

**STAGES OF CULTURE SHOCK IN THE
MOVIE *QUEEN* (2014)**

FINAL PROJECT

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STATEMENT OF WORK'S ORIGINALITY

Hereby, I honestly declare that this undergraduate thesis I wrote does not contain the work or part of the works of other people, except those which were cited in the quotations and the references, as a scientific paper supposed to. If my statement is invalid in the future, I absolutely agree to accept an academic sanction in the form of revocation of my paper and my degree obtained from the paper.

Semarang, July 28st 2022



Nurul Aenunnisa

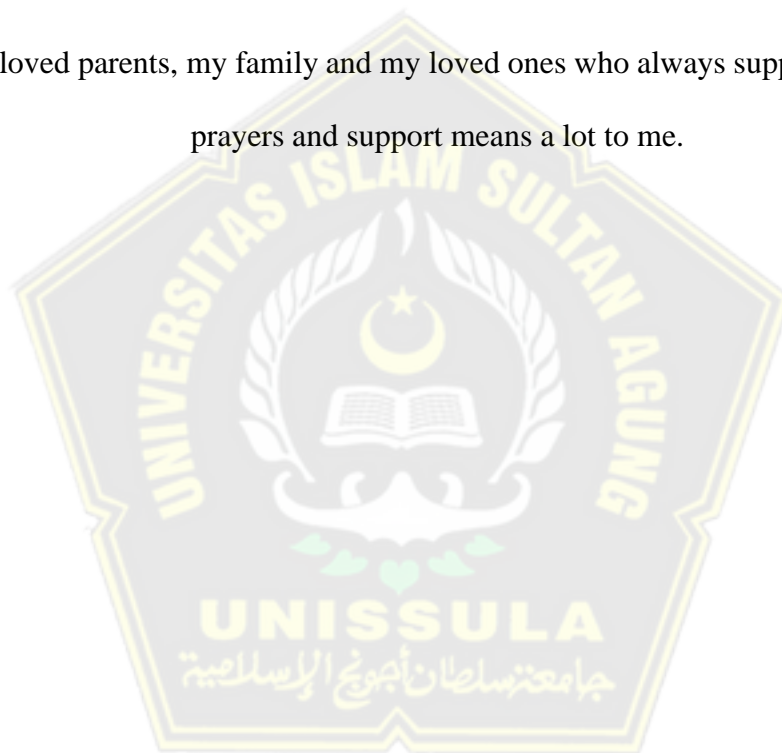


MOTTO

“When life gives you lemons, make orange juice and leave the world wondering how you did it”

DEDICATION

My beloved parents, my family and my loved ones who always support me. Your prayers and support means a lot to me.



ABSTRACT

Aenunnisa, Nurul. 30801800033. Stages Of Culture Shock in Movie Queen (2014).
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A literary work can convey many messages including the lessons about culture shock and how to deal with it shown in the film. This can be seen in the film Queen (2014) used in this study. The purpose of this study was to determine the stages of culture shock and the factors that cause culture shock described by Rani Mehra in the film Queen (2014) using the culture shock theory from the Collen wards.

The method used in this research is descriptive qualitative. The data is taken from film scripts, such as dialogue, narration, and monologue. There are several steps taken to collect data, such as watching movies, identifying data, classifying data, and reducing data.

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Keywords: Culture Shock, Stages, Causes, Rani Mehra.

INTISARI

Aenunnisa, Nurul. 30801800033. Tahapan Culture Shock di Movie Queen (2014). Tugas Akhir Ilmu Bahasa dan Komunikasi. Program Sastra Inggris. Universitas Islam Sultan Agung Semarang. Pembimbing: Afina Murtiningrum, S.S., M.A.

Sebuah karya sastra dapat menyampaikan banyak pesan termasuk pelajaran tentang kejutan budaya dan cara menghadapinya yang ditampilkan dalam film. Hal ini terlihat pada film Queen (2014) yang digunakan dalam penelitian ini. Tujuan dari penelitian ini adalah untuk mengetahui tahapan-tahapan gegar budaya dan faktor-faktor penyebab gegar budaya yang dijelaskan oleh Rani Mehra dalam film Queen (2014) dengan menggunakan teori gegar budaya dari bangsal Collen.

Metode yang digunakan dalam penelitian ini adalah deskriptif kualitatif. Data diambil dari naskah film, seperti dialog, narasi, dan monolog. Ada beberapa langkah yang dilakukan untuk mengumpulkan data, seperti menonton film, mengidentifikasi data, mengklasifikasikan data, dan mereduksi data.

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Kata kunci: **Culture Shock, Tahapan, penyebab, Rani Mehra.**

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In the name of Allah, Lord of the worlds, ruler and creator, who has given me blessings, loyalty, ability, and patience. Sholawat and greetings we extend to our lord the great Prophet Muhammad SAW, his companions and the faithful followers of Islam. Without Allah's guidance and help, I might not be able to finish my thesis entitled Stages of Culture Shock in Movie Queen (2014).

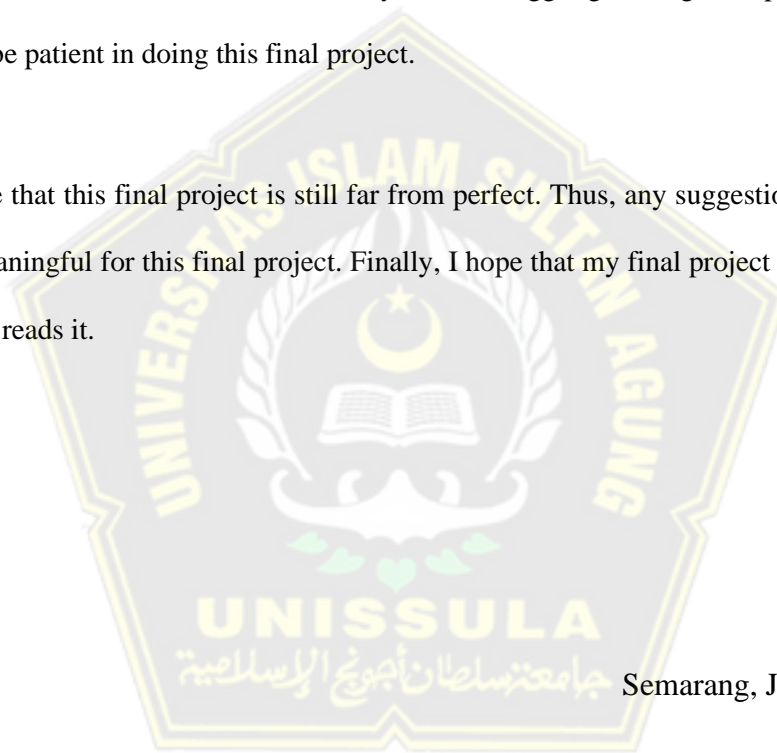
This final project could not have been completed without the help of numerous people who provided encouragement, advancements, support, and advice. I want to offer my heartfelt gratitude to the persons below:

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I realize that this final project is still far from perfect. Thus, any suggestions and criticisms will be very meaningful for this final project. Finally, I hope that my final project can still be useful for anyone who reads it.



