



CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter describes some reviews of related literature. It consists of the explanation about Cross-Cultural Understanding, Culture, Culture Shock, The Stages of Culture Shock, Verbal Communication, Non-Verbal Communication, *Eat Pray Love* Movie and some of the previous studies.

2.1 Cross-Cultural Understanding

The technological advancement and the ease of globalization have made someone easier to visit other countries. It is able to make someone more familiar with many cultures that exist in the world. However, not all of the people have the greater capacity to accept and understand every difference. There are some people who will give the negative reactions when they are not comfortable in the new culture. This phenomenon occurs because of cross-cultural that exist in the world. Cross-cultural actually has existed since humans began to interact with each other. The different culture and the way of life when interacting can cause a cultural conflict. Therefore, cross-cultural understanding should be increased even more in the situations that require negotiating meaning in other cultural contexts.

Generally, cross-cultural understanding refers to the comparison of cross-cultural phenomena, Jant (2004:39). For example, a cross-cultural study of women position in a society will compare how the society put women in the different cultures. In this context, everyone is not only required to know but also having a comprehensive cross-cultural understanding. In addition, a good cross-cultural understanding can make someone communicate with many people from different cultures easily. On the other hand, a lack of understanding about cross-culturalism will make someone has a difficulty when communicating and understanding cultural diversity even it can cause intercultural conflicts such as culture shock.

Individually, cross-cultural understanding can help someone realize the importance of understanding each cultural diversity. According to Dian Paramita (2017:32), the existence of cultural differences can make every people

has a different perspective in both verbal and non-verbal communication patterns. So, if someone has different interpretations of the same event in a one culture, it can be ascertained that they have a different cultural background. This phenomenon is very natural if there is a difference in one's perspective on the existing culture. Therefore, the existence of cross-cultural understanding is important to minimize the occurrence of misunderstanding (Dian Paramita, 2017:33).

2.2 Culture

Culture is the important thing that cannot be separated from the human life. Every way of life in the society has a close relationship with a culture. Through the culture, each person's perspective and way of thinking can be recognized, because culture can form a unique personal identity and it can be a differentiator between other people. Crapo (2002:48) defined that culture is a system used as a guideline by a group of people and aims to regulate people's lives both from the system of beliefs, feelings and rules. In addition, Levine and Adelman (1993: 84) said that culture not only refers to food, clothing, style, religion, literature, but it refers to the informal and often hidden patterns of human interaction, expression, and viewpoints that people share in one culture.

In general, culture is also used as a means of communication by everyone, so that every culture in one place will be different from the other depending on the way people communicate with each other. It means that everyone has to understand the cultural differences that exist in order to communicate with others. Each region has cultural differences depending on the way people live. In addition, the differences in principles that exist in society will also affect every existing culture. Therefore, every people must have a great capacity in understanding every existing culture to know how society makes life guidelines. In society, culture is also commonly referred to as a way of life that they use in their daily lives. According to Clyde Kluckhohn and William Henderson Kelly in their book *The Concept of Culture*, culture is everything that is used as a guide by a particular society either implicitly or explicitly and rationally or irrationally within a certain period of time. In addition, culture is

also the whole idea, attitude, belief, value and knowledge that forms a particular society (Mahadi and Jafari, 2012: 231).

Based on the explanation above, it can be concluded that culture is a core concept of groups that can determine the habit of society. It is often identified with the perspective of society. Each region in the world has a different culture, it depends on the ideology of people in that place. Culture also has a close relationship with these values that will serve as a guide in behavior. Each existing culture will have different values depending on how the people have a perspective on culture.

