THE DEPICTION OF CULTURE SHOCK ON THE MAIN CHARACTER VIKTOR IN FILM *"THE TERMINAL (2004)* BY STEVEN SPIELBERG'S

A FINAL PROJECT

Presented as Partial Fulfillment of Requirements

To Obtain the *Sarjana Sastra* Degree

In English Literature

IDA CHOERUL MALLA

30802000055

ENGLISH LITERATURE STUDY PROGRAM

FACULTY OF LANGUANGES, LITERATURE & CULTURE

SULTAN AGUNG ISLAMIC UNIVERSITY

SEMARANG

2025

PAGE OF APPROVAL

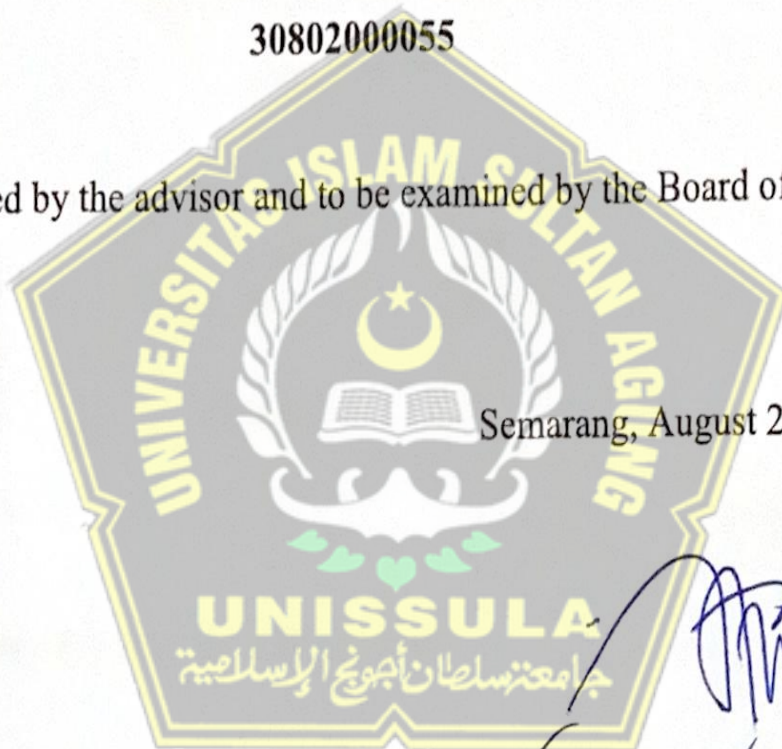A Final Project Entitled

THE DEPICTION OF CULTURE SHOCK ON THE MAIN CHARACTER VIKTOR IN FILM *"THE TERMINAL (2004)"* BY STEVEN SPIELBERG'S

Prepared and Presented by :

IDA CHOERUL MALLA

30802000055

Has been approved by the advisor and to be examined by the Board of Examiners,

Semarang, August 26th 2025

Destary Praptawati,S.S.,M.hum
Advisor

PAGE OF VALIDATION

A Final Project Entitled
THE DEPICTION OF CULTURE SHOCK ON THE MAIN CHARACTER
VIKTOR IN FILM *"THE TERMINAL (2004)"* BY STEVEN SPIELBERG'S

Prepared and Presented by:

IDA CHOERUL MALLA

30802000055

Defended before the Board of Examiner
On August 29th, 2025
And Declared Acceptable

Board of Examiner

Chairman : Destary Praptawati, S.S., M.Hum

Secretary : Idha Nurhamidah, S.S., M.Hum

Secretary : Diyah Fitri Wulandari, S.S., M.Hum

Semarang, August 29th 2025
Faculty of Languanges, Literature &
Culture Unissula

Destary Praptawati,S.S.,M.Hum

iii

STATEMENT OF ORIGINALITY

I hereby solemnly declare that this undergraduate thesis is entirely the result of my own work and does not contain the work of others, except for those that have been properly cited in quotations and duly listed in the references, in accordance with the principles of academic writing. Should this declaration be proven false in the future, I am prepared to accept academic sanctions, including the annulment of this thesis and the revocation of the degree awarded on its basis.

Semarang, August 26th 2025

Ida Choerul Malia

MOTTO AND DEDICATION

Motto

"Trust the process, for every fallen leaf will bloom again and every journey will

reach its peak."

DEDICATION

I dedicate this undergraduate thesis to my mother, father, and my family who have

encouraged me to complete my education so far. Furthermore, I dedicate this to

academics out there who want to learn and deepen the material discussed.
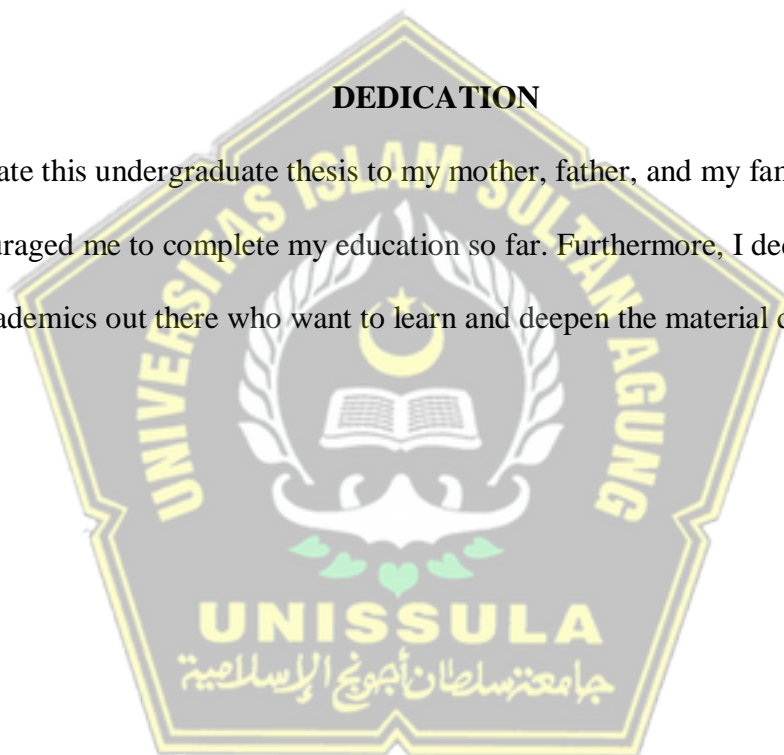
ACKNOWLEDGEMENT

First and foremost, I would like to express gratitude to Allah SWT, the Almighty God for the blessing, kindness, and inspiration in lending me to accomplish the final project. Without Him, I couldn't stay patient and in control in writing this final project from the first page to the last page. **.** Shalawat and salam to the Prophet Muhammad SAW, who has brought thelight of guidance to all mankind. Therefore, on this occasion, I would like to thankall those who have supported me:

1. Destary Praptawati, S.S., M.Hum., as the Dean of the Faculty of Languages, Literature, and Culture and my thesis advisor, I would like to express my deepest appreciation and gratitude for the time, energy, and dedication you have given me in guiding me throughout this academic journey. Your patience, thoroughness, and perseverance have not only guided me from the beginning of not understanding anything to finally being able to complete this thesis, but have also inspired me to emulate you as an educator and role model in both academic and personal life.

2. Nailil Muna S.S, M.A., The head of the Study Program of English Literature.

3. Idha Nurhamidah S.S., M.Hum as my examiner who has provided a lot of input in writing this final project.

4. Diyah Fitri Wulandari S.S., M.Hum as my respected academic advisor who is always there when needed and can be relied on to solve problems during lectures from the beginning of the semester to the end.

5. My beloved parents, especially my beloved mother Mustaghfiroh, who has struggled alone since I was little and has been an inspiration to me for never giving up. Thank you for your unwavering support, constant prayers, and encouragement. They have always been patient and provided everything I need. Furthermore, they have always motivated me to continue my studies and complete this final project, as well as to aspire to become the first graduate in my family.

6. All my beloved lecturers in the English Literature study program whohaveshared their beneficial knowledge.

7. My beloved sister, Navisa, I extend my deepest gratitude for your unwavering motivation and support, as well as for all the hard work you've done to help her succeed every step of the way. Your love and sacrifice have been invaluable strength in completing this journey.

8. My big family, Bani Ridwan Amin who have provided support, prayers and attention which have become additional strength on this journey.

9. My heartfelt gratitude goes to my beloved partner, Alif Noor Rahmatullah A, who has always been my greatest support system. Thank you for your unwavering encouragement, constant prayers, and endless patience. Your presence has been a source of strength and happiness, accompanying me through both challenges and joyful moments.

10. All of my English Literature 2020 classmates. I appreciate your support and kidness. Thank you for being part of my college life.
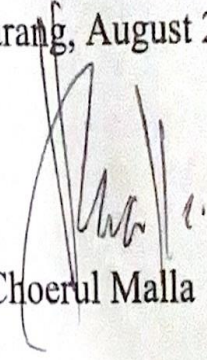
11. To everyone I cannot mention individually, thank you for your prayers and your support in helping me to complete this final project. May God reward you for your kindness.

12. Last but not least, I would like to express my gratitude to myself for never giving up. Thank you for your resilience, determination, and hard work throughout this journey. I am truly proud of the person I have become.

I realize that this final project is still far from perfect. Therefore, this final project is open to receiving suggestions and criticism for further research. Hopefully, despite existing imperfections, this study will be able to bring science in humanities to further development or at least be able to become reading material that brings benefits to readers.

Semarang, August 26th 2025

Ida Choerul Malla

ABTSRACT

Malla, Ida Choerul. 30802000055. The Culture Shock and Coping Strategies on The Main Character Viktor The Terminal (2004) Film by Steven Spielberg. Final Project of English Literature Program, College of Languanges Literature and Culture, Sultan Agung Islamic University Semarang. Advisor: Destary Praptawati, S.S,.M.Hum

This study discusses the process of cultural shock and coping strategies experienced by Viktor Navorski, the main character in *The Terminal* (2004), a film directed by Steven Spielberg. The purpose of this study is to identify the stages of culture shock experienced by Viktor and to analyze the coping strategies he employed throughout the adaptation process. Viktor is a citizen of Krakozhia who becomes stranded at John F. Kennedy International Airport due to a political crisis in his country. This situation places him in a state of cultural isolation within a highly regulated and unfamiliar environment. Through Viktor's character, the film portrays how an individual attempt to adjust to a foreign culture while coping with the social and emotional pressures that arise during the adaptation process.

