



An Analysis of Culture Shock and the Coping Strategies in the *Outsourced* Movie

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Abstract. *Culture shock is a phenomenon that is experienced by someone who moves to an environment with a culture that is different from their own just as happened to Todd Anderson in the Outsourced movie. This study used a qualitative method to analyze the main character, Todd Anderson, who was sent to India from America. Todd went through five stages of culture shock based on Adler's theory. In the contact stage, he was still integrated with his American culture. In the second stage, Todd experienced stress and frustration as his ability to relate, connect, and engage with others fell apart. He also felt alienated from the Indian locals. Todd looked for a relationship with the Americans during the third stage. In the fourth stage, Todd freed himself from previous defensiveness towards Indian culture. In the fifth stage, Todd was able to build trust and sensitivity to the Indians, and Todd accepted all the similarities and differences between Indian culture and American culture. Todd also applied all strategies based on Plummer's theory. Todd looked for a new support group and enriched his life in India. Todd then discovered Indian social taboos that should be avoided. Finally, Todd developed an understanding of Indian culture. Overall, this study concludes that although culture shock occurs in stages, it can be overcome through embracing the local way of life, as Todd did in the film, and ceasing to reject it.*

Keywords: *Cultural Analysis; Culture Shock; Literary Criticism; Movie; Outsourced.*

1. INTRODUCTION

Culture shock was first coined by Oberg, who defined it as a reaction that led to negative outcomes for individuals moving from one place to another, such as depression and frustration. Additionally, people who are exposed to a foreign culture may experience feelings of confusion, uncertainty, and occasionally anxiety (Mashudi et al., 2024, p. 24). Oberg also explains the emotional aspects of culture shock, which include helplessness, anxiety, anger, and frustration. He also mentioned that some of its symptoms could be "a terrible longing to be back home, to be able to have a good cup of coffee and a piece of apple pie"; "an excessive concern over drinking water, food, dishes, and bedding"; and "a refusal to learn the language of the host culture". Oberg's concept gained popularity quickly, and professionals realized how useful it was for choosing, preparing, and assisting people on overseas assignments (Ward, 2015, p. 207).

People who experience culture shock may be tempted to reject the new culture and withdraw from their surroundings as a result of these complex feelings. Scholars, on the other hand, think that this kind of withdrawal is not the best option (Jafarov & Aliyev, 2024, p. 5). Nevertheless, Chinmi (as cited in Hermanto et al., 2023, p. 501) argued that culture shock can be overcome over time, which involves a process of learning and adaptation. Here lies the reason why it is important to discuss further the conflict of culture shock in the movies. Scholars believe that art imitates life, since the source of art would necessarily come from

experience (Dowd, 2021). In addition, human brains hunger for stories since they make it easier to process complex ideas and help us navigate life's complexities (Genovese, 2024, p. 156), including issues about culture shock and ways to overcome it. One of the movies that discusses someone who experiences culture shock is the *Outsourced* movie.

The *Outsourced* movie tells a story about a salesman for a novelty goods company in Seattle named Todd Anderson finds out he must travel to India after his department is outsourced. When he arrives, Todd is frustrated about everything, especially when he is being called "Mr. Toad" by the locals. Due to its richness of cultural issues, *The New York Times* (Seitz, 2007) stated that the filmmakers use Todd's story as a starting point for a perceptive study of how cultural differences affect friendship, love, and employment, as well as how the global economy affects national and individual identities. John Jeffcoat, the director, successfully shows the depiction of chaos and the accompanying noise of culture shocks, as *The SF Gates* said, striking. For example, Josh Hamilton, who played Todd (who was bustling with people in Mumbai), appears appropriately stunned and confused. Then, Asha's shocked expression upon being led to the *Kama Sutra Suite*, which has a bed shaped like a heart, demonstrates strong cultural differences (Stein, 2007). Even though critics believed that the movie is utterly formulaic, *Outsourced* plays a mild-mannered, cross-cultural variation (The Associated Press, 2007). In which, it shows important message of how adaptability is essential for survival and is exhibited by all of the main characters in the *Outsourced* movie (Seitz, 2007).

Because of its intriguing depiction of a cultural issue, scholars have examined the *Outsourced* movie using different approaches. First, Lee (2018) studied the aspects of intercultural communication that the students could identify in the *Outsourced* movie and explored how students perceive the effectiveness of using the movie as a tool for learning about intercultural communication. The result showed that students could learn more about the significance of understanding how English is used differently in different cultures and countries by watching the film. Additionally, students could observe the connection between language and culture.