2.3 Culture Shock

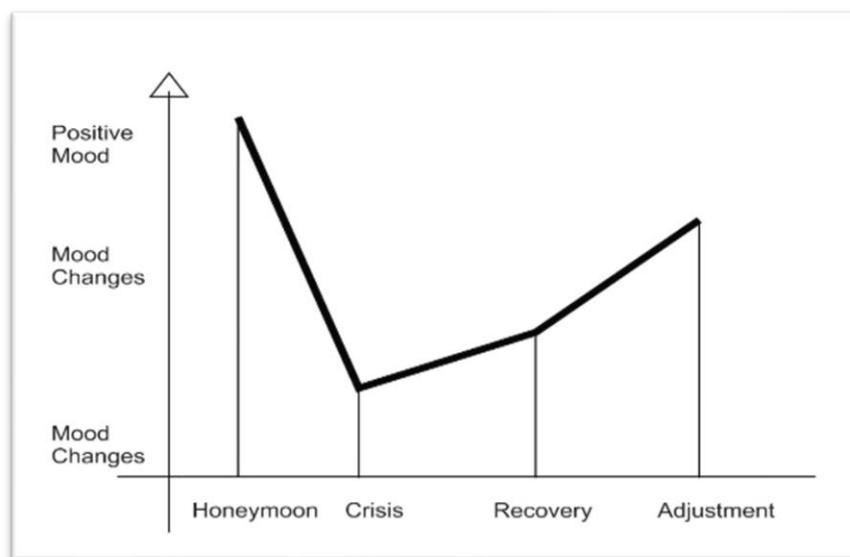
The term of culture shock was first coined by Cora Dubois in 1951 and it was used at the first time by Literature Anthropologist named Kalervo Oberg in 1960s cross-cultural. According to Oberg, culture shock is an anxiety occurring to people transported abroad that results from losing all familiar signs and symbols of social intercourse. Not everyone is able to accept the culture shock in their life, especially people who do not have family, friends from the same country as a social support network. In fact, some of them will feel anxiety and show disinterest in a culture other than its own (Oberg, 1960; Winkelmann, 1994).

Further, according to Kohls (2001:91) culture shock is the term used describe the reactions to the psychological disorientation that is experienced by most individual when they move for an extend period of time a culture that is differ from their own. Moreover, Alder (Yue, Le, 2012:133) defined culture shock is primarily a set of emotional reactions to the loss of perceptual reinforcements from own culture, to new cultural stimuli which have little or no meaning, and to the misunderstanding of new and diverse experiences.

From those explanation, it can be known that culture shock is a term used to describe the feeling of anxiety, shock and uncomfortable experienced by someone who gets a new culture in a foreign country that has never been visited before.

2.4 The Stages of Culture Shock

Someone who experiences culture shock will get different feelings from one to the other. However, everyone cannot notice and prevent it because it happens to anybody naturally. That is very important for every people to see the general stage of culture shock for understanding comprehensively how to overcome and adapt it. There are four stages of culture shock according to Ward's Theory (2001: 81), these are Honeymoon, Crisis, Recovery, and Adjustment Stage. The four stages are illustrated U-curve theory, where many theories depict how persons adapt to new cultural environment.



Based on the book "Breaking Through Culture Shock" (Marx, 1999:9).

Figure 3 Culture Shock

a) Honeymoon Stage

The first stage that someone experiences when entering in the new culture is Honeymoon Stage. This stage occurs when someone has just moved from one to others place. In this stage, someone still enjoying the new culture. According to Ward (2001:81), this stage emphasis on the first reaction of euphoria, enchantment, fascination, and enthusiasm. The problems that arise due to cultural differences have not been seen at this stage. The honeymoon stage lasts approximately a few days to six months depending on the situation and conditions that exist in the new culture (Oberg, 1960:143). While entering this stage, everyone still



enjoys the adventure and how it feels friendly to one's new place. Someone who is in the Honeymoon Stage will pass it with full energy and enthusiasm.

The enchantment and fascination that exists in the new culture is the most visible thing when a person is in this stage. Although cultural differences have begun to be seen, these differences are still visible from the romantic side so that everyone does not consider that the differences as a cultural problem. During the honeymoon stage, the differences are still passed with joy and euphoria because they consider that this is a new experience in a new place as well. In addition, there are a lot of observations are made regarding the new findings that they have experienced. Someone still feels happy with all the things they get such as a good infrastructure, a wonderful scenery, the society conditions, and also the ways someone show the new culture.

b) Crisis Stage

The second stage is Crisis Stage. The Crisis Stage is very different from the Honeymoon Stage, because in this stage someone will begin to feel inadequacy, frustration, anxiety and anger (Ward, 2001:81). When entering this stage, they will feel that the new culture received by them is very different from their expectations. Many things had made someone feel very uncomfortable when they are at this stage especially the differences of habits, customs, traditions and environmental conditions. They will continue to feel anxiety, discomfort, doubt, judgment and want to give up because of the differences. This is the reason why this stage is called Crisis. In addition, Martin and Nakayama (2010:328) explained that this stage will make a person often feel confused and have illusions because the current situation is different from what actually happened.