This study applied a descriptive qualitative approach in analyzing the film, supported by both primary and secondary data. The primary data were derived from the film's dialogue transcript, while secondary data were obtained from e-journals, books, articles, and websites relevant to the topic. The data consisted of sentences in the form of narrative, monologue, and dialogue, which were analyzed through quotations, statements, and descriptive interpretation.

This study of study revealed that Viktor experienced culture shock and employed coping strategies to deal with it. Viktor, as a Krakozhian citizen, faced cultural differences with American society, such as a complex immigration system, an unfamiliar modern lifestyle, the use of English, and various rules and norms at the airport. First, Viktor went through four phases of culture shock: the honeymoon phase, the crisis phase, the recovery phase, and the adjustment phase. Second, Viktor adopted two types of coping strategies: problem-focused and emotion-focused, as efforts to overcome the cultural challenges he faced while living in a stressful and foreign airport environment.

Keywords**:** *culture shock, coping strategies, the terminal*

INTISARI

Malla, lda Choerul. 30802000055. Gegar Budaya dan Strategi Koping pada Karakter Utama Viktor dalam Film *The Terminal* (2004) karya Steven Spielberg. Skripsi Program Studi Sastra Inggris Fakultas Bahasa, Sastra dan Budaya. Universitas Islam Sultan Agung Semarang. Pembimbing: Destary Praptawati, S.S., M.Hum.

Penelitian ini membahas proses gegar budaya dan strategi coping yang dialami oleh Viktor Navorski, tokoh utama dalam film *The Terminal* (2004) karya Steven Spielberg. Tujuan dari penelitian ini adalah untuk mengidentifikasi tahapan culture shock yang dialami Viktor, serta menganalisis strategi coping yang Viktor gunakan selama proses adaptasi tersebut. Viktor merupakan warga negara Krakozhia yang terjebak di Bandara Internasional JFK akibat krisis politik yang terjadi di negaranya. Keadaan tersebut menempatkannya dalam situasi keterasingan budaya di lingkungan baru yang penuh aturan dan tidak dikenalnya. Melalui karakter Viktor, film ini menggambarkan bagaimana seseorang berusaha menyesuaikan diri dengan budaya asing dan menghadapi tekanan sosial serta emosional yang muncul selama proses adaptasi tersebut.

Penelitian ini menerapkan pendekatan deskriptif kualitatif dalam menganalisis film, dengan dukungan data primer dan sekunder. Sumber data primer berasal dari transkrip dialog dalam film, sementara data sekunder diperoleh dari e-jurnal, buku, artikel, serta situs web yang relevan dengan topik penelitian. Data yang dikumpulkan berupa kalimat-kalimat dalam bentuk narasi, monolog, dan dialog, yang kemudian dianalisis melalui penjabaran berupa kutipan, pernyataan, dan uraian deskriptif.

Hasil penelitian menjelaskan bahwa Viktor mengalami gegar budaya dan menggunakan strategi coping untuk mengatasinya. Viktor, sebagai warga negara Krakozhia, mengalami perbedaan budaya dengan masyarakat Amerika, seperti sistem imigrasi yang kompleks, penggunaan bahasa Inggris yang belum ia kuasai, gaya hidup modern, serta aturan-aturan bandara yang belum pernah ia temui sebelumnya. Pertama Viktor mengalami empat fase gegar budaya, yaitu fase Honeymoon, Crisis, Recovery, dan Adjustment. Kedua Viktor menggunakan strategi coping berupa fokus masalah dan fokus emosi sebagai langkah penanggulangan terhadap gegar budaya yang ia alami selama berada di lingkungan bandara yang asing dan penuh tekanan.
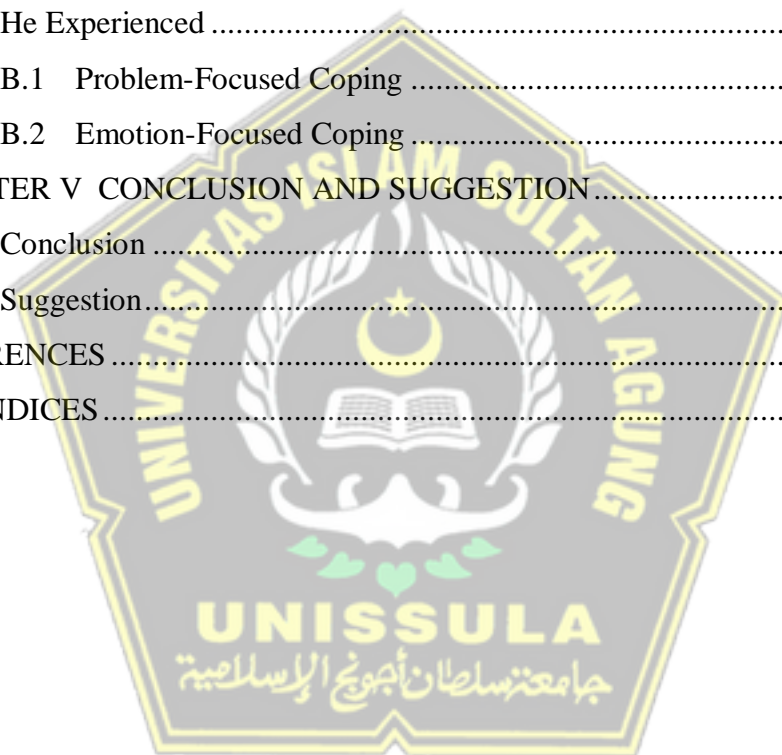
Kata kunci: ***gegar budaya, strategi coping, the terminal***

TABLE OF CONTENTS

CHAPTER I

INTRODUCTION

Chapter one is the introduction, this chapter presents the background of the study, significance of the study and at the end of this chapter informs the outline of the study.

A. Background of the study

Culture is the creation of humans in their society, there is no society without culture, and there is no culture without society. According to Lowie in Fatqu, Culture is everything that exists in individuals from society, which includes beliefs, customs, artistic norms, eating habits, skills that are acquired not from their own creativity but from the legacy of the past that can be passed from formal education or informal (1). According to Haviland in Indah Pertiwi, culture consists of the shared ideals, values and beliefs of each member of society to interpret experiences and produce behavior. The challenges in understanding the culture of each individual are of course different. According to Indah Pertiwi, generally most regions have different cultures, customs and behavior, both domestic and foreign (2). Each country has its own rules which are of course different from other cultures and also each country has its own unique culture, so people must know how to avoid the possibility of cultural problems occurring.

Talking about culture, one of the problems that stand out is culture shock. Culture shock is a feeling of disorientation and discomfort experienced by individuals when faced with a new culture. According to Kingsley and Dakhari culture shock is a problem that involves feelings, ways of thinking and behaving in

1

individuals when facing differences, experiences and cultures when in another environment (12-14). According to Adler, culture shock is a series of emotional reactions to the loss of perceived reinforcement from one's own culture to new cultural stimuli that have little or no meaning, and to misunderstandings about new and diverse experiences (13). People who do not have enough information about the new country they are visiting tend to be more likely to experience culture shock.

Oberg gives several examples of culture shock such as concerns with the food of a new country, contact with members of a new country, feelings of not wanting to learn the language of a new country, feelings of wanting to return to one's own country and so on (7). The issue of culture shock is an important point to discuss because this issue reaches everywhere from daily life activities to the broader arena of ideology and societal institutions. Culture shock is an important problem when an individual is far from his or her familiar environment and comes into contact with an unfamiliar one. Individuals must face a new culture and begin to accommodate their way of life to that culture. Culture shock is something that people must be willing to go through to fully understand and appreciate other countries and other cultures in depth. Considering the aspects above, the author is interested in analyzing the cultural elements of the issue of culture shock experienced by individuals who come to a new country. The analysis will provide further answers regarding the issue of culture shock by applying Ward's culture shock theory.

According to Ward, culture shock is divided into four primary phases. The

first phase is the honeymoon phase, it is characterized by interest, excitement, euphoria, sleeplessness, positive expectations, and idealizations about the new culture (81). The second phase is the crisis phase. The phase occurs when people have stayed and get many kinds of negative experiences in a new environment. The next one is the recovery phase. Recovery is the phase where persons will try to understand the culture in a new environment and to adapt the habits on the environment. Recovery is including crisis resolution and culture learning. Culture learning occurs when persons who previously experienced culture shock began to get calm in living daily life. They begin to interact to the host country because of adaptability process. The last is the adjustment phase, which occurs when individuals are able to participate fully and comfortably in the host culture. It is reflecting enjoyment and functional competence (81). Moreover, the persons will begin to adjust and to accept the new culture in a new environment as a new lifestyle, besides things become more normal even though, it does not really become normal when persons face honeymoon phase previously.

In facing experienced stress, individuals will make efforts to overcome such stress, which is known as coping strategies. According Maryam in Azriel, coping strategies refer to both visible and hidden behavior carried out by an individual to reduce or eliminate psychological tension experienced in stressful situations (5). Consequently, the actions taken by individuals, whether consciously or unconsciously are referred to as coping strategies. The coping strategies employed by an individual can be reflected in how they perceive themselves, as self-concept develops through interactions with influential others in their lives. When

implementing coping strategies for stress, individuals engage in transactions involving cognitive and behavioral responses towards their surrounding environment. Thus, the use of coping which includes the concept of all forms of individual behavior and thoughts can reduce burdensome conditions to prevent and overcome the stress they experience (5.) However, coping strategies are essential for individuals to manage stress and overcome the challenges they face in life and individuals can use them according to their talents and motives in responding to others.