Secondly, Gunawan & Yohana (2022) studied the correlation between violations of the principle of cooperation in speech and the cultural background of the speaker. For violations of the principle of cooperation committed by American and Indian figures, it was found that violations of the principle of cooperation can be linked to the values held firmly by American and Indian society. For example, through the statements from Puro and the Indian Taxi Driver, it can be seen that these violations were committed to achieve the communication goal of

maintaining harmony with the interlocutor. On the contrary, Todd, in the film, briefly demonstrates a conflict with American cultural values, which typically emphasize direct and frank communication. His choice to violate the principle of cooperation in conversation is based on the primary goal of communication—information sharing and efficiency—embraced by American culture. However, this study also stated that, considering this film is a comedy genre, it is very likely that violations of the principle of cooperation were deliberately shown for the purpose of entertaining the audience.

Last, Sabre & Mohandas (2023) studied the cross-cultural communication challenges faced by the American and Indian main characters in the *Outsourced* movie. Also, they investigated the effect of the cross-cultural communication challenges faced by the American and Indian main characters in the movie. The result showed that the assumption made by Todd causes him to face a lot of challenges, as he does not know and ignores the differences between America and India in terms of their ethics and culture. Likewise, assumptions were made by the Indian main characters. For instance, Auntie Ji asked Todd a lot of private questions. It demonstrates that she believed her inquiries were typical in her culture, but this was not the case in America, where people are not accustomed to having questions about their private lives.

All in all, the previous research above had highlighted the communication problem resulting from cross-cultural challenges. Unfortunately, less focus was directed to the root problem, which is the stages of culture shock and how one must overcome it. Whereas critics believed that the *Outsourced* movie shows the characters' frustration due to the culture-shock experience. Therefore, this study has two questions which are:

1. What are the stages of culture shock experienced by the main character, Todd Anderson, in the *Outsourced* movie based on Adler's (1975) transitional experience stages?
2. What are the strategies used by the main character, Todd Anderson, in overcoming culture shock in the *Outsourced* movie based on Plummer Jr. (2007) theory?

2. THEORETICAL REVIEW

Literature

Literature constitutes a collection of written works connected by subject matter (e.g., computing literature), language or geographical origin (e.g., Russian literature), or by dominant cultural criteria of excellence. Gradually, writings in the humanities and even scientific knowledge are included in the category of literature. In the modern sense, literature includes all forms of narratives such as history, (auto)biographies, oral histories, jokes and anecdotes, stage and television plays, and movies. Despite the broad range of definitions, scholars agree

that literature is: a) a body of all written works; b) collected creative writing of a nation, people, group, or culture; c) imaginative or creative writing; d) recognized for its artistic value. It is sufficient to state that literature is a work that captures multiple aspects of society (Dewi, 2022, p. 3).

In addition, according to Mays (as cited in Kinasih et al., 2023, p. 599), literature also examines problems and questions that are pertinent to daily life by examining challenging circumstances and the complexity of people from different perspectives. In other words, literature helps us envision completely new possibilities while also occasionally challenging and embracing conventional wisdom. In this instance, the writers believe that from the *Outsourced* movie, readers have insight into both the complexity of the stages of culture shock as well as the potential for recovery.

Cultural criticism

Cultural criticism examines texts and discourses in the fields of literature, art, and aesthetics in the context of social, political, cultural, and moral perspectives. Because criticism is intellectual and ideological, cultural criticism is concerned with the reader, the author, the context, and the meaning. Stated differently, cultural criticism discusses literature as a hidden cultural format that reflects a collection of cultural, historical, political, social, economic, moral, and human values. It is the linking of literature with its unannounced cultural context. Cultural criticism, therefore, helped us become more conscious of the role of culture in the semantic system, which helped us create our knowledge, our thought processes, and even our way of thinking (Rashed et al., 2021).

The transitional experience

According to Adler (1975), the main causes of culture shock are emotional responses to new cultural stimuli that are meaningless or insignificant, the loss of perceptual components from one's own culture, and the misinterpretation of new and diverse experiences (p. 13). In regards of culture shock, Adler offers a model of the transitional experience. According to the following model of the transitional experience, a successful cross-cultural experience should result in personality and identity shifting toward a new awareness of values, attitudes, and understandings. The transitional experience is the process of going from a low level of cultural and self-awareness to a high level of both. That said, a progressive depth of experiential learning is presented by the five stages of the transitional experience (p. 15).

a) Contact

During the initial contact with a second culture, the person is still functionally assimilated into their own culture. During their initial interactions, the person sees the new

surroundings through the lens of their own ethnocentrism. The contact stage is characterized by the excitement and euphoria of a new experience (1975, p. 16).

b) Disintegration

The second stage of the transition is marked by a period of confusion and disorientation. Disparities become more apparent as distinct attitudes, values, and behaviors intrude into the sojourner's sense of reality. Tension and frustration rise as cultural differences become more apparent because they lower a person's capacity for social and interpersonal anticipation. His or her own cultural perceptions are no longer relevant and do not produce the desired outcomes (1975, p. 16).