In this crisis stage, someone also begins to feel a significant change in feelings. Previously they felt happy and enjoyed the culture in a new place, but at this stage everything became terrible because

someone was not used to the new culture and environment. This phase shows the negative side of culture shock experienced by someone. Ward (2001:81) explained that the crisis stage is characterized by an unusual sense of nervousness and fear resulting from differences that come from various aspects in the host country which include cross-cultural differences in the way people communicate.

c) Recovery Stage

The third stage that someone has to face when experiencing culture shock is the Recovery Stage. This stage contains crisis resolution and cultural learning after someone experiences problems due to cultural differences (Ward, 2001:81). In this stage, a person will feel that the anxiety experienced due to facing the cultural differences is not the eternal problems. There are several gaps that can be made to adapt with a new culture. In addition, at this stage everyone can learn about every existing culture as one of the adaptation processes.

When people have stood at this stage, they feel that they become a part of a new environment. The cultural differences that they experienced before was not a big deal. Some of positive actions have begun to be taken and deal with the existing culture. They also begin to feel a calm in adapting to the existing culture in the new place. The interaction with the host country also started as a result of the adaptation process. According to Novinger (2001:161) adaptability is the ability of someone to meet the environmental demands and also cultural differences. Therefore, this stage has a positive impact on someone who experiences culture shock because it can help someone to be more open minded in dealing a problem and start accepting a new culture in a more positive way.

At this stage, although a verbal communication is not fully fluent due to language differences, the difficulty of communicating at this stage can be overcome through non-verbal communication "Codes". Non-verbal communication plays an important role when someone

 experiences culture shock, because it expresses emotions and in supporting speech by elaborating what is said (Ward, 2001: 56). Verbal synchronization of interactions is also greatly helped through this type of communication. They will know when he or she receives feedback, pay attention and start communicating so that language differences do not become an obstacle for someone to communicate. According to Ward (2001:56), Communication elements that have been studied cross-culturally include the face, eyes, spatial behavior, bodily contact, and gestures

d) Adjustment Stage

The last stage is Adjustment Stage. Adjustment Stage is a stage where someone has shown pleasure and the functional competence in the new environment (Ward, 2001:81). At this stage, someone begin to feel comfortable in facing a new culture. In addition, they also feel as being the host in a new place. They gain an understanding and adjustment to the home culture. This adjustment is obtained from the understanding and also the knowledge that they get from the previous stage. The ability to understand language is the most visible thing at this stage, so that they are able to understand the local situation that is happening at that time. The acceptance of a new culture that someone experiences now is as just another way of living (Oberg, 1960: 143).

At the adjustment stage, someone has managed their difficult times due to cultural differences in a new place. It shows that they respect every cultural difference and fully accepts new environmental conditions. Learning new cultures also continue at this stage. They don't only learn it, but also begin to apply it in their everyday life.

2.5 Culture in Three Countries Depicted in *Eat Pray Love* Movie

a. Italian Culture

In *Eat Pray Love* Movie, Italy is a symbol of "Eat". The main reason why Elizabeth Gilbert comes to Italy is for finding her appetite of food. In

Italy, she deals with a lot of culture shock despite being her native country, America, is close to Italy (European) as the western (Levine and Adelman, 1993:28). The biggest difference that she has found when dealing with Italian culture is the language and the perspective of Italian about family. In Italy, almost every people ask her about her personal affairs especially her marital status even some of them consider her a lesbian because she is divorce. This condition has made Elizabeth Gilbert uncomfortable. For Italians, a question about the marital status was a commonplace because they hold the principle that family is something permanent in life, while Americans known to be more individualistic will feel uncomfortable if they got the questions related to the private things especially married and divorce (Andrade Roy, 2008: 36).