Based on the various explanations provided above and the existing data, the film *The Terminal (2004)* by Steven Spielberg is a work that portrays the issue of culture shock through its main character, Viktor. Due to the cultural differences between Viktor and the environments he encounters throughout the story, he consciously or unconsciously applies coping strategies as a means to overcome the culture shock he experiences. Through various incidents such as encountering a stay at the terminal, a language barrier, and immigration issues, Viktor gains new experiences that provide him with a fresh perspective on the world he once knew. This study entitled *The Defection of Culture Shock On the Main Character in Steven Spielberg's Film the Terminal (2004)* aims to delve deeper into the analysis of these themes.

B. Problem Formulation

This study examines two problem formulations as follows:

1. How is culture shock phases depicted in the main character, Viktor, In the Film *The Terminal (2004)*?

2. How does the main character use coping strategies in dealing with his culture shock in the film *The Terminal (2004)*?

C. Limitation of the Study

Based on the problem formulations, the scope of this study is limited to the analysis of the main character's phases of culture shock and coping strategies when dealing with the cultural differences in New York, as reflected in the film *The Terminal (2004)*. However, it is important to note that culture shock is a complex and multifaceted phenomenon, and coping strategies of the main character not representing of all individuals who encounter new cultures. Therefore, the findings of this study may not be generalizable to other cultural contexts or individuals with different backgrounds and experiences. Additionally, this study is limited to the specific cultural differences portrayed in this film and may not capture the full range of cultural complexities in real-life settings.

D. Objectives of the Study

Based on the limitations above, the primary objectives of the study can be stated as follows:

1. To describe cultural shock phases depicted in the main character, Viktor, In the Film *The Terminal (2004)*?

2. To explain coping strategies used by the main character in dealing with his culture shock in the film *The Terminal (2004)*?

E. Significance of the Study

The results of this study offer several benefits to readers, including students of the Faculty of Languages and Communication at Sultan Agung Islamic University, particularly those in the English Literature Study Program who are interested in analyzing culture shock and the coping strategies. Additionally, this study has the potential to enrich readers to know more about literature, especially about different culture shock in foreign countries, phase and strategy coping of culture shock. Therefore, it will increase our culture understanding before persons move from one county to another country. Ultimately, it is hoped that this study will have a positive impact on its readers.

F. Outline of the Study

This study is systematically organized into five chapters to provide a clear overview of its scope and content. The first chapter presents the introduction, which is divided into five sections: the background of the study, problem formulation, limitation of the study, objectives of the study, and significance of the study. The second chapter outlines the theoretical framework and is arranged into three sub-sections, including a synopsis of *The Terminal* (2004) and the related theories. The third chapter explains the research methodology, covering the type of research, data collection methods, and data analysis methods. The fourth chapter contains the findings and discussion, which elaborate on the research results concerning culture shock and coping strategies experienced by the main character in *The Terminal (2004)*. Finally, the fifth chapter presents the conclusions and suggestions derived from the analysis in the previous chapter.

CHAPTER II

REVIEW OF THE RELATED LITERATURE

This chapter discusses the synopsis of the film and review the related literature. The Related literature is about culture, culture shock, characteristic of culture shock and coping strategies.

A. Synopsis of the Film

The Terminal was a 2004 comedy-drama film directed by Steven Spielberg and starred Tom Hanks as Viktor Navorski, an Eastern European man who found himself stranded in an airport in New York City when war broke out in his home country of Krakozhia. The film began with Viktor arriving at JFK International Airport with hopes of visiting New York City and fulfilling a promise to his deceased father. However, upon his arrival, he was informed by airport official Frank Dixon (played by Stanley Tucci) that while he was in the air, a military coup had taken place in Krakozhia. As a result, the United States no longer recognized his passport. This left Viktor in a state of limbo, unable to enter the United States but also unable to leave the airport and return home. Dixon initially tried to deport Viktor back to Krakozhia, but bureaucratic red tape and a lack of diplomatic solutions prevented him from doing so. Consequently, Viktor was forced to take up residence in the airport's international transit lounge, where he began to navigate the complex reality of living in a terminal.

He learned to adapt to his circumstances, making friends with airport workers (including Janitor Gupta, a kind-hearted airport cleaning employee), catering staff, and flight attendants (including Amelia Warren, who also helped him complete his

mission so he could continue his journey to New York), as well as other travelers who passed through the terminal. As Viktor settled into his new home, he faced various challenges and obstacles, including language barriers, cultural misunderstandings, and bureaucratic red tape. Despite these challenges, Viktor maintained a positive attitude and found ways to make the most of his time in the airport. He also learned English from an immigration officer, Frank Dixon. As he began his new life at the airport, Viktor encountered many difficulties. The main problem was the language barrier. In addition, the differences in rules between countries also made it confusing for him to adjust. He also struggled to obtain the latest information at the airport due to his lack of language understanding. However, these problems gradually began to be resolved when Viktor started learning and understanding his new environment, accepting differences, and politely asking for help from everyone at the airport.

Along the way, Viktor's resourcefulness and resilience endeared him to those around him, and he became a beloved figure in the airport community. He helped a young flight attendant overcome her fear of flying, assisted an elderly couple in reuniting with their estranged son, and even helped Dixon reconcile with his own family. His positive attitude and willingness to lend a hand quickly made him an integral part of the airport's daily life.

As Viktor settled into his new home at the airport, he also uncovered a mystery surrounding a man named Gupta Rajan (played by Kumar Pallana), who had been living in the terminal for several years. Viktor befriended Gupta and learned about his past, including his status as a refugee from a war-torn country.

Together, they navigated the challenges of their shared predicament and found solace in each other's company. Despite the obstacles, Viktor remained determined to fulfill his father's dream and visit New York City. With the help of his friends, he embarked on a series of adventures within the airport, from setting up a makeshift home in a security-gated area to finding creative ways to earn money and pass the time. Along the way, he experienced moments of joy, sadness, and unexpected discovery, all while maintaining his unwavering spirit and resilience.

As Viktor's days in the terminal stretched into months, he began to question his purpose and wondered if he would ever be able to leave. However, his determination and optimism never wavered, and he continued to find joy and meaning in the small moments of human connection that he encountered each day. The film reached its climax when Viktor's situation was brought to the attention of the media, leading to a public outcry and pressure for a resolution to his predicament. In a heartwarming turn of events, Viktor was granted asylum in the United States and was finally able to leave the airport after nine months of living in limbo. In the final scene, Viktor bid farewell to his friends at the airport and set off to explore the city he had dreamed of visiting. As he stepped out into the bustling streets of New York, he was filled with hope and gratitude for the kindness and generosity he had experienced during his time in the terminal.

B. Review of Related Literature

B.1. Culture

Culture has a universal meaning and has many meanings. When we think about culture, things that come to mind include beliefs, clothing, food, traditions, customs, customs, art and behavior. Every expert who studies culture has a different definition of culture. Culture is related to our entire path of life, especially in various customs, food, traditions, and beliefs. Thus, each culture has its meaning in every aspect and usually has different cultural meanings. According to Xia, Culture is an ambiguous concept, containing broad content, for example, sounds, sights, values, traditions, smells, customary behavior, and thought processes (97). Mahadi and Jafari state that culture is the totality of innate and inherited ideas, perspectives, values, beliefs, and knowledge, which structure or form a common basis for social behavior in social life (231). Therefore, when individuals are far from their familiar environment and come into contact with a foreign environment, individuals will encounter a new culture and begin to accommodate their way of life to that culture by stating that culture is an idea and emotional relationship that must be accepted by most humans in social interactions. Based on the description above, the researcher summarizes which culture is a whole heritage that includes broad content such as sound, sight, values, traditions, smells, traditional behavior, and thought processes.

Culture can be defined as a component of behavior, norms, and beliefs held by a group of people that gives them identity and differentiates them from other people. Harris, Moran & Moran in Soraya identify several cultural characteristics, namely: self-sense and space, Communication and Language, Dress and

Appearance, Food and Feeling habits, Relationship, Value and Norm, Belief and Attitude, and The mental process and learning (7).

B.2 Culture Shock

The term culture shock was first introduced by Kalervo Oberg in the late 1950s to describe the profound and negative response to depression, frustration, and disorientation experienced by individuals living in a new cultural environment. This term signifies a feeling of having no direction, feeling unsure about what to do or how to navigate everything in a new environment, and not realizing what is appropriate or not, meaning that if individuals do not have enough information about the new cultural environment they are about to visit then These individuals will tend to have a high probability of experiencing culture shock.

Oberg describes culture shock as a "disease" resulting from individuals living in a different cultural environment for a long period (3). Culture shock arises when someone encounters a new country with a culture that is different from their own, thus creating challenges that require adaptation to thrive. Oberg has described various symptoms of culture shock, including feelings of helplessness, anger, fear, feelings of being deceived, robbed, hurt, and other minor feelings of frustration (3). In a foreign land, individuals must adjust to different lifestyles, habits, living conditions, and more.

According to Oberg there are four phases of culture shock, this phase describes how a person adapts to a new cultural environment (3). Another definition Ward, Bochner, and Furnham also define this culture shock phase but with different terminology as follows (81):

B.2.1 Honeymoon Phase

The first stage is the honeymoon phase, according to Ward where all meetings in a new place are seen as interesting, and positive and provide initial reactions in the form of surprise, euphoria, interest, and enthusiasm (81). There is openness and curiosity, combined with a readiness to accept whatever comes. Individuals will experience this phase since the beginning of the moving week, individuals will feel attracted to the new environment. During the Honeymoon period, the differences between old and new cultures will be seen romantically. Individuals will feel happy, happy with everything around their new environment. Individuals may like sights, culture, music, customs, beliefs, food, lifestyle, customs, attitudes, society, and good infrastructure that they have never seen before. In this first phase, some individuals will be fascinated by the new culture and they also have high hopes and confidence that they will be fine and can handle everything that will happen in the future. Most importantly, at this stage, the individual may not feel even the slightest disturbance about the differences in their new environment.

B.2.2 Crisis Phase

In the second phase, culture shock occurs, the individual realizes that something is wrong. Individuals will feel that everything starts to feel strange, the people are different, the food, the language used, and so on. According to Ward, Apart from that, individuals will also experience feelings of anger and anxiety regarding cultural differences in the new country (81). This unfamiliar experience can begin with a creeping awareness of disorientation and a feeling of unease knowing what is happening. It can also include very negative symptoms, such as

stress (not being able to sleep or eat), irritability, feeling stressed and usually feeling homesick and wanting to return to your home country.