Semarang, June 24th 2022

A handwritten signature in black ink, appearing to be 'Nurul Aenunnisa', written in a cursive style.

Nurul Aenunnisa

TABLE OF CONTENT

Contents

PAGE OF VALIDATION	i
MOTTO	ii
ABSTRACT.....	iii
INTISARI.....	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENT	vii
CHAPTER I	1
A. BACKGROUND OF THE STUDY	1
B. PROBLEM FORMULATION.....	5
C. LIMITATION OF THE STUDY	5
D. OBJECTIVES OF THE STUDY	5
E. SIGNIFICANCE OF THE STUDY	6
F. ORGANIZATION OF THE STUDY	6
CHAPTER II	8
A. SYNOPSIS OF QUEEN 2014 MOVIE	8
A. REVIEW RELATED THEORY.....	10
B.1 Culture	10
B.2 Indian Culture	11
B.3 French Culture	14
B.4 Netherlands Culture	15
1. Culture Shock.....	16
2.1 Ward's Theory.....	16
a. Honeymoon Phase.....	17
b. Crisis Phase	17
c. Recovery Phase	19

d. Adjustment Phase	19
2. Factors that Cause Culture Shock	20
CHAPTER III.....	22
RESEARCH METHOD.....	22
A. TYPE OF RESEARCH.....	22
B. DATA COLLECTING METHOD	22
B.2 Clasified the Data.....	23
B.4 Reduced the Data.....	23
B.5 Type of the Data	23
C. ANALYZING THE DATA	24
CHAPTER IV	25
A. Findings.....	25
Culture Shock Stages Process	25
Honeymoon phase.....	26
Chrisis Phase.....	27
Recovery Phase	31
Adjustment Phase.....	34
Factors that Cause Culture Shock	37
Discussion	39
Culture Shock Stages Process	39
Factors that Cause Culture Shock	44
CHAPTER V.....	47
A. Conclusion	47
B. Suggestions	48
REFERENCES.....	48

CHAPTER I

INTRODUCTION

In this introduction, there are six sections that will be written in this chapter. namely research background of the study, limitations of the study, problem formulation, objectives of the study, significance of the study, organization of the study.

A. BACKGROUND OF THE STUDY

Culture is often referred to as a core concept in communication between other cultures. Studies of intercultural communication often focus on how different cultural groups and other cultures such as Indonesia is different from Japan, Java is different from Sundanese, people who live in urban areas are different from people who live in rural areas and so on. Culture is a concept that involves traditions, customs, behavior and ways of thinking. All these cultural elements aim to help a person build his social life in society. Therefore, every society has a different culture because the cultural elements in each society are also different. In one culture, certain behaviors are acceptable but not necessarily acceptable in another culture. Each region has a different culture, from daily habits and behavior the differences that occur also vary from language, customs, behavior and traditions. Culture is a broad concept of things such as sight, smell, sound, values, traditions, customs, behavior and ways of thinking. All parts of this culture aim to help one build a social life. Therefore,

it can be said that each group in an area has cultural differences because the cultural elements in each society are also different, such as one culture with another culture that is opposite.

In one culture, certain attitudes are acceptable but in another it is not. For example, when we Indonesians have a culture of smiling at each other when we meet other people, this is a sign of friendliness, in contrast to Russian culture. they think that when we smile at other people it is called impolite behavior because in Russia when we smile at strangers it is interpreted as rude. Smiles should only be given to people you know. Apart from the cultural differences between Indonesia and Russia, there is also a unique difference between Indonesia and China, namely the consumption of food served to guests.

In Indonesia, it is considered normal to spend food that the host gives to guests, to appreciate the dishes provided by the host. In contrast to China, in China, spending the food provided by the host shows that the food provided by the host is still lacking. Differences do not only occur in different countries, even in one country there are differences in culture, customs and language. It is this difference that makes a person experience culture shock the first time they visit the area.

Culture shock was first proposed by a Canadian anthropologist named Calervo Oberg in 1960. Culture shock is referred to as a condition experienced by a person when living in a cultural environment that is different from his own

culture. Culture shock can be characterized by feelings of anxiety and confusion about things to do and how to do things because someone loses signs and symbols in social interactions.

Culture shock is basically a bunch of passionate responses to the deficiency of perceptual fortifications from one's own way of life, to new social stimuli which have practically no significance, and to the misconception of new and various encounters. It might include sensations of vulnerability; touchiness; and fears of being cheated, defiled, harmed, or ignored. The numerous instances of multifaceted disarray among students from abroad, Peace Corps volunteers, and worldwide money managers propose a wide range of reactions and responses to new social environmental factors (adler13).

Oberg says characterizes that culture shock is hastened by the tension that outcomes from losing all our recognizable signs and images of social intercourse. one more assessment characterizes Culture Shock is the sensations of uneasiness, disarray and vulnerability that individuals experience when they come into contact with another culture that is not quite the same as their own. She has encountered a culture shock when she is in Japan, there are a few food varieties that she can not eat on the grounds that that food isn't halal (allowed by Islamic religion), and furthermore she is absence of information on Japanese language has aggravated the condition.

Whereas according to (Ward 61.) culture shock is portrayed inclination by somebody like anxious and uneasiness with new methods of custom and

dread for certain distinctions in new country. Culture shock is vital to know particularly for English and writing office understudies since culture shock is one of subject instructed in English and writing Division if sometime they need to travel to another country, they definitely know what they will encounter when visit the country interestingly.

(Yu 11) remarks in her thesis that “More than one-third of all Americans who take up residence in foreign countries return prematurely because they are unable to day-to-day life”. everyone need to be aware of cultureshock, in light of the fact that many individuals do moving starting with one spot then onto the next place with various culture and language that never visit, and before move to somewhere else somebody need to set up their self and knowing first how the spot that need to visits.

The emergence of the problem of culture shock triggers individual adjustment problems which are commonly referred to as the adaptation process. The adaptation process is an effort made by each individual to be able to adapt to all conditions in the new environment. After deciding to leave the old environment and enter a new environment, problems related to socio-cultural conditions in the new environment will slowly emerge. These problems certainly require solutions obtained through the adaptation process. (Ward 81) states that the adaptation process can be described as consisting of four phases, including: Honeymoon, Crisis, Recovery, and Adjustment Phase.

Thus from the basic problems that have been described, the researcher is interested in concentrating more deeply on the interaction phases of the transformation of Rani, the main character in the 2014 film Queen, despite the culture shock.

B. PROBLEM FORMULATION

There are two problem formulations analyzed in this study:

1. What are the stages of the main character's process in dealing with culture shock ?
2. What factors cause the main character to experience culture shock ?