In this movie, Italy represents the elements of western culture, one of them is buildings. There are several historical buildings shown in this movie such as the Piazza de Papolo and the Temple of the Pantheon. Another element of western culture shown is community organization. It can be seen through people's interest in a soccer. Buildings and community organizations are two things that have a deep focus in Italian culture. Both of them have a close relationship both in formal and informal contexts. For example, the Piazzas (public squares) which are places where people gather to watch football matches or only interact with others. There are many public places in Italy as the places for socializing.

b. Indian Culture

The second country shown in *Eat Pray Love* movie is India. India is a symbol of "pray". This country shows how someone lives closer to their God. The reason why Elizabeth Gilbert visited India is for getting closer to her God. She experiences a lot of culture shock when dealing with Indian culture, especially regarding the environment and the ways Indian getting closer to their God. When she begins trying to meditate, Elizabeth Gilbert gets many distractions that makes feel frustrated and depressed. Indian culture is a representation of Eastern culture (Levine and Adelman,



1993:28). There are many elements of Eastern culture shown in this movie, one of them is the temple building. The temple building in Ashram is shown as a place for meditation training or it is known as a retreat. Many people from all over the world visit the temple in the Ashram to do meditation practice. In addition, other elements shown in this film are yoga and meditation. In India, people believe that yoga and meditation have the meaning of balance in the spirit, soul and health. Meditation and yoga practices in India had been a rounded since in the 3rd century, (Audrey Hill, 2010:9). People in India believed that yoga and meditation aim to unite the soul of an Atman with the Hindu's God Brahmin for getting their nirvana. In the ancient Indian scriptures, the Vedas, it is believed that meditation can bring someone to the peak of serenity (Stone in Audrey Hill, 2010:9).

c. Indonesian Culture

The last country shown in the *Eat Pray Love* movie is Bali, Indonesia. Indonesia is a symbol of "Love", because in this country Elizabeth Gilbert has learned the meaning of life especially love. In Indonesia, she doesn't experience a lot of culture shock, because some of Indonesian cultures are almost same as Indian culture in which both of those culture (Indian and Indonesian culture) represents Eastern culture, one of them is meditation. For Balinese, meditation and taksu are believed to strengthen someone's aura for the better. In addition, the soul and aura of a meditator will always radiate goodness in every activity (Leonardo Swanson, 2011:14). There are several elements of Eastern culture that are shown such as science, place and also Balinese perspective about family. The element of science is shown through the belief of the Indonesian people who heal wounds with herbal medicine. This phenomenon also shown in *Eat Pray Love* movie, when Elizabeth Gilbert was sick and injured, Wayan gave her potions and herbs to heal her.

The existence of Hinduism in Bali has made some of the cultures and traditions that exist in Bali to be maintained and sustainable to this day, especially local traditions that were carried out from generation to



generation by their ancestors. One of those traditions is non-medical treatment. According to Ni Gusti Ayu Putu Suryani (2020: 24), most of Balinese people still apply non-medical treatment through Wayan. It happens because the Balinese believe that not all diseases come from medical reasons. In addition, the Balinese also believe that this tradition done for strengthening the teachings of Shiva Siddhanta.

2.6 Verbal and Non-Verbal Communication

Communication is the transfer of information or ideas by two or more people. Communication becomes the ways that is used to understand each other and exchange information from sender to receiver. According to Ferdinand de Saussure (1966), there are two kinds of communication namely verbal and nonverbal communication. Verbal communication is a form of communication that is conveyed by the communicator to the communicant both of spoken and written. Basically, verbal communication has a larger portion in conveying an idea, thought or information because it is considered more easily to convey than non-verbal communication. There are two important elements in verbal communication, as follow:

1. Language

In verbal communication, language is considered as a verbal code system for interpreting symbols that are understood and used by many people in communicating. The language used in verbal communication relates to spoken or written language written above or electronically. Language has a big role in communication, such as

- a) exchanging information and learning many things in the world,
- b) establishing a good communication with others,
- c) and creating a bond in interacting in people's lives.

2. Word

Word is a language unit that is used as a symbol of the smallest element that can be spoken or written and has meaning. In a communication, words can symbolize or represent something either objects, people, events or circumstances.

On the other hand, nonverbal communication is a form of communication in which the message is conveyed without going through words. The difference between verbal and non-verbal communication can be seen from its characteristics. In addition, besides delivering messages without words and sounds, usually this communication is carried out by the communicant through gestures, facial expressions, eye contact and touch, Malandro and Barker in Sunarwinadi (1993).