Furthermore, this phase is characterized by the emergence of feelings of anxiety which may have the impact of being uncomfortable with new situations and may give rise to hatred and feeling like everything is foreign. Individuals will tend to feel more sensitive and afraid. For example: foreigners have difficulty communicating with the host country, difficulty using means of transportation, and understanding traffic regulations that are different from their country. Apart from that, sometimes the weather can also make someone feel stressed because of differences. Oberg state The existence of these uncomfortable conditions will make foreign visitors aggressive and start criticizing everything about the host country (3). He felt that everything that happened was beyond his expectations and felt that he didn't like his host country and wanted to go home.

B.2.3 Recovery Phase

The third phase of recovery usually begins with accepting the fact that we are ourselves, if we have problems and we have to overcome them. If someone is in a crisis phase and can face these conditions, it means that he is starting to allow himself to accept positive attitudes and try to learn the culture of the host country. The recovery phase usually involves events between the honeymoon phase and the cultural crisis phase. What this means is that individuals can learn from the cases they experienced during the honeymoon phase and previous crisis phase. Individuals begin to believe in themselves that they are able to overcome the conditions, and remain in the host country. Individuals try to learn the language,

customs, and customs, and communicate with the host, their sense of humor returns, and can laugh, they no longer criticize the host country but they understand their differences. According to Oberg, when someone successfully adapts to a new culture, for example trying to learn the language and starting to socialize with it, it means that he is willing to adapt to the new cultural environment (3). Unfortunately, this does not mean that immigrants are free from the problem of culture shock

B.2.4 Adjustments Phase

The fourth phase is the adjustment phase. Ward state that in this phase, individuals are able to participate fully, feel comfortable and enjoy the culture of the host country (81). The self-confidence of each individual begins to increase and they also begin to accept the differences that exist in the host country such as food, drink habits, customs and lifestyle. They begin to enjoy the different cultures and conditions in the host country and are also able to overcome the problem of culture shock. According to Kevinsky , Apart from that, each individual will adapt and accept the new culture in the new environment as a new lifestyle, this situation will become more normal even though it is not actually normal (8). Ultimately, this phase can be characterized as the individual's successful adaptation to the new cultural environment.

The duration of adaptation to culture shock is different for each individual. This depends on the individual's ability to accept, manage, adapt, and learn the cultural environment in a new country with confidence.

B.3 Coping Strategies of Culture Shock

The term cope comes from the Latin word colpus, which means to change. Webster's Dictionary defines it as the act of facing and trying to overcome problems and difficulties, especially in the psychological realm. Maryam in Azriel state Coping refers to both visible and hidden behavior carried out by individuals to reduce or eliminate psychological tension in stressful situations (20). Coping strategies also refers to the way individuals manage and navigate challenging or stressful situations.

According to Maryam in Azriel, apart from that, the use of coping includes all forms of behavior and thoughts, both positive and negative, which aim to reduce or reduce a burdensome condition to prevent stress (20). The experience of stress that an individual has experienced can also have an adverse impact on a physiological or psychological level (20). An individual also will not let the negative impacts that occur last long; on the contrary, they will also take some action to overcome and deal with it. The actions taken by individuals are called coping strategies.

Coping strategies can often be influenced by cultural background, experience in solving problems, environmental factors, personal personality, self-concept, habits, social factors, and several things that can significantly influence an individual's quality in solving problems. Coping strategies can also help individuals to adapt to new and unfamiliar cultural environments.

In this research, coping strategies were chosen because they have a relationship between the Phase of culture shock and Coping strategies. At each

phase experienced by an individual in culture shock, each individual may need to apply different Coping strategies to manage the challenges faced by each individual effectively. Coping strategies has an important role in managing emotions, seeking support, adapting, so that individuals can successfully overcome the challenges of culture shock and develop in their new cultural environment.

Lazarus and Folkman, also generally share coping strategies into two types namely: problem-focused Coping and emotion-focused Coping (150):

B.3.1 Problem-focused Coping

One of the coping strategies proposed by Lazarusand Folkman is problem-focused coping. Problem-focused coping involves actively dealing with stressors or problems faced to reduce or eliminate their impact and on the other hand, are more probable when such conditions are appraised as amenable to change (150). Apart from that, problem-focused coping is also based more on the individual's ability to think well and change environmental events or situations. Problem-focused coping strategies can be considered more effective when individuals have problems controlling stress triggers and when they believe that their actions can have a positive impact. One example of problem-focused coping is where the level of thought processes will include the use of problem-solving skills, adjusting interpersonal conflicts, seeking advice, time management, goal setting and gathering more information about something that can cause stress in each individual. Some problems can be overcome or resolved by requiring thinking through several solutions, evaluating the pros and cons of various solutions, and then implementing solutions that can help reduce stress. Examples of these

strategies at the behavior or action level can include activities such as if a student feels overwhelmed by the heavy load of school activities, they may be able to carry out problem-focused coping by making a schedule, seeking help from teachers, friends or family, or dividing the workload into tasks are smaller and easier to manage.

1. **Seeking for Social Support**

    Seeking for social support is another coping strategy identified by Lazarus and Folkman as a way for individuals to deal with stress. This involves other individuals seeking help from other people, both in physical and non-physical forms, to overcome problems and stress (157). Aspects of seeking social support include seeking help from partners and friends. Family, or other support group. Social support can help individuals not be too isolated and burdened by stressors, and can provide a sense of comfort and reassurance during the difficult times faced by the individual. By using these strategies, individuals can deal with stress effectively and improve their overall well-being.

2. **Planful Problem Solving**

    Planful problem solving is a strategy used by individuals to overcome problems that involve direct responses to problems or stress triggers that can be actively felt and attempted to resolve them. This involves iden identifying problems, generating potential solutions, and selecting the most effective actions to address existing problems. Planful problem solving requires some effort and the ability to think critically about a situation in order to produce the best solution. There are several strategies aspects that can include the process

of resolving stress, including:

a. Concentrate on problem solving

b. Formulate a plan

c. Learn from previous experiences

d. Modifying action or behavior patterns to solve problems.

3. Confrontative Coping

Confrontative coping involves engaging individuals directly and taking action to overcome them. This can include firmly trying to deal with things that are sources of stress or actively trying to change the situation by reducing or eliminating stress triggers. Dealing with stress in a confrontational manner requires individuals to be pro-active in their approach, and also willing to take risks in order to deal with stress triggers effectively. There are several actions that can be taken in confrontative coping, including:

a. Directly confront or meet the source of the problem (another individual).

b. Express feelings towards the parties involved in the problem.

c. Show perseverance and exert some effort to maximize the process without giving up.

B.3.2 Emotion-Focused Coping

In emotion-focused coping, the focus is on changing the way a person thinks or feels about a situation or event. Apart from that, emotion-focused coping also involves regulating emotional responses to stress triggers to reduce negative emotions related to the situation. This strategy is very effective when individuals perceive stress triggers as uncontrollable or when they are overwhelmed by

negative emotions. For example, if someone is grieving the loss of a loved one, they may engage in emotion-focused coping efforts by seeking social support, expressing their emotions through writing or art, or engaging in relaxation techniques such as meditation, exercising, joining support groups, practicing religious rituals, and escaping through the use of alcohol and drugs.

1. **Positive Reappraisal**

According to Lazarus and Folkman, Positive reappraisal in the dimension of emotion-focused coping involves attempting to accept the problem and the stressful situation and viewing it as something positive, whether for personal growth or from a spiritual perspective (178). The aspects encompassed within positive reappraisal include:

a. Striving to become a better person.

b. Seeking out positive activities.

c. Endeavoring to cultivate a more religious or spiritual outlook when faced with difficulties.

2. **Accepting Responsibility**

Accepting responsibility, within the dimension of emotion-focused coping, entails acknowledging one's role and responsibility in the occurrence of a problem. The aspects encompassed within accepting responsibility include:

a. Having a sense of responsibility for the problem at hand.

b. Striving to resolve conflicts that arise.

c. Possessing a strong desire to address the problem and not evade responsibility.

3. **Self-Controlling**

Self-control, namely reacting by regulating both feelings and actions. For example, someone who does this coping for problem-solving will always think before doing something and avoid taking action in a hurry. The aspects encompassed within self-control include:

a. Striving to calm oneself and act with caution.

b. Maintaining and suppressing emotions to prevent easily becoming angry, disappointed, or sad.

c. Attempting to accept input from others' perspectives.

4. **Distancing**

The form of Distancing within the dimension of emotion-focused coping involves creating distance between oneself and the problem at hand. It involves adopting a mindset of not excessively dwelling on the issue and accepting one's circumstances without actively seeking to resolve the problem further.

5. **Escape Behavior**

Escape Avoidance, that is avoiding the problem faced. For example, someone who do this coping for problem solving, seen from his attitude is always avoiding and sometimes even involved in negative actions sleeping too long, taking drugs forbidden, and not wanting to socialize with others. Aspects within the realm of Escape behavior include:

a. Lack of motivation or belief in resolving the problem.

b. Avoidance of responsibility.

c. Engaging in negative and self-destructive behaviors.