C. LIMITATION OF THE STUDY

This research focus on how the stages of “Rani Mehra” as the main character in the Queen 2014 film in dealing with culture shock. This study will also analyze the factors that cause the main character to experience culture shock.

D. OBJECTIVES OF THE STUDY

The research objectives will be based on the formulation of the problem, there are two research objectives:

1. First, to analyze the stages of the culture shock process are described in Queen 2014

2. Second, to find out factors that cause the main character to experience culture shock

E. SIGNIFICANCE OF THE STUDY

The researcher hopes that the results of this research can be useful not only for researchers to fulfill one of the requirements for obtaining a bachelor's degree, but also for readers and majors.

1. For readers, the researcher hopes that readers will not only understand the process of adapting culture shock through books, but also be able to understand and identify culture shock through films. The researcher also hopes that through this research the readers can understand more about culture shock and can provide useful information for anyone who wants to do further research related to this topic.
2. For majors, researchers hope that the results of this study can be useful for students, especially students majoring in English Literature who want to analyze culture shock.

F. ORGANIZATION OF THE STUDY

The organization of the study will provide an outline of what will be explored in this study. So, there are five chapters:

Chapter I is provided an introduction of this study. It consist the background of the study, limitation of the study, problem formulation, objectives of the study, significance of the study, and also the outline of the study.

Chapter II is explained theory and literature review related to the points discussed in this research. Consists of a synopsis of the research object, namely the film "Queen 2024" and the theory used in this study is culture shock by Collen Ward's.

Chapter III is explained research methods. Consists of data sources, data collection methods, and data analysis methods.

Chapter IV is explained the finding and discussion of the study. It consisted result of the analysis.

Chapter V is explained about the conclusion and suggestions of the study. It consisted of conclusion and suggestion for the reader.

CHAPTER II

LITERATURE REVIEW

A. SYNOPSIS OF QUEEN 2014 MOVIE

One day before her wedding, Rani Mehra gets a call from her fiancé, Vijay, who asks her to meet at a cafe in their town. With her hands decorated with mehendi, Rani accompanied by her sister went to meet her fiancé who was waiting for her. There was no inkling of anything in her heart during the trip to the cafe. She and Vijay had been in a relationship for quite some time, and everything was well prepared, including their honeymoon tickets.

In fact, as soon as she arrived at the cafe, Rani had to face the harsh reality. Vijay suddenly cancels their wedding plans. The young man who is the son of her father's best friend suddenly feels unprepared to marry Rani. "I've changed. A lot of things have changed." That's all Vijay said when asked the reason for the annulment of the marriage. A reason that is certainly very incomprehensible.

The failure of her marriage certainly makes Rani sad and disappointed. He locked himself in his room, reminiscing about her time with Vijay. How their first meeting, how Vijay tried to approach her, until their courtship. Everything that was once beautiful is now suddenly bitter with Vijay's marriage annulment.

Fortunately Rani did not linger in her sadness for long. After thinking and calming down, Rani then decides to use the honeymoon ticket that she had booked with Vijay. Even though she failed to get married, she would still fulfill his dream of honeymooning in the city of her dreams, Paris and Amsterdam, the city of Vijay's dreams. Finally, accompanied by her parents and sister, Rani went to Paris alone.

Being alone in a foreign land is certainly not an easy thing. Especially if the country does not use English as its mother tongue. Luckily while in Paris, Rani got acquainted with Vijaylaxmi, a hotel maid of Indian-French-Spanish blood. Together with Vijay, Rani then spends her vacation in Paris.

After her vacation in Paris ended, Rani then continued her journey to Amsterdam. With Vijay's help, Rani finds a hostel to spend the night in Amsterdam. Unfortunately, beyond her knowledge, it turned out that the hotel that was booked was a mixed hotel. So you can imagine how surprised Rani was when she found that she had to share a room with three unknown men.

Even though it was awkward at first, Rani was finally able to establish a good relationship with her three new friends, Oleksander from Russia, Tim and France, and Taka from Japan. Together with her three new friends, Rani explores various corners of the city of Amsterdam. Rani also even had time to show off her cooking skills in front of an Italian restaurant owner who had scolded her when she ate at the restaurant. And when Rani has started to forget

the sadness of her marriage to Vijay failing, a surprise awaits her at the hostel door.

A. REVIEW RELATED THEORY

B.1 Culture

Culture is an obscure concept, which includes content such as sight, smell, sound, values, traditions, customs, behavior, and ways of thinking. Everything related to this cultural element aims to help someone shape social life. Therefore, it can be said that every society has a different culture because every element of culture in every society is also different, such as one culture that is opposite to another culture. In one culture, certain attitudes may be acceptable but not necessarily acceptable in another (Xia 97).

One more assessment says that culture is made out of different components that cover the existence of a general public, to be specific language, workmanship, information, conviction, ethics, regulation, traditions, and others. Culture is a vital piece of people as long as people develop and create. Also, while living with the local area, it is naturally acknowledged and carried out as indicated by the current culture. Furthermore, culture is a coordinated arrangement of learned standards of conduct that describe individuals from a specific culture.

Culture is learned, not inherited. It derives from one's social environment, not from one's genes. Culture should be distinguished from human nature on one side, and from an individual's personality on the other, although exactly where the borders lie between human nature and culture, and between culture and personality, is a matter of discussion among social scientists.

No general public can live without culture since culture impacts everything, including human turn of events and the climate. Without culture, people will act gravely in thinking and behaving like creatures. Subsequently, people and culture are interconnected. In light of the clarification over, the author presumes that culture is a propensity that fills in a general public and gives various attributes and ideas of life in every area.

B.2 Indian Culture

The Indian word for culture is Sanskrit, and that means to clean, change, shape and awesome. This country likewise treats all people with equivalent uniformity no matter what. Chawla and Mohapatra uncovered four qualities of Indian culture as follows :

1. Longevity and congruity
2. Unity in variety
3. Tolerance

4. Merging Spirituality and Materialism.

Various cultural practices in India that have made Indian culture rich and beautiful, There are many cultures in different parts of the world. Unfortunately, most of the original cultures have been replaced by other cultures. In contrast to India, although its culture and heritage is old but its people still maintain its original characteristics along with the changes, Indians always give the same respect and tolerance to others. People are free to express their opinion in public and practice any religion of their own choice. Jeff Hays states that "the family is an important institution that plays a central role in the lives of most Indians. As a collectivist society, Indians often emphasize loyalty and interdependence". Family usually takes priority over Indians. They depend on each other. Every family member will help each other as long as he can. They do not hesitate to devote time, thought, and energy to their families.

India has its own food practices and etiquette. For the most part, Indians eat rice, atta (whole wheat flour), vegetables, pickles and salad. Indian society still maintains and upholds the ordinances and traditions inherited by their ancestors. Their dress habits have also not changed since the old days, "Indian men and women like to wear traditional clothes, there are sarees and dhoti". Saree is a traditional Indian attire for women, while dhoti is an Indian attire for men.