Charles Sanders Pierce (2003) has classified the legisign of nonverbal communication as follows:

- a. Facial expressions : usually followed by speech and posture that can indicate a someone's emotional state.
- b. Gesture: a body movement that has meaning. Some of body movements have cultural meaning.
- c. Bodily Contact: a touch that determines who is touching, where and under what circumstances.
- d. Proximity: it is interpreted as the distance in the interaction that determines how far the space between one another.
- e. Posture: a person's interpersonal attitude that can show a person's emotional state.
- f. Appearance: self-representation of personality, social status, mood and work.

2.7 Eat Pray Love Movie

Eat Pray Love movie is a romantic drama film starring by Julia Roberts as a main character, produced by Dede Gardner, directed by Ryan Murphy and released on 2010 in cinema. This movie was adopted from the novel "*Eat Pray Love*" written by American author namely Elizabeth Gilbert. This movie talks about the journey of Elizabeth Gilbert (Known as Liz) as a main character for finding the true meaning of life. Elizabeth Gilbert was a career woman. She spent half of her life as a successful writer and traveler, but her success that has been reached was inversely proportional to her love story and religion. One day, Liz felt that her life was empty. Therefore, she decided to visit Bali Indonesia

to meet a medicine man named Ketut Liyer for asking her love story. The answer given by Ketut had made Liz shocked because he told a bad thing. After she returned to America, she began to feel that Ketut's predictions were true. She divorced with her husband, Steve, because Liz felt that she had lost herself in her marriage. Newly divorce, Liz got many problems in her life. Every problem came over, starting from Steve's rejection of her divorce, the emptiness of life, and the loss of appetite. Finally, Liz decided to visit three countries namely Italy, India and Indonesia. She would spend four months in Italy, three months in India and ended year in Bali, Indonesia.

The first country visited by Liz was Italy. Italy was the embodiment of "food". This country was a paradise all kinds of delicious food. The reason why Elizabeth Gilbert visited Italy, because she was finding her appetite. In Italy, Liz found a lot of cultural differences that made her feel uncomfortable and frustrated, especially in terms of family principles. Some Italian people who met her always asked about his marriage and the reason of her divorce. For the Italian, family is the most important things in life. Meanwhile for Liz, questions related to her marriage are a private matter. She felt uncomfortable when someone asks about it. As time goes by, Liz had adapted with the Italian point of view and tried to respect it. It was not only principles and perspectives, the language barrier also made Liz experienced culture shock while she was in Italy, but this could be resolved because Liz had many friends who were willing to help her learning Italian culture especially the language. In Italy, Liz learned many things, as the meaning of a family and how Italians respect their women. She closed the last moment in Italy by celebrating American Thanksgiving with all her Italian friends. Many moments made Liz sad when she left Italy, but she had to continue her journey.

The next country is India. India is a place where people get closer to their God. In this movie, India as a symbol of "Pray". When Liz arrived in India for the first time, she was very shocked seeing the condition of India. She faced the bad environmental conditions that were very different from America. There were a lot of garbage was piled up on the side of the road, the bad mobility, and there were many beggars who asked money rudely. In India, Liz spent her time

for getting a piece of life and closer to her God. She started trying to meditate and sang a Sanskrit song. It was a hard moment for her. While learning Indian habit especially meditation, she felt uncomfortable and frustrated because it made her bored. Over time, she was able to carry out every part of meditation every day. In India, she had one friend named Richard who accompanied her to understand the Indian culture. The people around Liz have made her able to overcome every cultural difference that exists in India.

The last country visited by Elizabeth Gilbert was Bali, Indonesia. Liz spent her final year in Bali trying to find a balance between love and life. In Bali, she met a medicine man named Ketut Liyer for the second time. Ketut Liyer is a figure who played a big role in changing Liz's life. He taught Elizabeth about the meaning of life. Liz also met a Brazilian man named Felipe. Liz and Felipe had a serious relationship. Felipe was someone who completed Elizabeth's life. Therefore, in this movie Bali is the embodiment of "Love", because this is a place where Liz found her true love.

2.8 Previous Studies

There are three related studies that become inspiration and it aims to find the gap in conducting this research. The first previous study was written by Ella Asfira (2017) entitled *Culture Shock Experienced by Foreigners in Makassar City*. She focused on the process of culture shock experienced by foreigners in Makassar City. For the result, she had found that there are four stage of culture shock experienced by foreigners in Makassar City namely the honeymoon stage, crisis stage, recovery stage and adjustment stage. This research has the difference in the term of the object of study. The object in her research was taken from some of foreigners who had been stayed in Makassar City, while this present research chose *Eat Pray Love* movie as object of the study. Moreover, she applied the theory of culture shock proposed by Ward (2001) in analyzing the stages of culture shock. Similar to her thesis, this recent research applied the theory of culture shock proposed by Ward (2001) and supported the theory of non-verbal expression proposed by Charles Sanders Pierce (2003) in analyzing the data.