Numerous empirical studies based on this model have consistently demonstrated that problem-focused strategies are beneficial in dealing with stressful events that are modifiable, whereas emotion-focused strategies are more effective for coping with stressful events that are beyond one's control. It is important to note that coping strategies can vary in terms of their healthiness. The choice of coping strategy is influenced by the quantity and quality of available coping resources. These resources encompass various aspects such as knowledge (e.g., understanding new place dynamics), skills (e.g., analytical abilities), attitudes (e.g., self-efficacy or belief in one's capabilities), social resources (e.g., supportive individuals), physical resources (e.g., good health and stamina), material resources (e.g., affordability to natural resources), and societal resources (e.g., policies and regulations). These resources play a pivotal role in determining the coping approach individuals adopt when faced with stressful situations.
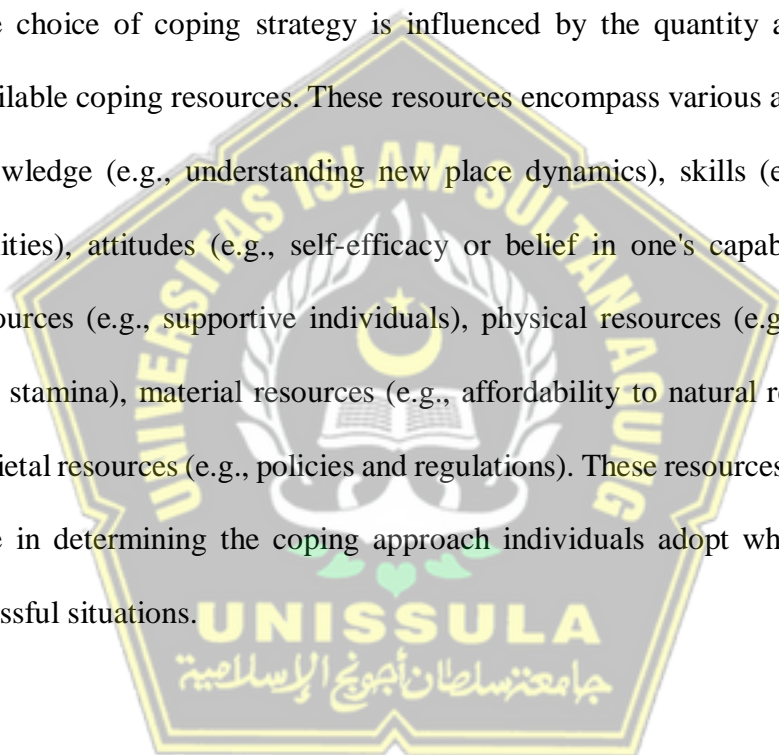
CHAPTER III

RESEARCH METHOD

The third chapter of this study contains a list of the methods used to conduct the research, including data collection, and evidence analysis with a specific goal of learning more about the subject or improving understanding of it, and to answer the topic of problem formulation and object of the study. The three components of the research method used in this study are Types of research, Data Organization, and Analyzing the Data.

A. Type of the Research

In this study, the type of research used was qualitative because the data were presented descriptively. Qualitative research was a kind of research methodology that was used to report studies. Consequently, Sutton and Austin's explanation of qualitative data was clear: "Qualitative research can assist researchers' access to the ideas and feelings of research participants, which can enable the development of an understanding of the meaning that individuals attach to their experiences" (230). The data were presented as words, phrases, sentences, dialogues, or monologues. In this study, Viktor, the main character in the movie *The Terminal* (2004), was examined through qualitative research.

B. Data Organizing

According to the research methodologies, this study organized the data in the best possible way. In this study, the two points of data organizing were :

B.1. Data Collecting Method

In collecting data for this study, several methods were used as follows:

B.1.1. Watching the Movie

The first step was to watch the movie. A movie entitled *The Terminal* (2004) was watched intensively several times to understand it. This was meant to comprehend the entire content of the movie in order to gain an understanding of the related topics that were discussed

B.1.2. Reading the Movie Script

After watching The Terminal (2004) movie multiple times, the researcher read the movie script repeatedly. The objective of this step is to gain a thorough understanding.

B.1.3. Identifying the Data

The following step was to identify the data. This study identified the data from the gathered data that were used in the research. This step involved collecting data by highlighting certain parts of the movie script. The collected data from the movie script were in the form of character dialogues, monologues, and descriptive or narrative passages that supported the topic of the research.

B.1.4. Classifying the Data

The next step was classifying the data. The process of writing the data was based on the problem formulation of this research and was presented in a table. The data were classified to facilitate the researcher in answering the problems. The classification of data was presented in the form of appendices containing column

numbers, excerpts from the movie script, movie times and the pages of the movie script, types of analysis, types of data, references, and comments.

B.1.5. Reducing the Data

The final step was reducing the data. This was a process of reducing data that did not correlate with the problem formulation. The data needed to be stored in the most efficient form by using relevant techniques so that the research was properly presented.

B.2. Types of the Data

This research used two types of sources that were used. These data sources were explained as follows: 1. Primary data, obtained from the movie The Terminal (2004), this type of data was the movie and the movie script 2. Secondary data or supporting data sources. These secondary data sources were taken from journals, e-books, and sites involved in the study.

B.3. Analyzing the Data

The final point of this study was the data analysis technique, which aimed to analyze and report the results of the analysis. In analyzing the data, the researcher used qualitative methods by watching the movie and reading the movie script. The research data were in the form of sentences found in monologues, dialogues, and narratives. The data in this study were analyzed using descriptive analysis techniques. The full analysis was reported in Chapter IV as the result of the study. The complete data were shown in the appendices.

CHAPTER IV

FINDING AND DISCUSSION

This chapter consist of a discussion about the culture shock and coping strategies of the main character in the *The Terminal (2004),* in response to the problem formulation mentioned in chapter one. Then, in this chapter, it will be divided into two parts. The first part is about the stages of culture shock depicted by Viktor Navorski during his journey towards a new environment. The second part discusses how Viktor encounters the stages of his culture shock using coping strategies.

A.   The Stages of Culture Shock Depicted on the Main Character Viktor Navorski

This part consists of the findings to answer the first problem formulation which shows culture shock depicted in the main character, Viktor, in *The Terminal (2004)* film. According to Ward (81) the process of culture shock, depicting an individual adaptation to a new cultural environment, can be categorized into four stages: Honeymoon, Crisis, Recovery, and Adjustment. The analysis will concentrate on the instances when Viktor stays in the new environment, and through this analysis, the various phases of culture shock will be explained.

A.1   Honeymoon Phase

Cultural adaptation is a gradual process experienced by individuals when entering an environment or culture that is different from their origin. One of the initial stages in this process is the honeymoon phase. According to Ward in Pertiwi (9), the honeymoon phase is the first phase marked by an initial reaction full of awe,

joy, and enthusiasm for a new culture. Individuals feel fascinated by the new things they encounter, and all the differences seem interesting and fun.

In the film *The Terminal*, Viktor Navorski shows a typical reaction from this phase. This is clearly depicted in the scene when Viktor first arrives at JFK airport and sees a miniature of New York City. Inside the airport, a miniature Statue of Liberty is displayed gleaming in sunlight, creating an atmosphere full of hope and splendor. This makes Viktor feel amazed when he sees it. As stated in the narrative in as in the scene below:

> **Though pushed and shoved like everyone else Viktor Remains "The Statue of Liberty" Seen through a window up ahead, sunlight glistening beautifully off the Hudson.**
>
> MANHATTAN
>
> Stands proudly behind, framed perfectly, her incandescent grandeur set again an immaculate azure sky.
>
> Viktor is exuberant. He moves toward it…
>
> But his smile starts to fade as he realizes there's no water, no gigantic monument, no city…. it's just an elaborate model of New York.
>
> Guard: "Please step back into the line, sir…"
>
> Viktor turn to see a pair of uniformed immigration Guard supervising the line.
>
> He smiles again, shaking the first Guard's hand, Viktor's accent is of an indeterminable, though clearly European origin.
>
> Viktor: "Thank you for having me."

The bemused Guard shakes Viktor's hand, glancing at his colleague…
(p.3).

In this sentence, this study sees that the miniature reflects Viktor's dreams and expectations for America. He smiles, steps forward enthusiastically, believing that he has arrived in the dream country that he has always imagined. This reaction shows a deep interest in the new culture that he will enter, which is the main characteristic of the honeymoon phase. However, in a short time, reality begins to emerge. When Viktor realizes that the miniature he sees is just a model or display, his smile begins to fade. This can be an early symbol that behind the admiration, there is a complex reality that he will face. Even so, at this stage, his curiosity and positive attitude still dominate. Even when reprimanded by the immigration officer, he remains friendly.

As in the scene below:

Guard: "Please step back into the line, sir ..."

Viktor turn to see a pair of uniformed immigration Guard supervising the line.

He smiles again, shaking the first Guard's hand, Viktor's accent is of an indeterminable, though clearly European origin.

Viktor: "Thank you for having me." (p.4).

The bemused Guard shakes Viktor's hand, glancing at his colleague…

This statement, although simple, shows Viktor's gratitude and willingness to accept and respect the new place he has entered. This behavior reinforces the image that Viktor is still in the honeymoon phase, where he sees everything with glasses

of optimism and openness. In this phase, Viktor's hopes and expectations for his new life in America are still very high, although reality will slowly begin to test his resilience when he will live in his new environment.

A.2 Crisis Phase

After the euphoria and awe phase in the honeymoon phase, individuals who face a new culture usually begin to experience a crisis phase, which will be experienced and found as a culture shock phase. In this phase, the reality of life in a new environment begins to feel burdensome. The mismatch between expectations and reality often causes confusion, anxiety, and even psychological stress. Ward, Bochner, and Furnham in Maryam (13) state that culture shock is a psychological response to adaptation stress, characterized by feelings of frustration, confusion, and inability to function effectively in a foreign culture. This was also experienced by Viktor. Viktor was immediately faced with the bitter reality that led him to the second phase in the cultural adaptation process, namely the crisis phase. This phase is often considered the most difficult stage in the adjustment process.

In the movie The Terminal, Viktor's crisis begins when he is called by immigration officers and explained about the political situation of his country which is undergoing a coup. The government of Krakozhia is frozen, and thus, Viktor's passport is also considered invalid. As a result, he cannot continue his journey to New York, and also cannot return to his home country. Viktor, who does not fully understand English, appears confused, depressed, and has lost control of his own destiny.