For Indian culture, great social relations are a vital necessity. Their social relationship is all around kept up with. In any event, when they are occupied, they actually make an honest effort to keep up with the relationship. Friendliness is a

propensity and ought to generally be drilled by them. Each neighbor or new individual they meet is viewed as a family member and they are blissful about that. Whenever we visit to satisfy an encouragement to eat from an Indian, for instance, they will serve us energetically. Indeed, even in certain societies, they will allow their own visitors to eat, and they will just serve their visitors. Assuming a visitor commits an error with regards to conduct (for instance accomplishing something thought about awful by Indian culture), the proprietor of the house will simply stay silent and not censure you as a visitor. What's more, the things you do they will ever neglect. Some say that their guideline is that "the visitor is correct all of the time."

Right away, as indicated by Khairrazi, a graduate of M.A. at Aligarh Muslim University, Indians are well established in their way of life. In the present current time, their way of life actually looks solid and is a piece of individuals' lives. From the manner in which they dress for instance, while European design and style keeps on improving, Indian ladies stay devoted to their particular garments; Saree, Kurta Pajama or Salwar Kameez. Not just that, as indicated by Rozi, Indian individuals are glad and, surprisingly, determined in elevating their way of life to different nations, for example, through music, dance, film and different expressions.

B.3 French Culture

French practice and culture has its own appeal for outsiders. Different sorts of components remembered for it like food, wine and furthermore language that shows morals. France itself is a country that has a populace of 65 million individuals and is known as a multiethnic and multicultural country. The majority of the locals communicate in French. This reality makes numerous outsiders a little vigilant while visiting France. Many French individuals could do without English.

French individuals truly could do without being called out in English by outsiders without being inquired as to whether they can communicate in English. In French culture, there are a few significant public activities like hello individuals appropriately. French cooking and wine are held in high regard all through the world. Albeit the term 'French cooking' is by and large used to portray all food varieties from France, every district has its own qualities.

French society will in general be individualistic and values you being more settled. What is implied by independence here isn't narrow-mindedness, however independence zeros in additional on individual obligations and privileges and commitments. They esteem individual opportunity and obligation. They are of the view that everything should be battled for without help from anyone else by genuinely taking care of every one of their responsibilities as an epitome of their independence. The French find an open well disposed disposition less charming. French culture, there is no orientation segregation, people have similar open doors.

To involve specific positions, they put more accentuation on one's capacity to think, dissect, take care of issues, and use sound judgment. Whenever French individuals say good tidings it is generally trailed by their name, for instance Bonjour John, then warmly greet one another and visually connect. Not inconsistently likewise followed by much love. French individuals like to kiss the right cheek and left cheek as a hello. This custom is completed between two ladies, a lady and a man, and at times between two men.

B.4 Netherlands Culture

The Netherlands is an astonishing nation where the capital is totally different from different urban areas. Ostensibly, power is held by the lord, be that as it may, in actuality, the nation is constrained by the parliament. The Netherlands has an extremely low crime percentage and is probably the most secure country in Europe. Amsterdam is a city without bias, a city of free and liberal individuals. Here, early termination, prostitution, willful extermination, and same-sex marriage are legitimate.

Simultaneously, the Netherlands can be known as a nation of differentiations and oddities. For instance, you could be painted in the city for wearing a fur garment. Here, individuals are lenient toward all races and shadings and similar principles apply to travelers. The signs of Dutch culture are amiability, reliability and frugality. Sightseers will feel great among the cordial and quiet local people.

1. Culture Shock

The term culture shock was first proposed by Oberg. (Church 540) says Culture shock is most frequently considered a typical course of individual transformation to social burdens including side effects like tension, vulnerability, crabbiness, and a yearning for a more unsurprising and fulfilling climate. see culture shock as a significant issue when people are away from their natural climate and in touch with the unexplored world.

(Adler 13) Says that Culture shock is essentially a bunch of passionate responses to the deficiency of perceptual fortifications from one's own way of life, to new social stimuli which have next to zero importance, and to the misconception of new and different encounters. It might include sensations of defenselessness; touchiness; and fears of being cheated, tainted, harmed, or ignored.

Culture shock is a type of diverse misattribution because of contrasts in social aspects. In view of the clarification over, the analyst infers that culture shock is the experience of tension, stress, dejection, misery of a far individual from the recognizable climate moving to a new climate.

2.1 Ward's Theory

(Ward 81) states that the adaptation process is described as consisting of four phases including: Honeymoon, Crisis, Recovery, and Adjustment phases.

a. Honeymoon Phase

The first stage is the honeymoon phase with initial responses of happiness, attraction, attraction, and energy (Ward 81). Individuals will face a honeymoon phase when they first move to a new environment. (Oberg 142) says, this phase can last a few days, half a month to half a year, people who enter another culture, for example, individuals who visit a new environment for vacation or business. At this stage, the new culture seems fun. They will feel cheerful and satisfied with everything that is in a new environment, when they first visit a new environment, they may like buildings, beautiful views and good foundations. Scientists suspect that the stage of the marriage journey is the stage when a person visits a place in an interesting way and he feels confident, cheerful, with everything he finds in a new culture.

b. Crisis Phase

Sooner or later the differences between the old culture and the new culture begin to show and make one feel uneasy. (Ward 81) says that the crisis phase is characterized by anxiety and fear of certain differences in behavior. At this stage show the detrimental consequences of culture shock. Everything found in a new environment is bad because they are not used to the new culture and meet people they do not know. Whenever individuals meet with various societies, they will experience communication problems with each other.

After some time, the differences between the old culture and the new culture begin to emerge and cause the person to feel restless. Culture shock occurs when individuals encounter people's behavior in a new environment that makes them feel uncomfortable and brings a lot of pressure, nervousness, and anxiety (Xia 98).

In addition, at this stage, the individual's response to social contrasts can make the individual unable to live his life well. (Oberg 142) says that the scope of problems may arise related to many things such as language (implications of new dialects, new non-verbal correspondence), home problems, transportation, and shopping. Based on the explanation above, the researcher argues that the crisis phase is the phase when a person feels restless, finds problems with the old and new society that causes a person to feel abnormal.

c. Recovery Phase

Recovery is the phase where one will try to understand and adapt the habits that usually occur in the new environment, in this phase one starts to interact with people and adapt in the host country, The recovery phase is important because one can develop problem solving skills to face the new culture.

