Scale in percent (%)					Total
		SD	D	N	A	SA	
1	Murdoch	100	0	0	0	0	100 %
2	Mumford	30	50	0	20	0	
3	Mark	40	40	0	20	0	
4	Manz	33.33	42.86	0	23.81	0	
Average		50.83	33.22	0	15.95	0	

Based on the table above, it could be seen that I.A totally disagreed with the symptoms of the culture shock that provided by Murdoch's, Mumford's theory only 20 percents agreed, Mark's theory was 20 percents also, and Manz's theory was 23.81 percents. The total was 15.95 percents or it was about a quarter from whole symptoms which were provided from the experts that was felt by I.A during in Truro. The culture shock that was felt by I.A was quite small, it was happen because I.A living in Jakarta as home town, which most people knew, Jakarta is big city in Indonesia and the situation of foreign countries could be seen in Jakarta. It Meant I.A had more experience with the situation that similar like abroad, it caused I.A felt less culture shock when in Truro. It was suitable with the theory that mentioned Sojourn experiences as one of the cause of culture shock, less experience more difficult to adapt, but more experience easier to adapt in new culture (chapter 2: 23-24).

In other datum that was gained by interview showed that I.A did not feel homesickness (missing home country) during living in Truro. I.A. just felt a little bit confused with the habit (example supper time) of the family in Truro at the beginning

entered new environment, and ‘confused’ itself was one of the symptoms of culture shock (chapter 2: 21).

Table 4.21: Result of the questionnaire from Resp. #3 (I.W.A)

No.	Theory	Scale in percent (%)					Total
		SD	D	N	A	SA	
1	Murdoch	0	57.14	14.29	28.57	0	100 %
2	Mumford	0	0	10	90	0	
3	Mark	0	0	0	100	0	
4	Manz	4.76	19.05	14.29	61.90	0	
Average		1.19	19.05	9.65	70.11	0	

Based on the table above, it could be seen that I.W.A agreed with the symptoms of the culture shock that provided by Murdoch’s theory. It was 28.57 percent. In Mumford’s theory, I.W.A agreed until 90 percents, the top ranks was in Mark’s theory, I.W.A 100 percents agreed with all the symptoms, and Manz’s theory was 61.90 percents. The total was 70.11 percents or it was about two third from whole symptoms which were provided from the experts had been felt by I.W.A during stayed in Truro. Many causes that made I.W.A felt 70 more percents the symptoms from the experts, such as sharp differences between I.W.A cultures with the host culture (chapter 2: 23). It based on I.W.A argument that was said, she surprised with the aspect of family culture in her host family, and as traveler I.W.A had less experience with the conditions in abroad, because I.W.A came from small city in eastern Indonesia (chapter 2: 23-24).

In other datum that was gained by interview with I.W.A showed that many things made I.W.A felt shock when entered a new culture or environment. For example was the language which was one of the element of the culture that totally different between Indonesia and Canada that made people shock (chapter 2: 15). Other thing was missing people in home country which more friendly (chapter 2: 19-20). I.W.A argued, people in her home town more friendly than in Truro because I.W.A also mentioned that Canadian were more individual (chapter 2: 18-19) while Indonesian were mostly did things based on plural needs when in groups (chapter 2: 25). Other symptoms such as felt lonely, did not accept and anxious probably felt too painful for I.W.A (chapter 2: 22).

Table 4.22: Result of the questionnaire from Resp. #4 (J.J)

No.	Theory	Scale in percent (%)					Total
		SD	D	N	A	SA	
1	Murdoch	14.29	42.85	28.57	14.29	0	100 %
2	Mumford	0	30	0	70	0	
3	Mark	20	40	20	20	0	
4	Manz	33.33	23.81	28.57	14.29	0	
Average		16.91	34.16	19.29	29.64	0	