After being detained by immigration officers, Viktor is told that he "cannot

enter America and cannot return to Krakozhia." This situation makes him legally temporarily stateless. He has no valid documents, cannot leave the terminal area, and has no access to the legal system or official protection from any country. The explanation above is in the scene below:

> Mercer: "Eighteen hours ago the state department suspend all travelling privileges on passports issued by your country."
>
> Viktor: "I don't understand."
>
> Mercer: "While you were in the air, your country was invaded."
>
> A beat. Viktor, in shock.
>
> Viktor: "…what?"
>
> Mercer: "Fortunately, no resistance was offered. There were no casualties."
>
> Viktor's shock turns to bewilderment.
>
> Viktor: "Invaded? Who?"
>
> **Mercer: "I'm sorry. (getting up to go) As soon as we have any information, Mr. Viktor Navorski, you'll be the first to know."**
>
> **Rising out of his chair.**
>
> **Viktor: "I am going back."**
>
> **Mercer: "Well, that's problem I'm afraid, Mr. Viktor. I can't send you back just yet. The new Government has sealed the borders for the time being.**
>
> **Viktor: "So I must wait in New York."**
>
> **Mercer: "Unfortunately I can't allow you to enter the United**

States at this time either."

Viktor: "(thoughts tumbling over themselves) I don't understand. I have a visa (pointing) I have a passport!"

Mercer: "Not a valid one, Mr. Viktor. technically at least, the country that issued this passport. (taking it out if its file)

Viktor: "So, what you are telling me is…I cannot go."

Mercer: "No."

The explanation above is in the scene below:

Mercer: "Eighteen hours ago the state department suspend all travelling privileges on passports issued by your country."

Viktor: "I don't understand."

Mercer: "While you were in the air, your country was invaded."

A beat. Viktor, in shock.

Viktor: "…what?"

Mercer: "Fortunately, no resistance was offered. There were no casualties."

Viktor's shock turns to bewilderment.

Viktor: "Invaded? Who?"

Mercer: "I'm sorry. (getting up to go) As soon as we have any information, Mr. Viktor Navorski, you'll be the first to know."

Rising out of his chair.

Viktor: "I am going back."

Mercer: "Well, that's problem I'm afraid, Mr. Viktor. I can't send you

back just yet. The new Government has sealed the borders for the time being.

Viktor: "So I must wait in New York."

Mercer: "Unfortunately I can't allow you to enter the United States at this time either."

Viktor: "(thoughts tumbling over themselves) I don't understand. I have a visa (pointing) I have a passport!"

Mercer: "Not a valid one, Mr. Viktor. technically at least, the country that issued this passport. (taking it out if its file)

Viktor: "So, what you are telling me is…I cannot go."

Mercer: "No." (p.9-10).

In the following scenes, this study looks at the psychological impact of this phase more clearly. Viktor sleeps in a terminal chair, has no access to proper food, and is confused about where to go to the toilet or take a shower. He begins to lose the basic human routines that were previously considered normal and guaranteed. This makes Viktor feels unsure about the culture in his new environment. This situation reflects the concept of culture shock as explained by Oberg (1999). According to him, this situation occurs when someone feels the loss of a familiar cultural frame of reference, and is unable to understand or adjust to new cultural symbols, customs, and rules. This makes the individual feel protected, helpless, and even experience high social anxiety.

In addition, Viktor also experiences language difficulties, which are a major barrier to understanding the rules and interacting with others. This can be seen in

the sentences in the scene:

> **Steward: "Bonjour, monsieur. You are a Red Carpet Club member?**
>
> **Viktor: "(speak Bulgarian)**
>
> **Steward: "I need to see your boarding pass and club cars, sir."**
>
> **Viktor: "(speak Bulgarian)"** (p.6).

This reinforces the sense of uncertainty and isolation. The inability to communicate effectively often exacerbates culture shock because it hinders an individual's attempts to seek help or build social relationships. As Ward (10) said, when people from different cultures come together, communication becomes difficult because of different "codes". However, what makes Viktor's character unique is how he does not give up in the face of this crisis. Despite his obvious psychological instability, he tries to survive in simple but meaningful ways. He begins to observe his surroundings, learn English from TV and magazines, and finds ways to meet his basic needs.

This crisis phase not only depicts the external conflict between the individual and the new cultural system, but also Viktor's internal conflict—between fear and the will to survive. Emotions such as confusion, shock, disbelief, and loss dominate Viktor's expressions and actions in this section.

A.3 Recovery phase

After experiencing psychological stress and disorientation in the crisis phase, individuals in a new cultural environment begin to enter the recovery phase. At this stage, individuals begin to adapt to new conditions, both psychologically and

socially. They begin to recognize the social system around them, and rediscover stability and meaning in life even though they are still in a foreign environment. Ward (13) explain that at this stage, individuals are no longer too shaken by cultural differences, but begin to develop a more realistic understanding of the new culture, and begin to accept these differences as part of everyday life. The recovery phase reflects a turning point, where a person begins to feel "functional" socially and emotionally in a new environment.

In the recovery phase, individuals begin to develop the ability to deal with a new cultural environment. Not only are they more emotionally stable, they also begin to function productively in that culture. In this phase, people begin to master the social skills needed, understand unwritten rules, and are able to establish deeper relationships by Ward (13).

In the film *The Terminal*, this phase occurs when Viktor has found a new rhythm of life, where he is no longer just surviving, but begins to "live" and actively adapt to the airport environment. Viktor begins to try to learn English by watching television and reading magazines. There is a scene written in the script below:

> *Int library international terminal.*
>
> *Viktor entered the bookstore. He turned over the bookshelf and took out several Bulgarian and American translated books.*
>
> *Every day he studied the translated book so he could understand and speak American.* (p.36-37).

This statement emphasizes that at this stage, Viktor shows adaptive behavior by trying to understand American culture and language through literacy media,

namely reading books translated from Bulgarian to English. This activity reflects an effort to adapt to a new environment and overcome the cultural challenges faced. In this phase, individuals usually begin to understand social patterns and values in a new culture, and try to form new habits that are in accordance with the cultural context. As stated by Ward in Pertiwi (16) Persons will try to understand the culture in a new environment and to adapt the habits on the environment, including crisis resolution and culture learning.

This statement emphasizes that in the recovery stage, individuals actively seek understanding of foreign cultures and begin to adapt, including resolving internal crises and learning new cultures. Viktor represents this by taking the initiative to learn the target language in order to communicate better and feel more accepted in his new environments.

In addition, Viktor shows a form of understanding of a new cultural system that was previously foreign to him, namely the American legal system and immigration policy. Although he does not fully understand how the system works accurately, he begins to try to adjust his way of thinking and acting to be in line with the American cultural context. This shows that Viktor has entered the recovery phase from culture shock, where he is no longer in confusion or denial, but begins to develop realistic strategies and expectations based on the knowledge he has gained from his environment. Viktor tries to understand that the decision to leave the airport is in the hands of local authorities (represented by Dolores), and he begins to read symbols and systems (stamp colors) as part of cultural learning. This explanation above in script below:

> **Dolores: "Let me ask you something, Mr. Viktor. Why do you wait here every day when there's nothing I can do for you? Your new visa will not arrive until your country is recognized by the U.S"**
>
> **Viktor: "You have two stamp, one red one green."**
>
> **Dolores: "So?"**
>
> **Viktor: "I have chance to go New York, 50-50."**
>
> **Dolores: "Yes. That's a beautiful way to look at it, but America doesn't work that way**". (p.41)

In this context, Viktor is not only trying to learn American culture, but also internalizing the prevailing value system and social workings, although still limited to his understanding. According to Ward (16) will try to understand the culture in a new environment and to adapt the habits on the environment, including crisis resolution and culture learning. His actions of waiting patiently and trying to have a dialogue with Dolores show acceptance of the new social structure, as well as the initiative to adapt.

Through the interaction between Viktor and Dolores, it is seen that Viktor has entered the recovery phase from culture shock. He began to do culture learning and adjust his behavior and perspective towards the American system and culture. The optimism and patience he showed are indications that he is not only surviving, but also trying to thrive in a foreign cultural environment.

A.4 Adjustment Phase

After going through a period of euphoria it called honeymoon crisis and

recovery Viktor finally reached the final adjustment phase. At this stage, the individual has successfully reached the final stage in dealing with culture shock in a new environment. The individual begins to feel comfortable and accustomed to his daily life. In fact, someone can already accept and carry out normal activities as in his home country. According to Ward in Maryam (13), this phase describes the stage where someone not only functions effectively in a new environment, but also feels comfortable, belonging, and cultural competence. Someone is able to live side by side with the local culture, appreciate differences, without losing their original identity.

At this point, Viktor is not just a "stranger lost at the airport," but has become part of the community. He is respected, trusted, and has strong social relationships. He understands the etiquette, language, and social structure in the airport environment. In analyzing the culture shock process experienced by Viktor, it is important to identify the transition phase from the recovery phase to the adaptation phase, which is the peak of an individual's ability to function competently in a new cultural environment. The following dialogue between Viktor and Amelia illustrates a significant change in

Viktor's behavior that indicates that he has entered the adaptation phase:

Viktor: "This belong you? Please, please."

Amelia: "Thank you."

Viktor: "See? Wet floor. (while pointing at the writing on the

floorboard which says wet floor)".

In this section, Viktor demonstrates an increased ability to function in a new culture. He actively assists Amelia in a way that is highly integrated with the environment in which he is located, namely by paying attention to the cues around him (the "wet floor" sign). His sensitivity to visual cues and his actions in providing this information indicate that Viktor is not only aware of cultural differences, but also trying to adapt and function well in this social context. Viktor is no longer trapped in confusion or alienation, but has developed functional abilities in understanding and interacting with the world around him. as explained by Ward (81), The phases reflecting enjoyment and functional competence.