Ward (2001:81) states that recovery includes crisis resolution and cultural learning. This phase shows how a person will try to understand and try to adapt his habits to the new environment, try to find solutions to be able to interact and live in the new environment. From Pedersen's perspective it is argued that this is an unstable stage in culture shock. On the one hand,

individuals tend to evaluate and judge the behavior and attitudes of host country citizens with stereotypes. Instead of taking responsibility for misunderstandings, people tend to blame others, especially those in the host culture. On the other hand, there was an increased willingness to contact the host culture and express feelings about the experience.

d. Adjustment Phase

Ward (2001:81) states that recovery includes crisis resolution and cultural learning. This phase shows how a person will try to understand and try to adapt his habits to the new environment, trying to find solutions to be able to interact and live in a new environment. From Pedersen's perspective it is argued that this is an unstable stage in culture shock. On the one hand, individuals tend to evaluate and judge the behavior and attitudes of host country citizens with stereotypes. Instead of taking responsibility for misunderstandings, people tend to blame others, especially those in the host culture. On the other hand, there was an increased desire to contact the host culture and express feelings about the experience.

For the first time exactly one will be in a good situation or good feeling like in the honeymoon phase. Second, from a good situation or a good feeling it will go down to a bad situation or it can be said to be a crisis phase. Then one will try to learn and adapt to the situation in the new environment one will be in an ordinary situation as in the recovery phase. After that one's feelings will return to a good situation or good feeling as an adjustment phase.

2. Factors that Cause Culture Shock

Facing culture shock is something that is usually experienced by individuals when moving from an old environment to a new environment. People living abroad who experience culture shock will feel a phase of nervousness about new things that they have not experienced so far, this is related to the ability to adjust to unfamiliar conditions, it's just that the degree of disturbing influence experienced by people varies from one individual to another. then on to the next one. Depends on the extent to which the social reasons for the shock may affect the person. (Rese 45) Culture shock is usually triggered by at least one of the following three causes:

- a. Loss of cues or signs, signs that he knows. Although Gestures are a part of everyday life like signs, limb movements (gestures), facial expressions or habits that can tell a person the best way to act in a given situation.
- b. Disruption of interpersonal communication which leads to frustration and anxiety. The language barrier is an obvious cause of this disorder.
- c. An identity crisis with a loss of self-control comes out of its realm. So that someone will re-evaluate his identity.

CHAPTER III

RESEARCH METHOD

A. TYPE OF RESEARCH

The type of research used by the researcher is descriptive qualitative research. Qualitative research aims to understand phenomena about what is experienced by research subjects such as behavior, perception, and action by way of description. This research produces descriptive data in the form of words or words of people and behaviors that will be observed. Sugiyono said that qualitative methods decide research based on the overall social situation including places, actors and activities that interact synergistically.

B. DATA COLLECTING METHOD

These are the stages of collected the data of the study :

B.1 Whatching the Movie and Reading the Movie Script

The first stage of this data collection method was watched the film and read the film script several times. The main purpose of watched films and read film scripts is to gain general knowledge, namely identify characters, understand the themes, conflicts, and plots in films. The next stage was enjoyed watching films and reading film scripts, this aims to enjoy the author's style, feel emotions, and understand the issues in the film. The last stage was observed and read carefully, the aim is to develop a sense of

connection between the film and its background context, watch the film and read the film script critically to present a more objective perspective.

B.2 Clasifying the Data

The next stage of the data collection method was classified the data. Data classification is done by group the data based on the problem formulation to fit the problem formulation. After the data is collected, the data will be made into a table based on the formulation of the problem. The table is called an appendix, which contains column numbers, manuscript citations, treatises, comments, and references.

B.4 Reducing the Data

The last stage of the data collection method was data reduction. In reduced data, the right technique will be used to solve a problem. At this stage, only the strongest and most relevant data are used to answer the problem formulation. The final data that supports each problem formulation will be stored in the final data table and will be used to support the analysis in Chapter IV.

B.5 Type of the Data

The data of this study is divided into two types:

1. The primary data is taken from Queen (2014) movie script.
2. The secondary data are taken from journals, books, articles which are related to this study.

C. ANALYZING THE DATA

The last stage of this research was analyzed the final data and report the data analysis. In analyzed the data, this research will use qualitative research methods. This study will use the Culture Shock Theory from Ward Collen to analyze the data. The data is taken from the film as well as dialogue, narration, and monologue.



CHAPTER IV

FINDINGS AND DISCUSSION

This chapter describes the findings and discussions related to the formulation of the problem. This chapter focuses on how the main character Queen (2014) deals with culture shock, phases of culture shock, and things that can cause culture shock.

A. Findings

Part of this finding is to answer research questions that show the adaptation process of culture shock in the film Queen (2014) and the factors that cause culture shock.

Culture Shock Stages Process

This study aims to describe the stages of the culture shock adaptation process in the film Queen (2014). The indicator used by the researcher is based on Ward's theory of culture shock to identify how the main character in the film Queen (2014) goes through the stages of the culture shock adaptation process.

(Ward, 81) states that the adaptation process consists of four phases, including: Honeymoon, Crisis, Recovery, and Adjustment phase.

Honeymoon phase

The Honeymoon Stages Ward, Bochner, and Furnham state that there are four phases of culture shock. This phase describes how people adapt to the new cultural environment. The first phase of culture shock that Rani experienced was the honeymoon phase. According to Ward, Bochner, and Furnham; "Honeymoons emphasize the initial reactions of euphoria, charm, charm, and enthusiasm" (Ward, 81). In this phase, the newcomers are very enthusiastic to explore everything about the new country. The quote in the film below describes the honeymoon phase that Rani went through.

This phase occurs when the person first experiences a transfer from the old environment to the new environment. Regarding this first phase, the main character is excited when she will visit Paris.

Female chasier : "You just closed the account So... where are you go?"

Rani : "Since I was 17 years old, my dream was to go on a honeymoon to my favorite city"

Female chasier : "Where ?"

Rani : "Paris !" (27:40)

The above quote shows Rani's enthusiasm and joy. She is excited to explore and has high positive expectations about his new country. During the first few weeks, immigrants or new arrivals will be attracted to the host country. They

are interested in exploring every part of the host country. In the dialogue, Rani felt euphoric and excited when asked by the cashier where she was going. Rani still doesn't know what will happen to her in Paris she only imagines that it will be very pleasant to visit the country she has dreamed of for a long time.

Crisis Phase

The crisis phase is characterized by feelings of anxiety and anger at cultural differences in the new country (Ward, Bochner and Furnham 81). Usually people who come and live in a new destination country as immigrants and even immigrants will face a crisis phase after going through the honeymoon phase. They will face a different cultural environment and customs. They may be afraid and uncomfortable with foreign conditions in a new country. They also feel something is strange, the people are different, the food, the language used, and so on. It's all bad ("everything is bad") The honeymoon period is over. Now things are getting worse. After a while, dissatisfaction, impatience, restlessness began to be felt. It seems it's getting harder and harder to communicate and everything feels foreign. This phase shows the difference between the old culture and the new culture. In this phase, the main character feels symptoms of anxiety, confusion, and displeasure when in a new environment which is generally reflected in films. The first culture shock that Rani experienced was when she realized that in a foreign country she would find language differences, this can be seen in the following quote:

Rani : “(in Indian accent) Champselisis”

Driver : “(Driver not Understand) What ?”