Based on the table above, it showed that J.J agreed with the symptoms of the culture shock that were provided by Murdoch's theory. It was 14.29 percent, the Mumford's theory was 70 percents, Mark's theory was 20 percents, and Manz's theory was 14.29 percents. The total was 29.64 percents from whole symptoms which were provided from the experts was felt by J.J when stayed in Truro. In other data

that were gained by interview showed that culture, social life, food and environment were the aspect that made J.J surprised. Those aspects unfortunately were different with her home town which more respected with things that have created by the local elder which tighter with custom, values and religion rules (chapter 2: 16-17). Those were the example of culture shock elements (chapter 2: 14). Social life was also cause of culture shock because the social life, habitual, norms or values between Indonesian and Canadian mostly different (chapter 2: 18-20) and those things (social life, habitual, norms, values) made people felt culture shock (chapter 2: 23).

Table 4.23: Result of the questionnaire from Resp. #5 (M.S)

No.	Theory	Scale in percent (%)					Total
		SD	D	N	A	SA	
1	Murdoch	85.71	0	0	14.29	0	100 %
2	Mumford	30	10	10	30	20	
3	Mark	100	0	0	0	0	
4	Manz	90.48	4.76	0	4.76	0	
Average		76.55	3.69	2.50	12.26	5.00	

Based on the table above, it showed that M.S totally disagreed with the symptoms of the culture shock that was provided by Mark, Murdoch's theory was 1.29 percents, Mumford's theory was 50 percents, and Manz's theory was 4.76 percents. The total was 17.26 percents from whole symptoms which were provided from the experts was felt by M.S when stayed in Truro. The culture shock that felt by M.S was quite small, it was happen because Jogja where M.S lived was lot crowded than Truro. It meant M.S had more experienced that made M.S easier to adapt in new

environment (chapter 2: 23-24). As people knew that Jogja also had many visitors from foreign countries and it made Jogja had lot things similar in Truro even though Jogja is Small city, but lot of foreigners came from outside of Indonesia there.

Almost same like the other interviewee, M.S felt homesickness and the most things that M.S most missed were food and people where the food was tested and the people more friendly and lived with local traditions or custom (chapter 2: 21). Another thing that M.S felt when stayed in Truro showed most of the Canadian were drinking alcohol and eating pork, but M.S did not eat and drink it, because it was against in M.S religion as a Muslim (chapter 2: 19-20). Religion was also as a part of elements of the culture (chapter 2: 17), and the culture itself made people felt culture shock because of the differences between Indonesia and Canada (chapter 2: 23).

Table 4.24: Result of the questionnaire from Resp. #6 (K.R.W)

No.	Theory	Scale in percent (%)					Total
		SD	D	N	A	SA	
1	Murdoch	28.57	28.57	0	28.57	14.29	100 %
2	Mumford	0	30	10	40	20	
3	Mark	0	40	40	20	0	
4	Manz	33.34	23.81	9.52	23.81	9.52	
Average		15.48	30.60	14.88	28.10	10.94	

Based on the table above, it could be seen that K.R.W agreed with the symptoms of the culture shock that were provided by Murdoch's theory. 42.86 percent for Murdoch's theory, Mumford's theory was 60 percents agreed, Mark's theory was 20 percents, and Manz's theory was 33.33 percents. The total was 39.04

percents from whole symptoms which were provided from the experts was felt by K.R.W when lived in Truro. In other datum that was gained by interview showed that language and role custom made K.R.W surprised when living in Truro. As the theory said that language and role custom (chapter 2: 14) were include in element of the culture which became one of the cause of culture shock (chapter 2: 23). The most things that K.R.W missed with K.R.W home town were family (chapter 2: 31), food (local food originally from Papua), culture, custom and traditions in her daily life which affected to her life and way to contact with other people (chapter 2: 18-20).

Table 4.25: Result of the questionnaire from Resp. #7 (J.M)

No.	Theory	Scale in percent (%)					Total
		SD	D	N	A	SA	
1	Murdoch	57.14	28.57	14.29	0	0	100 %
2	Mumford	0	60	10	10	20	
3	Mark	40	60	0	0	0	
4	Manz	80.95	9.53	0	4,76	4.76	
Average		44.52	39.53	6.07	3.69	6.19	

Based on the table above, it could be seen that J.M totally disagreed with the symptoms of the culture shock that were provided by Mark and Murdoch's theory, Mumford's theory was 30 percents, and Manz's theory was 9.52 percents. The total was only 9.88 percents, very small number from whole symptoms which were provided from the experts had been felt by J.M during stayed in Sei Gohong.