The second previous study was conducted by Cicik Kelamdar (2012) entitled *Culture Shock Experienced by Elizabeth Gilbert in Eat Pray Love Novel*. She investigated the kinds of culture shock and how to solve it applying the theory of culture shock proposed by Kalervo Oberg. The result of her study showed that the main character experienced three kinds of culture shock namely language shock, social shock and behavior shock. Different from her thesis, this research analyzed the stages of culture shock based on the theory of culture shock proposed by Ward (2001) and supported the theory of non-verbal expression proposed by Charles Sanders Pierce (2003) in analyzing the data.

The third previous study was conducted by Pertiwi Indah (2014) entitled *Culture Shock Experienced by Main Character in Lauren Kate's Novel Torment*. This research focused to analyze the stages of culture shock using Collen Ward's theory 2001 and the effects of culture shock experienced by the main character in Kate's Novel *Torment*. There are some similarities between her research and this recent research. Those are the topic of the research which examines the stages of culture shock and the impacts of culture shock applying the theory of culture shock proposed by Ward (2001). In addition, the difference between her thesis and this recent thesis is from the object of study. The object in her research was taken from the main character in *Lauren Kate's Novel Torment*, while this present research was from *Eat Pray Love* movie.

In addition, the research related to the object “*Eat Pray Love Movie*” has also been done previously by some of researchers, one of them is the study that was written by Ramadhani Alfi (2018) entitled *Western Stereotypes Through Eastern Representation as Seen in Film Eat Pray Love: Post Colonialism Study*. This study focused on analyzing domination and authority of West over East in *Eat Pray Love Movie*. There are two kinds of theory applied in this study. The first theory is post-colonial theory proposed by Ashcroft (2003) supported with orientalism approach to find the data. This research has the differences in the term of the theory and the topic of study. Her thesis analyzed the Western stereotypes through Eastern representation, while this recent study analyzed the stage of culture shock. Her research applied post-colonial theory proposed by Ashcroft (2003) supported with orientalism approach to find the data, whereas



 this recent research applied the theory of culture shock proposed by Ward (2001) and supported the theory of non-verbal expression proposed by Charles Sanders Pierce (2003) in analyzing the data.

The last previous study conducted by Isnawati (2019) entitled *An Analysis of Politeness Strategies Used by Julia Robert in “Eat, Pray, Love” Movie*. She analyzed the types of hedges that are used by Julia Robert as a main character in *Eat Pray Love* Movie and also described the function of using the language spoken by Julia Robert. Different from her thesis, this research analyzed the stages of culture shock based on the theory of culture shock proposed by Ward (2001) and supported the theory of non-verbal expression proposed by Charles Sanders Pierce (2003). Furthermore, in analyzing the data, this research used the same object of study that is *Eat Pray Love* movie.

From all the previous studies above, there are three researchers using the same topic with different objects, they are Ella Asfira chooses foreigner in Makassar city as the object, Cicik Kelambari (2012) chooses *Eat Pray Love* novel and Pertiwi Indah chooses *Kate’s Novel Torment as the object of research*. In addition, the previous studies that have the same object “*Eat Pray Love Movie*” has also been done previously by some researchers with the different topic, as Ramadhani Alfi chooses *Western Stereotypes Through Eastern Representation* as the topic and Isnawati chooses *Politeness Strategies* as the topic of this study. Then, this study chooses *Eat Pray Love* movie as the object of research and culture shock as the topic of research. It can be said that the different points from the previous studies above are from the topic and also the object of research. Therefore, this study chooses to analyze the main character who experienced culture shock in *Eat Pray Love* movie applying the theory of culture shock proposed by Collen Ward (2001) supported with the theory of non-verbal expression proposed by Charles Sanders Pierce (2003) to find the data. Based on the explanation above, **“An Analysis of Culture Shock Experienced by Elizabeth Gilbert in *Eat Pray Love* movie”** chosen as a title of the study.