In addition, this study sees that Through the interaction between Viktor and Amelia, it can be seen that Viktor has successfully entered the adaptation phase of culture shock. He began to enjoy and feel competent in functioning in the new environment, as shown in his more independent and confident actions in providing assistance to Amelia. With this, Viktor is not only able to adapt emotionally and cognitively, but also begins to appreciate and contribute to his new cultural community. As the explanation script in below:

> **Viktor: "Halo Amelia, look. Peace. Peace. The war. The war. Please come. Come. See, the war, the Krakozhia is over. Peace. The war is over."**
>
> **Amelia: "You know my friend in Washington."**
>
> **Viktor: "Yes, yes."**

> Amelia: "It's a pass, Viktor. A one-day travel emergency visa with your name on it."
>
> Viktor: "What? Visa?"
>
> Amelia: "Yes."
>
> Viktor: "From your friend?"
>
> Amelia: "Yes. Just to go to New York, find that last name and put it in the can."
>
> Viktor: "I go New York?"
>
> Amelia: "Yes." (p.102-103)

In this dialogue, Viktor has demonstrated much more mature social and emotional competence than in previous phases. He communicates important news openly and emotionally, and actively establishes a deep interpersonal relationship with Amelia. Viktor's ability to convey good news, understand Amelia's response, and accept and act on a solution (emergency visa) shows that he has fully adapted to the American cultural context. as explained The phases reflecting enjoyment and functional competence (Ward 81).

B.   Coping strategies Viktor Navorski Used to Overcome the Culture Shock He Experienced

This part consists of the findings to answer the second problem formulation which focuses on explaining the coping strategies that Viktor applied to overcome culture shock in the film *The Terminal* (2004). In facing pressure and stress due to

a foreign environment, the main character Viktor Navorski shows the application of adaptive and complex coping strategies to survive and adapt to the situation he experiences.

Based on the coping theory proposed by Lazarus and Folkman, coping is defined as "a constantly changing cognitive and behavioral effort to manage external and/or internal demands that are assessed to exceed an individual's resources" (Lazarus and Folkman 141). They group two main types of coping strategies, namely problem-focused coping (focusing on solving problems directly) and emotion-focused coping (focusing on regulating emotional responses to problems). Viktor applies both types of strategies situationally throughout the film.

The character Viktor Navorski in the film The Terminal is a representation of an individual who faces an unusual condition, Viktor is trapped in an airport because his country is experiencing a coup and all his identity documents are considered invalid. This situation puts him under high psychological pressure, full of uncertainty, and cultural alienation. In dealing with this pressure, Viktor applied two forms of coping strategies, namely problem-focused coping and emotion-focused coping as stated by Lazarus and Folkman (19), and reinforced by Maryam (13).

B.1 Problem-Focused Coping

Problem-focused coping is a strategy for dealing with stress by changing or directly addressing the source of the problem. This strategy is chosen when the individual feels that the situation can be controlled or changed (Lazarus & Folkman, 19).

In the film The Terminal, there is a scene that explicitly depicts the practice of seeking social support. The character Viktor is asked for help by an airport officer to handle a passenger, Milodragovich, who is angry and cannot communicate well due to language barriers. the explanation script below:

> **Viktor. I need your help.**
>
> **His name is Milodragovich. He lives near you. He may not speak your dialect, but I need you to translate and help me out.**
>
> **Viktor: "I help you? Why?"**
>
> **I don't want anybody to get hurt. This guy's very upset. Just calm him down, and I'll let you back in the terminal.**
>
> **No. New York. No red stamp, Green. I green.**
>
> **Ok, Yes.**
>
> **Viktor: "You say yes?"**
>
> **Yes.** (p.53)

This request is a form of seeking social support, where someone seeks help from others to overcome a stressful situation. In this case, the help requested is to translate and calm someone who is angry so that an unwanted incident does not occur. This shows that in a crisis, someone tends to seek support from others as a form of coping strategy. Viktor helped translate and calm the passenger, which then brought the situation under control. Here, Viktor is using problem-focused coping because he is not just passively enduring, but taking an active role in resolving a social conflict that is not his responsibility.

According to Maryam (103), Seeking social support involves individuals

seeking assistance from others, both in physical and non-physical forms, to address and cope with problems and stress. It can be interpreted that seeking social support in Viktor can be interpreted as an individual's effort to seek help from others, both in physical and non-physical forms, for the problems and pressures faced. The meaning of this explanation is that Viktor did this so that he could get relief from the problems he was facing and hoped to be able to continue his goals in his new country.

In addition to discussing seeking social support, Viktor also experienced confrontative coping while enduring adjustment in his new country. We can see this in the script below:

> Amelia: "Just tell me the truth. Did you escape from an institution? Are you a criminal?
> You're living here, Viktor. You're living at Gate 67. I just want to know why."
> Viktor: "here. I show you." (took out the can of beans)
> "my father".
> Amelia: "Viktor, please tell me your father isn't that peanut can."
> **Viktor: "This is Jazz". My father, Dimitar Asenov Navorski, see this photograph in Hungarian newspaper, 1958. He says he look at photograph for seven days. Monday, Tuesday, Wednesday…**
> **Amelia: "Who are they?"**
> **Viktor: "Count Basie, Dizzy Gillespie, Thelonious Monk, Sonny Rollins, Art Blakey, Maz Kaminsky of them all together.**

> **After looking at photograph for seven days, my father has idea.**
>
> **He begins to write letter to club, Lickety Split, Snookie's Sugar**
>
> **Bowl.**
>
> **He asks the nuns to write English. Hundreds letters. And then**
>
> **he waits. He waits month, week, year. My father waits 40 years.**
>
> **And they all sign names.**
>
> **One by one. They all write their name and send it to my father.**
>
> **All but not one. Benny Golson. Saxophone.**
>
> **My father dies before Benny Golson write his name and send to**
>
> **my father. So I make him promise. I keep promise. I promise I**
>
> **will go New York, find Benny Golson, have him write name to**
>
> **put in can."**
>
> **Amelia: "And you've been living here so you could do this for**
>
> **your father?"**
>
> **Viktor: "Maybe I think he do it for me."** (p.71-72)

Viktor explains that the can symbolizes a promise he made to his father—a promise to collect autographs from jazz legends such as Count Basie and Dizzy Gillespie, whom his father had seen in a magazine photograph in 1958. Viktor's father had waited 40 years to get Benny Golson's final autograph. Because his father died before the autographs were complete, Viktor felt a responsibility to keep the promise. Viktor's willingness to stay at the airport for months to keep his promise to his father is a form of confrontative coping. This strategy is an active and sometimes extreme form of coping mechanism in which an individual confronts

pressure in a bold, risky, and determined way.

In this context, Viktor takes action that is full of sacrifice and risk: living without legal certainty, without a home, and in an unsupportive environment, just to fulfill one goal. His decision to stay at the terminal until he can meet Benny Golson is a form of direct confrontation with difficult conditions and great psychological pressure. He does not avoid or give up, but chooses to survive and do whatever is necessary to keep the promise.

Confrontive coping is characterized by aggressive efforts to alter the situation and suggests some degree of risk-taking. " (Folkman & Lazarus, 1984:572)

From this explanation, Viktor can be categorized as an individual who applies this coping strategy because he actively faces problems - both administrative, emotional, and social - in order to fulfill a personal value that is very important to him, namely the promise to his late father.

This statement indicates a deep reflective and emotional aspect. Viktor does not only do it because of moral obligation, but also as a way to build a closer emotional relationship with his father's memories and his own identity. In this case, coping is not only a means of survival, but also a process of forming the meaning of life

B.2 Emotion-Focused Coping

According to Lazarus and Folkman, emotion-focused coping is a strategy used by individuals to regulate their emotional responses when dealing with stressful situations, especially in conditions that cannot be directly changed or

controlled (45). One specific form is accepting responsibility, which occurs when individuals acknowledge their role or involvement in a problem and take decisions that demonstrate accountability, both for themselves and for others.

This coping mechanism can be clearly observed in the following dialogue between Viktor Navorski and Frank Dixon in *The Terminal*:

Viktor: "Dicxon. The war in my country is over."

Dicxon: "Yeah. I know. Congratulations. It's strange, isn't it, Viktor?

When you wait so long for one thing? One tiny moment. I had that moment today, too.

You see this badge? This badge means that I was made CBP Field Commissioner. It means that my authority over the security of this airport is absolute.

Your ticket and your passport. It's time for you to go home.

Officer Waylin, please show Mr. Navorski into the terminal and make sure he does not miss his flight.

Goodbye, Viktor, and good luck."

Viktor: "I think I want go New York City."

Dicxon: "Don't make this difficult, Viktor."

Viktor: "I no more "unacceptable". I told you this is over. I go New York.

Dicxon: "Are you sure you want to do that?"

Viktor: "I go New York City now."

Dicxon: "Part of my job is to get rid of undesirables, and there are quite a few. Like this guy, Joe Mulroy.

I think you know him. He's been here for   years, but he's been running an after-hour poker game.

Bringing in liquor and marijuana. Poor guy's going to lose his pension. And I think he has kids, too.

Yep. And then there's this guy, Enrique Cruz.

I think you also know Enrique. Enrique has been letting people into the food preparation area. That's a major security breach. The poor guy, I think he's a newlywed. But I'm going to have to let him go.

And then there's Gupta Rajan. He's a janitor. But he's wanted for assaulting a police officer back in India. I'll have to deport him.

Viktor: "I will go home."

Dicxon: " I'm sorry. What did you say?"

Viktor: "I will go home. Leave them alone. I will go. Today."

> **Dicxon: "If you don't get on that plane, they're all gone. Do you understand?"**
>
> **Viktor: "Yes."**
>
> **Dicxon: "OK. Good."** (p.107-109).

The dialogue above illustrates a crucial moment where Viktor applies the accepting responsibility strategy. At first, Viktor firmly insists on his desire to go to New York, but Dixon's threat alters the situation. Dixon deliberately pressures Viktor by targeting those close to him: Joe Mulroy, Enrique Cruz, and Gupta Rajan. All of them face the risk of losing their jobs, or even deportation, if Viktor continues to resist. This situation demonstrates that Viktor assumes moral responsibility for what is happening. He chooses to yield, not because he is giving in to pressure, but because he wants to protect the people who have supported him throughout his time in the terminal. In other words, he places social interests above personal interests**.**

According to Lazarus and Folkman, accepting responsibility involves two essential elements: First, awareness of one's role in the problem, and second, making decisions to repair or prevent further harm. In this case, Viktor realizes that defying Dixon would result in severe consequences for his friends, so he chooses the most ethical path—sacrificing himself for the sake of others.

This finding shows that coping does not only function to maintain one's own emotional stability but also involves social responsibility. Through accepting responsibility, Viktor manages his emotions by acknowledging the bitter reality

and choosing a decision that safeguards others. He no longer places himself at the center but as part of the small community in the terminal that has supported him.