Rani : “(again trying in an Indian accent) Champs-elisis”

Driver : “(Driver takes the slip from rani) champs- elysees!(with the correct pronunciation)” (33:13-33:24)

The dialogue above shows that Rani has difficulty communicating this is due to language differences and the difficulty of pronouncing French. In addition to having difficulty pronouncing French, Rani also had difficulty reading the menu book when she wanted to order food, can be explained in the following monologue.

”Rani is sitting on one of the tables at a restaurant and the waiter comes with the menu Rani looks at the menu and it's all in French. She looks confused about what to order.” (narration, 39:47)

The narration also shows that Rani has difficulty reading the menu book because all the menus are in French and Rani doesn't know how to read it. this makes Rani confused so she just points to the name of the food menu in the menu book.

COP 1: “Quel est le probleme?”

RANI : “Sorry... main... i don't know...”

COP : “où êtes-vous à partir de? où demeurez-vous?”

RANI : “Please... sorry... COP montrer une pièce d'identité”

RANI : “Mujhey kuch../.. aap... you are saying... i don't know”

COP : “Passport? Visa?”

RANI : “In hotel”

COP : “quel hôtel allez-vous rester” (41:33)

Another language problem that Rani experienced was when Rani met the police and the police asked for Rani's passport and visa using French. Rani doesn't understand what they are talking about, she panics and can only cry. While crying, Rani shows her hotel keys trying to tell the police where she lives.

Language is not only a matter of culture shock for Rani but also food. She was surprised by the different Parisian food than she is used to in India. At night, Rani goes to a restaurant for dinner. Arriving there a waiter handed a menu book, Rani did not understand at all what was written in the menu book because everything was in French. Rani finally pointed out the origin of the name of the food in the menu book. The narration is explained below :

”The waiter gets her the food, she looks at the plate in front of her and she freezes, it's a plate of snails/ linguini/ fish heads? Rani looks like she is about to throw up. She tries to control but she can't, she throws up next to a tree

making noises. And everyone turns to look at her. Rani looks embarrassed and throws up more.” (40:23)

Everyone enjoy the food except Rani. She only ate the tomato that was next to the fish head. She doesn't eat the narration above showing Rani who looks like she wants to throw up how can she eat a raw fish head. She was not used to the food that was served to her. Most of the Indians eat rice or typical Indian food. Therefore, Rani does not know French food. This is in line with what Lalsaid that, every region in India has its own way of eating.

Cultural differences are not only about language differences, differences in one's character but also the habits of people in a new environment. Western culture is famous for its liberalism, one of which is that many couples live in one house without marriage bonds and even have children. Some European countries even legalized the existence of drugs and free sex, this became a new problem for Rani when she moved from Paris to Amsterdam. Previously, Rani was able to adjust to being in Paris, this time Rani again experienced a culture shock while visiting Amsterdam. The Netherlands is one of the European countries that allows men and women to live in the same house even if they are not married, this is in stark contrast to the culture in India which does not allow unmarried men and women to live together. This quote shows the following:

RANI : “Someone ... in... My... room”

RECEPTIONIST : “Yes”

RANI : “Ok... why?”

RECEPTIONIST : “You share a room”

RANI : “(SURPRISED) Kya??!! With 2 men? I want other room”

RECEPTIONIST : “No, all rooms booked. Amsterdam booked! it’s hostel... you share”

(Rani looks disappointed and worried, Rani standing outside flying pigs, wondering what to do. She sees the dead street and looks pensive.) 01:18:46

In the conversation above, Rani arrived at the hostel booked by Vijaylaxmi in Amsterdam, but Rani was surprised when the room she ordered was occupied by 3 men. Rani tries to explain to the hostel staff that she can't share a room with strangers let alone they are all male. It makes Rani worried and worried how she can sleep well when she has to share a room with 2 adult men she doesn't know at all. Throughout her life, Rani has never shared a room with a foreign man. which Rani knows that a man and a woman can live together or share the same room if they marry.

Recovery Phase

The next stage of culture shock is recovery. When a foreign visitor successfully adapts to a new culture such as trying to learn a language and starts

traveling on her own, and enjoys her trip it means she will adapt to the new cultural environment. When Rani is in a crisis phase and she can fight the condition, it means she starts to allow herself to accept it with a positive attitude and tries to adapt to the new culture. This phase shows how a person will try to understand and try to adapt to new environmental habits, try to find solutions to be able to interact and survive in the new environment. There is a faster recovery in one's sense of strength and ability because adjusting to new things or changes requires less energy. The person returns to their sense of identity while experiencing more direct contact with the host culture that forms the basis for developing new aspects of identity. This quote shows the following:

VO : “ Your ticket to india we can prepared today after tomorrow”

Rani : “No, I think ill stay (smiles)”

Previously, Rani wanted to return to India as soon as possible because she felt that she did not feel at home in France for long. The bad events she experienced at the crisis stage made Rani want to run away from the country. However, after Rani meets Vijaylaxmi, Rani feels she has found her strength again, Vijay takes Rani to a beautiful place in Paris, helps Rani to adjust to her new environment, which makes Rani cancel her plans to return to India and decides to stay longer in Paris. In the dialogue above, Rani tells the travel agent that she decided to stay longer.

After the hostel room incident in Amsterdam the next morning, Rani tries to make friends with 3 of her room members, which can be explained in the following narration:

“Rani walks out of the kitchen and puts three plates of breakfast in front of the boys as a gesture of being thankful. The guys faces light up. She smiles and sits down and joins them for breakfast. The boys quickly pick up their forks and start eating and as they put the first bite in their mouths you see they are in love!” (01:25:04)

Rani made breakfast for 3 of her friends, they started getting to know one by one and then they have become friends

Because out of respect for Rani last night the 3 men slept outside the hostel room and let Rani sleep alone in the room. But after Rani got to know them and got to know them, she decided to let them sleep in the same room with her. this event is explained in the following dialogue

OLEKSANDER : “Good night (while walking out)”

RANI : “Its ok, you can stay”

OLEKSANDER : ”Are you Sure?”

RANI : Hmm.. yes!

OLEKSANDER : ”Thankyou” (01:33:04)

Based on the dialogue above, Rani begins to try to adjust to her new environment. At first, Oleksander and the other residents decided to sleep outside out of respect for Rani, who was the only woman, but over time, Rani was able to adjust to letting Oleksander sleep in the room with her.

Adjustment Phase

In this last phase, one can adapt and learn about everything in the new environment without feeling anxious, unhappy and confused again. This stage is the end of a process, but rather an expression that occurs at the boundary between self and culture where new perspectives can be developed. Such a person walks in different cultural places while balancing different spheres of self-expression. The person feels at home in the second culture, integrating aspects that enhance her or her identity and form a multicultural (or bicultural) identity. Pedersen writes about this multicultural identity as flexible, adaptive, and able to adapt to various cultural contexts. I think it's a continuous process of rediscovery in the face of difference. For me, "walking and shuffling" is a work in progress that facilitates continuous learning about myself and the world. And I know that I love to learn. This quote shows the following:

"Boat takes off, we see it cutting through the water. They are having a blast on the boat, the boat is travelling various parts of the city" (01:38:32)

The passing of the healing phase made her start to forget the bad events she experienced during the crisis phase and Rani enjoyed her journey more. If in Paris there was a vijaylaxmi who accompanied Rani to enjoy the city of Paris, in Amsterdam Rani found 3 friends who also accompanied her to explore the city of Amsterdam.