The most things that J.M felt when stayed in Sei Gohong were homesickness such as missing people that he was familiar with, event not friends. It

gave a sense of belonging for him (chapter 2: 31) so that was why he also increased contact to his fellow nationals during in Sei Gohong. Indications that probably caused J.M felt shock in a small number with a few symptoms, because J.M had good preparations (chapter 2: 33-36) before going to Sei Gohong and had a host family and the closed presence of the ICYEP group when in the program based on his interview and questionnaire (chapter 2: 34). Other thing that J.M did not enjoy stayed in Sei Gohong was formality which was always presented there, because Canadian more informal and like informality (chapter 2: 18-19).

Table 4.26: Result of the questionnaire from Resp. #8 (N.H)

No.	Theory	Scale in percent (%)					Total
		SD	D	N	A	SA	
1	Murdoch	14.29	14.29	28.57	42.85	0	100 %
2	Mumford	0	20	30	50	0	
3	Mark	0	40	20	40	0	
4	Manz	4.76	38.10	23.81	23.81	9.52	
Average		4.76	28.10	25.60	39.16	2.38	

Based on the table above, it could be seen that N.H agreed with the symptoms of the culture shock that were provided by Murdoch's theory. It was 42.85 percent, Mumford's theory was 50 percents agreed, Mark's theory was 40 percents, and Manz's theory was 33.33 percents. The total was 41.54 percents from whole symptoms which were provided from the experts was felt by N.H while stayed in Sei Gohong. In other datum that was gained by interview with her showed language barrier (N.H national language was English, and in Sei Gohong used Bahasa) and

communication were two things made N.H shock. Based on the theory, language and communication were two elements of the culture (chapter 2: 14), and the cultural differences made people shock with new environment (chapter 2: 23). Those things made N.H not being able to communicate actively with the family and the community.

A bit of homesickness was also the symptom that N.H felt while in Sei Gohong, N.H missed the freedom to act openly and to wear whatever she wanted in her home town, but in Sei Gohong (Indonesia) mostly they avoided the extreme fashion (chapter 2: 19-20). Based on the interview with N.H, she also struggled somewhat with attitudes towards women and dress, and may have found the cultural attitudes towards gender, sex, and sexual orientation somewhat difficult to live with like she did in her permanent home (chapter 2: 19-20). These things were totally different with the culture in Indonesia, so these things made N.H felt culture shock when in Sei Gohong.

It explained that habits and norms in Sei Gohong were influenced by the culture which was created by the elder and considered some rules that explained in religion values in societies in Sei Gohong. Religion, values and norms were the parts of the culture that made culture in some places probably different (chapter 2: 16-17). It showed that when N.H was in her home town she had freedom to act and created creativities, but in Sei Gohong for creating creativities and acting, people needed to consider some local values and rules such as custom, religion and norms.

Table 4.27: Result of the questionnaire from Resp. #9 (O.C.B.Z)

No.	Theory	Scale in percent (%)					Total
		SD	D	N	A	SA	
1	Murdoch	0	0	14.29	71.42	14.29	100 %
2	Mumford	0	10	10	50	30	
3	Mark	0	20	20	20	40	
4	Manz	0	38.10	28.57	23.81	9.52	
Average		0	17.02	18.22	41.31	23.45	

Based on the table above, it showed that O.C.B.Z agreed with the symptoms of the culture shock that were provided by Murdoch's theory. It was 85.71 percent, in Mumford's theory was 80 percents, Mark's theory was 60 percents agreed, and Manz's theory was 33.33 percents. The total was 64.76 percents from whole symptoms which were provided from the experts was felt by O.C.B.Z during stayed in Sei Gohong. Many causes that made O.C.B.Z felt until 64.76 percents from the total symptoms from the experts, such as sharp differences between OCBZ cultural background, norm and habitual between Sei Gohong as host town and Canada as her home country (chapter 2: 23).