Thus, Viktor's coping strategy reflects empathy, solidarity, and moral responsibility. This aligns with Lazarus and Folkman's view that coping is a transactional process between the individual and the environment. Viktor adjusts his coping approach according to the change in situation, and ultimately chooses accepting responsibility as a realistic and ethically grounded form of emotional regulation.
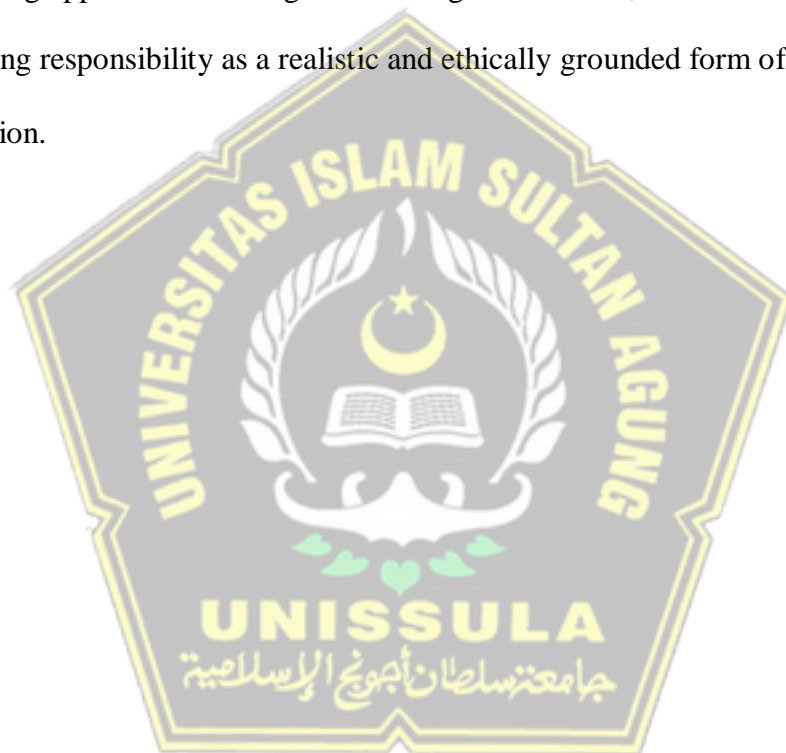
CHAPTER V

CONCLUSION AND SUGGESTION

This chapter presents the conclusion of the study as well as suggestions. The conclusion is drawn based on the results of analysis discussed in Chapter IV. In addition, the researcher provides suggestions for future researchers who intend to conduct studies related to *The Terminal* (2004) or employ the same theoretical framework, as well as for readers of this research in general.

A.   Conclusion

Based on the analysis and discussion in the previous chapter, several conclusions can be drawn regarding Viktor Navorski's experience in *The Terminal* (2004). The findings reveal that Viktor, as a foreigner, experienced culture shock due to his sudden exposure to a different cultural environment in the United States. The cultural differences he encountered included the complexity of the immigration system, the unfamiliarity with modern lifestyles, language barriers in using English, and the various rules and norms applied within the airport setting. These factors created challenges that shaped his cultural adjustment process.

Furthermore, the study shows that Viktor went through four main phases of culture shock, namely the honeymoon phase, the crisis phase, the recovery phase, and the adjustment phase. In the honeymoon phase, Viktor initially felt amazed and curious about the new environment, but this feeling quickly shifted into frustration and confusion during the crisis phase when he faced difficulties in communication and adaptation. In the recovery phase, Viktor gradually learned to cope with his

situation, while in the adjustment phase, he successfully adapted and found a sense of belonging in the new environment.

In facing these challenges, Viktor employed several coping strategies. He applied problem-focused strategies, such as learning English words, understanding rules, and finding ways to survive within the airport. At the same time, he also used emotion-focused strategies, such as building friendships with airport staff, maintaining optimism, and managing his emotions to remain resilient. These coping strategies were crucial in enabling him to survive, adapt, and eventually function effectively in the new cultural context.

B. Suggestion

Based on the findings of this study, future researchers are encouraged to expand their analysis beyond the main character, Viktor Navorski, in *The Terminal* (2004). Examining other supporting characters who also experience cultural challenges would provide richer comparisons and deeper insights into the diverse forms of culture shock and coping strategies represented in the film. Furthermore, subsequent studies may apply the theory of culture shock to other films that highlight cultural adaptation, migration, or intercultural encounters, such as *Lost in Translation* (2003), *Brooklyn* (2015), or *The Hundred-Foot Journey* (2014). Comparative studies across different films would not only strengthen the theoretical framework but also broaden the understanding of culture shock as a recurring theme in popular media.

In addition, future research may benefit from integrating updated theoretical

perspectives, such as intercultural communication and cross-cultural psychology, alongside the culture shock framework to provide a more comprehensive analysis. Employing varied research methods, including both qualitative and quantitative approaches, could also enhance the depth and validity of the findings. By adopting these strategies, future studies will be able to produce more nuanced interpretations of cultural adaptation and offer valuable contributions to the fields of cultural studies, film analysis, and intercultural communication.
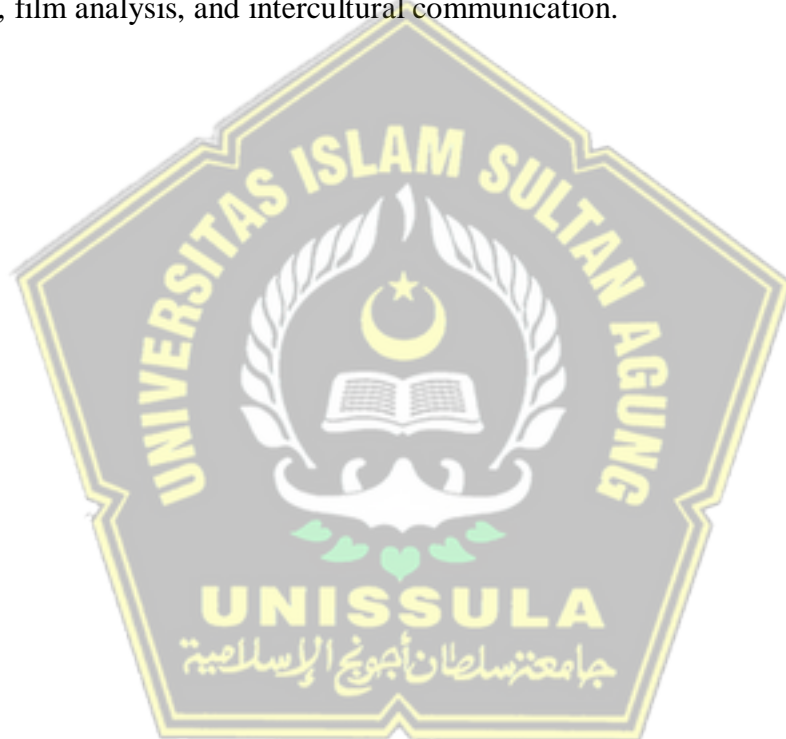
REFERENCES

Adler,P.S. *"The transitional Experience:An Alternative View of Culture Shock Journal Of Humanistis Psychology, 13-23. (1975).*

Dewi Rofiqoh Fatqu *"An Analysis of Culture Shock Faced by Dre Parker on Karate Kids 2010 Movie"* 2021. IAI Hasanuddin Pare-Kediri. A Thesis.

Dwicahyo Samudra Danar. *"Analysis Of Culture Shock In Thor (2011) film"* Sultan Agung Islamic Univercity. A Thesis.

Haviland, William. Cultural Anthropology (Ninth Edition). USA: Earl McPeek, 1999.

Kingsley, John, and Hafid Dakhari. *"Culture Shock."* Encyclopedia of Cultural Anthropology, edited by David Levinson and Melvin Ember, vol. 2, Henry Holt and Company, 2006, pp. 12-14.

Lazarus, R. S., & Folkman, S. (1984). Stress, Appraisal and Coping. New York: USA: Springer Publishing Company.

Likandi, Syifa Aisyah, and Arie Sugiyartati. "An Analysis of Factors of Culture Shock and Culture Shock Stages Occurred in the Main Character of She Smells of Turmeric Novel." *JEdu: Journal of English Education*, vol. 3, no. 1, Mar. 2023, pp. 7–14, doi:10.30998/jedu.v3i1.7490.

Lina Desma and Setiawan Budi Dwi. *"An Analysis of Culture Shock from West to East as Seen in Reilly's Tournament"* 2017. Indonesia Teknorat Univercity. A Thesis.

Lowie, R.H. *"An Introduction ti Cultural Anthropology"* 1917. Boni & Liveright. New York.

Mahadi, Jafari. 2012. *Language and Culture. International Journal of Humanities and Social Science.*

Maryam, Siti. "Strategi Coping: Teori Dan Sumberdayanya." *JURKAM: Jurnal Konseling Andi Matappa*, vol. 1, no. 2, Sept. 2017, p. 101, doi:10.31100/jurkam.v1i2.12.

Oberg, K. (1960). "*Cultural Shock: Adjustment to New Cultural Environments. Practical Anthropology,*" os-7(4), 177–182. https://doi.org/10.1177/009182966000700405.

Pertiwi, Indah. *"Culture Shock Experienced by Main Character in Lauren Kate's Novel."* 2014. Alauddin State Islamic University Makassar. A Thesis.

Sharma, Manoj. *"Coping: Strategies."* Psychology Today, 2003, www.psychologytoday.com/intl/basics/coping-strategies.

Ward, C. A., Bochner, S., & Furnham, A. (2001). "*The psychology of culture shock.*" USA: Taylor & Francis.

Xia, Junzi. *"Analysis of Impact of Culture Shock on Individual Psychology"* 2009. University of Nottingham Ningbo. A Thesis.

Yahya Rynella Soraya *"Culture Shock: The Experience of International Students (A Study at UIN Ar-Raniry)"* 2020. Ar-Raniry State Islamic University Banda Aceh. A Thesis.