MARCELLO : “You think you know food? make your own and show”

(Rani not understanding where this is going)

RANI : what do you mean ?

MARCELLO : What? You’re scared? (shivers in fear)

(Rani glares at him)

RANI : “You want me to cook in your restaurant? Are you crazy ?”

MARCELLO : “No... at sailing competition... I put a stall, you come cook... if you good... you sell... real test”

RANI : “Yes! I will do it “

MARCELLO : “Good! I see you at volendam sailing area in two days, now lets see”

(01:42:06)

In this adjustment phase, Rani already seems to really enjoy her life in a new environment. In the conversation above, Rani even got a job selling Indian food while introducing Indian food to the world.

Rani has found her strength again, after going through a crisis phase from difficulty communicating due to language barriers, difficulty eating to being forced to sleep with 3 foreign men. Rani begins to accept a new culture in her new environment trying to adjust and find her happiness by enjoying every journey and new things she finds in her new environment. Can be seen in the following narration :

“We see Rani running like she's running for her life.” (02:12:50)

Rani really feels free, free from all the worries that she has felt every time she wants to do something in her new environment. Rani already understands and understands the characteristics of her new environment and in the end, Rani is able to get through it all. Finally, Rani understands that living in a foreign country is not always scary, but Rani's journey this time has taught her many valuable lessons.

Factors that Cause Culture Shock

Through the concept of culture shock introduced by Oberg (1960) which was later refined by Furnham and Bochner (1970) showed that culture shock usually occurs triggered by one or more of the following three causes:

1. Loss of cues or signs, signs that he knows. Although Gestures are a part of everyday life like signs, limb movements (gestures), facial expressions or habits that can tell a person the best way to act in a given situation.

The first factor occurs when Rani arrives at the hostel and finds out that she has to share a room with 3 strangers. the dialogue is as follows:

RANI : “Someone ... in... My... room”

RECEPTIONIST : “Yes”

RANI : “Ok... why?”

RECEPTIONIST : “You share a room”

RANI : “(SURPRISED) Kya??!! With 2 men? I want other room”

RECEPTIONIST : “No, all rooms booked. Amsterdam booked! it’s hostel... you share”

(Rani looks disappointed and worried) 01:18:46

In India, Rani never shares a room or even sleeps with strangers, so in this dialogue, Rani is described as feeling anxious and worried about what might happen to her.

2. Disconnected interpersonal communication level of consciousness leading to frustration and anxiety. The language barrier is the cause. can be seen in the following dialogue :

COP 1: “Quel est le probleme?”

RANI : “Sorry... main... i don't know...”

COP : “où êtes-vous à partir de? où demeurez-tu?”

RANI : “Please... sorry... COP montrer une pièce d'identité”

RANI : “Mujhey kuch../. aap... you are saying... i don't know”

COP : “Passport? Visa?”

RANI : “In hotel”

COP : “quel hôtel allez-vous rester” (41:33)

The dialogue above is an illustration of the factors that influence the occurrence of culture shock in Rani. when rani met the police who asked for her visa and passport but rani did not understand what the police were saying to her. This makes Rani feel confused and anxious.

3. Identity crisis by getting out of one's territory will re-evaluate one's self-image.

An overview of these factors can be seen in the quote below:

”The waiter gets her the food, she looks at the plate in front of her and she freezes, it's a plate of snails/ linguini/ fish heads? Rani looks like she is about

to throw up. She tries to control but she can't, she throws up next to a tree making noises. And everyone turns to look at her. Rani looks embarrassed and throws up more.” (40:23)

The quote above shows that when Rani ordered a meal, it turned out that the food that came was not what she expected. The food looks disgusting to Rani so she vomits and makes everyone look at her. This makes Rani feel cornered and lose consciousness for a moment before Rani runs out of the restaurant.

Discussion

At this point, the researcher explains the analysis of the data obtained from the findings above about the phases of the adaptation process of culture shock in films by the theory of Collen Ward (2001) which consists of four phases, namely Honeymoon, Crisis, Recovery Phase, and Adjustment. Based on the findings above, it is evident that the main character experiences a phase of the culture shock process which is in accordance with the culture shock theory from Collen Wards.

Culture Shock Stages Process

The process of adapting to culture shock according to Collen Ward (2010) includes the honeymoon, crisis, recovery and adjustment phases. These phases mean how the researcher evaluates the culture shock reflected in the film “Queen (2014”.

a. Honeymoon Phase

According to Ward (2001: 81), the first phase is a honeymoon with an emphasis on initial reactions of euphoria, charm, interest, and enthusiasm. Individuals who enter a new culture are like people who visit another culture for honeymoon, vacation, or business. They will feel happy, beautiful and happy with everything experienced in a new culture, when first visiting a new environment, they may like the facilities, beautiful scenery and good infrastructure.

Researchers found certain things that made the main character happy and excited when she first saw Paris, the main character experienced a honeymoon phase because Paris was the city she dreamed of since she was 17 years old and in Paris the main character wanted to visit the Eiffel Tower. In quote 1, it can be seen that the main character is very enthusiastic about explaining the honeymoon phase that occurs in the film when the main character is in a new environment. Based on the opinion of the participants, it means that the main character is happy and excited because it is the first time she has visited Paris.

b. Crisis Phase

After some time, it is concluded that there is a difference between the new culture and the old culture wherein a new culture can make a person nervous. (Ward, 81) says that the crisis is characterized by feelings of

nervousness in an unusual way and fear with some difference in the new country. Everything they find in a new place is very bad because they are still not used to the new environment and meet people they don't know every day. When two people meet with different cultures, they will have difficulty communicating with each other.