In other data that were gained by interview showed many things that made O.C.B.Z felt shock when entered a new culture or environment. For example was her inability to effectively communicate to local people because the language barrier (English with Bahasa or dayak language as majority language that used by the local people in Sei Gohong) which included in the element of the culture that can make people shock (chapter 2: 14). Other example was missing home a lot. In her home

country she felt connect, understood and accepted by people close to her (family and friends) which easier to communicate because they had same language and similar cultural background. She missed food also, cultural and habitual in her home town (chapter 2: 18-20). Other symptoms such as felt lonely, not accepted, anxious, tired, excited, scared, frustrated in the first month experienced and wished to escape from new environment were the examples of the symptoms which was felt by O.C.B.Z. while in Sei Gohong (chapter 2: 22-23).

2. The solutions of culture shocks faced by Indonesian and Canadian youths in youth exchange program at Truro (Nova Scotia, Canada) and Sei Gohong (Central Kalimantan, Indonesia) 2012/2013 in Canada for Indonesian and in Indonesia for Canadian.

Most of the participants of Indonesia-Canada youth exchange program, Indonesian and Canadian had same solutions for the culture shock when they suggested while in the program, for Indonesian participants in Canada and for Canadian in Indonesia. According what the writer showed in the beginning of chapter IV, the result of the study showed most of the participants filled up the questionnaire and totally agreed with all the solutions that were offered by the experts (Coffman and Harris's theory, Zapf's theory and University of Toronto's theory), like the writer mentioned in chapter II of this research (chapter 2: 33-36).

Other solutions that came up from the participants from the interview also showed similarity among participants, such as keep an opened mind and never to see things in one way only based on J.M, I.A, M.S, J.J, and K.R.W. Others mentioned people should involve and learnt what the communities and family did in their social life based on I.W.A, B.N, N.H and O.C.B.Z opinions. All of them agreed that was important to adjust with local culture/societies (chapter 2: 33), even somehow some participants still cannot felt the situations in host country like in their home country. Being involve and keeping interactions (communication by some helped from counterpart or using body language/gesture) with the host communities (host family, children, local youths) could make the participants be more enjoyed the program while in host country after felt shock with couple things which were caused by the differences in both countries (Indonesia and Canada), as the writer shown the theories in chapter II (chapter 2: 22).

Culture shock can be reduced until the smallest number like the J.M felt based on the data above. A good preparation and learning about the differences in many aspects such us understanding the cultural differences between Canadian and Indonesian (chapter 2: 18-20) like what I.A mentioned in I.A's interview and the data from J.M. Besides that, some preparations before going to the host country were needed; such the committee did for Indonesian and Canadian participants before them going abroad. In the example, Indonesian participants had PDT (pre-departure training) for 10 days before leaving Indonesia and in PDT the Indonesian participants

learning about program and the situations in Canada (norms, roles, cultures and habitual) held by the ministry of youth and sport of Republic of Indonesia and the alumni association of Canada World Youth Indonesia (AACWYI).

In Canada, Indonesian participants also had training for a week with the Canadian participants when the Indonesian participants arrived in Canada (volunteering orientation camp for 3 days in Tatamagouche, Canada for whole groups, and community orientation camp in Truro, Canada for 5 days) held by the CWY (Canada World Youth). Canadian participants also had preparations (learning about Indonesia with group discussion and learning class or just got the information by conversations with counterpart) close to the end of program in Canada before going to Indonesia, and a week in Indonesia (2 days in Jakarta and about 5 days in host community before starting the program in Sei Gohong) (see on appendices), but all that things still did not cover for all the situations, conditions and things that made the participants felt culture shock in both countries, Indonesia and Canada for all participants and did not erase the culture shock completely, those were only to reduce the culture shock.