The researcher found that the main character experienced a crisis or culture shock phase when the main character mentioned the name of the hotel to the taxi driver, but the wrong pronunciation of the main character caused miscommunication between the main character and the main character. taxi driver. The taxi driver does not understand what the main character is saying because the language is different as in quotes 2,3 and 4 as (Novinger, 52) says that verbal communication expositions is through language, because language is a very significant element in a person's life. interaction. with other people. (Zhang and Mi 24) further stated that language is a tool used to communicate with people in a society. then in the 5th quote the researcher finds a crisis phase in the main character when the main character is in a restaurant and sees the food that comes not according to her wishes, the main character feels disgusted and vomits when she sees that the food that comes is a raw fish head during India the main character always eats food which is cooked and seasoned is very different from the food served in a paris restaurant whose taste does not match the tastes of the main character. And the last quote, the researcher finds a crisis phase

when the main character stays in a hostel during she stay in Amsterdam, where the main character is surprised to find out that she has to share a room with 3 foreign men while in India the main character never shares with foreigners.

c. Recovery Phase

(Ward, 81) said the recovery phase includes crisis resolution and cultural learning. This phase shows how a person will try to understand and try to adapt her habits to the new environment, then try to find solutions to be able to interact and survive in the new environment. Based on the findings above, the researcher concludes that there are things that can be done if someone wants to adapt to a new environment as seen in quote 7. It is explained in quote 7 that the main character tries to socialize with people from the new environment, namely by making breakfast and getting acquainted. with 3 roommates. it is a learning expositions where the main character tries to adapt to that new environment. In addition, quote 6 shows that there is another resolution to adapt to the new environment, namely canceling the plan to return to the country of origin and continuing the journey. the main character uses body language in this case. While quote 8 shows that the main character begins to understand the habits of the new environment and adjusts to interact with people in the new environment. After analyzing the quotations related to the theory, the researcher assumes that what the main character can do to interact in a new environment is to

try to socialize and get used to the habits and culture of the new environment. It can be said that the information shows how the main character got to the recovery phase in the movies.

d. Adjustment Phase

Talking about the adjustment phase, (Ward, 81) stated that the adjustment phase reflects the enjoyment and functional competence in a new environment after some time ago, the person may have the ability to manage herself and be confident. The researcher's findings regarding the adjustment phase in the film can be seen in the quote. Based on these findings, the researchers found several variations of the way the characters enjoyed and interacted in the new environment. One could say there is an adjustment phase in the film to be found.

Researchers provide answers based on what is found in the film related to the adjustment phase. The researcher found the answer that the scene that shows the character can adapt in a new environment occurs when the character tries to socialize and make friends with the natives so that they can interact with the natives of Paris and Amsterdam as shown in quotes 8 and 9 . The last answer shows that in quote 9 which states that in the end the character can understand that there are some habits that are different from his environment and the character realizes that there is no problem with accepting new habits in her new environment.

Factors that Cause Culture Shock

The concept of culture shock introduced by (Oberg, 1960) shows that culture shock is usually caused by three factors, namely: loss of cues or signs, breakdown of interpersonal communication and identity crisis.

a. Lost of Cues or Sign

Signs and signs are part of everyday life that can help communication between individuals. These cues and signs can be expressions or habits that a person uses to find the best way to act in a given situation. Researchers provided answers based on what was found in the film regarding the loss of cues. Researchers found the answer that the scene showed the character experiencing anxiety and confusion when she met the police who asked the main character to show her passport and visa. as seen in quote 4. the main character feels panicked, anxious and confused, doesn't understand what the police are saying so that the character doesn't know what to do. In the end the characters can only cry.

b. Breakdown of Interpersonal Communication

Interpersonal communication is the primary way to build and repair relationships. Communication is also the main means of interaction, therefore communication is called one of the strongest bonds that can bind humans together. Interpersonal communication can be defined systemically, which is influenced by the situation, time, society, culture, background, personal and other systems. Every system affects our

communication and how we interpret and perceive things, because interpersonal communication is systemic, the breakdown of interpersonal communication is a form of communication failure that can have a negative impact. Differences in perception that are not seen as something positive can lead to communication conflicts. Misunderstanding is one of the impacts that can result from the breakdown of relational communication. The information that comes from these sources is actually true, but because of certain communication inhibiting factors which then lead to misunderstandings so that a person can experience frustration and anxiety. The language barrier is an obvious cause of this disorder.

The researcher answers the relationship between the disconnection of relational communication with the scene in the film, quote 4 is a scene that shows the character loses her senses due to language limitations, it causes misunderstandings between the main character and the police. In that scene, the police only asked about passports and visas, but because the main character did not understand French, the main character did not understand what the police were saying, so the main character panicked and worried.

c. Identity Crisis

Identity crisis is a condition when a person often questions various things related to his/her identity, such as beliefs, life values, life goals, experiences, and feelings. Generally, an identity crisis occurs due to major changes or pressures in life that can cause a person to become stressed and anxious. People experiencing an identity crisis can also appear confused, disoriented, hopeless, or even feel insignificant. This can then impair their productivity and quality of life.

The researcher found that the answers cited in 6 relate to the identity crisis as a factor in the occurrence of culture shock. In quote 6 it is shown that the character refuses to share a room with 3 boys, the main character is worried if something bad happens to her later. The main character is pensive thinking about whether he should suspend the value of life that she has held so far because she has to share a room with 3 foreign men.

Unknowingly, culture shock has changed Rani's life. Through various phases of culture shock, Rani has proven her ability to adapt to new cultural environments. The culture shock in Paris and Amsterdam has made Rani learn a lot about a new culture, so she knows how Rani should behave in a new environment. Because it is undeniable that most of the shocking events that occurred in Paris and Amsterdam were caused by language and cultural differences.

CHAPTER V

CONCLUSION AND SUGGESTIONS

The following chapter contains conclusions and suggestions. The conclusion focuses on the results of the problem based on the research findings in chapter four related to the answers to the problem formulation and is followed by suggestions.

A. Conclusion

Conclusion From the discussion in the previous chapter, analyzing from Rani Mehra the main character of the film "Queen 2014" is a way to find out culture shock, the types of culture shock phase and the factors that cause culture shock.

This research reveals the cultural shock experienced by Rani. She was exposed to the different languages, foods and customs of the people of Paris and Amsterdam. Rani finds it difficult to communicate in French as she can only speak Indian. She was also surprised by the Parisian food served to her. The cultural differences between Parisians and Amsterdammers were another matter of culture shock for him. Rani experienced four phases of culture shock while in Paris and Amsterdam. Rani is excited to explore all things Paris and Amsterdam. She has positive expectations and believes that he will be fine. Unfortunately, her joy only lasted a moment until she faced culture shock for the first time. She finds it difficult to communicate with people, she was shocked by the differences in culture, food, and habits that made her uncomfortable.

Rani then understands that all the cultural shock events that she experienced in Paris and Amsterdam are due to differences in language, culture and tradition. So she kept trying to adjust to his new environment. She is now in the recovery phase. Rani was able to deal with culture shock in Paris and Amsterdam. Then, she encountered the last phase of culture shock, namely adjustment. Now her confidence has increased and she accepts the cultural differences in Paris as well as in Amsterdam. She has succeeded in solving problems and accepting a new culture.

B. Suggestions

Based on the conclusions above, this study provides several suggestions to the readers. First, suggest the next researcher to analyze films with the same theory about culture shock and learn more about culture. Second, future researchers please make this research more specific so that it will be better if the next analysis conducts further and specific research to find other aspects of the film "Queen 2014". The third suggestion is that other researchers can analyze the film with other theories such as anxiety or psychoanalysis.

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