c) Reintegration

The reintegration phase is characterized by strong rejection of the second culture. Cultural similarities and differences are rejected through stereotyping, generalization, evaluation, and judgmental behavior and attitude. The person is hostile toward things that they have experienced but do not comprehend in terms of their experience vocabulary. During this phase of change, the person might regressively look for connections with only people from their own culture (1975, pp. 16–17).

d) Autonomy

The autonomy stage of the transition is marked by a rising sensitivity and by the acquisition of both skill and understanding of the second culture. The person is mainly unaffected by past defensiveness and has the experiential ability to get into and get out of new situations. The individual is at ease and able to comprehend other people both verbally and nonverbally. The person frequently views himself or herself as an expert on the second culture, even though the depth of his or her knowledge and abilities may not be as great as the person believes (1975, p. 17).

e) Independence

The final stage of the transition is marked by attitudes, emotionality, and behaviors that are independent but not independent of cultural influence. The person can give and receive a high level of trust and sensitivity, and they are completely able to accept and benefit from cultural differences and similarities. Above all, the individual can experience further life transitions along new dimensions and discover new ways to explore human diversity (1975, p. 18).

Strategies for overcoming culture shock

Plummer Jr. (2007) stated that to overcome culture shock, the newcomer needs to fix the root problem that bothers him or her. Reconnecting to a group that gives support to newcomers

is one of the highest priorities that a newcomer can pursue. Below are four strategies to overcome culture shock proposed by Plummer Jr.

a) New Support Group

The first strategy to overcome culture shock is by finding new acquaintances in a foreign country. Additionally, it is natural to search among other expatriates, particularly those from your own country or organization. Expatriates understand the importance of building new relationships and the temporary nature of the situation. They tend to make friends more quickly and reach out to newcomers (2007, p. 145).

b) Enriching Life

The second strategy is enjoying self. Unfortunately, language barriers often prevent you from gaining the insights you need to improve your daily life. So, the cost and mental strain of learning a language are worthwhile. Although mastering the language to the point where one can use it professionally is a difficult task, simply being able to read the headlines of the local newspaper will provide new insights. Stress and annoyance resulting from the culture shock experience will be reduced when you can read product instructions, grocery labels, store signs, and public signs (2007, p. 146)

c) Quickly Learning the Things to Avoid

Criticizing the new culture and its people is the main thing to avoid. In addition, Plummer Jr. put a warning sign about humor in the ground as the next most important thing to avoid. The people in your host country might find the home humor offensive or unrelated. At worst, irresponsible humor can lead to insults that are personal, national, or even religious. Furthermore, one needs to be aware of the obvious social taboos and business etiquette infractions that exist in every culture (2007, p. 147).

d) Gaining Insights into the Culture

Understanding the mindset of the people in the host country is one of the best ways to get over culture shock. Unfortunately, when someone conveys ideas, he/she use words from their native tongue that are influenced by his/her culture, experiences, and background. Even the body language conveys meaning, and it is influenced by culture to some degree. Thus, to successfully convey intentions clearly, one must understand the listener's assumptions to tell the message in the most effective manner. Similarly, the secret to comprehending the host speaker's message is to be aware of their presumptions (2007, p. 148).

3. METHODOLOGY

In this study, the researcher used descriptive qualitative research. Descriptive research aims to provide a thorough picture of a phenomenon or research topic without making an effort to change variables or infer causal relationships. To comprehend the current state or features of the research topic, it entails observing, recording, and summarizing data (Khan et al., 2023, p. 23). In addition, Given stated that qualitative research methods are best for addressing many of the questions researchers have in mind (as cited in Kinasih, 2023, p. 64).

This study focused on identifying the stages of culture shock experienced by Todd Anderson in the *Outsourced* movie. In order to analyze the culture shock experienced by Anderson, the researcher applied five stages of culture shock theories by Adler (1975) and the strategies of overcoming culture shock proposed by Plummer Jr. (2007). The source of data in this research is the *Outsourced* movie (2006) directed by John Jeffcoat. The data in this research were collected from the scenes and dialogues where Todd Anderson experienced culture shock.

4. HASIL DAN PEMBAHASAN

The transitional experience

Contact stage

According to Adler (1975, p. 16), during the initial contact with a second culture, the person is still functionally assimilated into their own culture. During their initial interactions, the person sees the new surroundings through the lens of their own ethnocentrism. The contact stage is characterized by the excitement and euphoria of a new experience. As can be seen below, Todd is looking for a taxi to transport him to the train station after leaving the airport.



Figure 1. Todd insisted on wanting a taxi (00:05:18/01:42:27).

Todd : Hi, can you take me to the train station?

Tuk-tuk driver: (Nod his head).

Todd : Oh great.

[Tuk-tuk driver took Todd's bag to the tuk-tuk].

Todd : Oh crap. No sir, sorry, I wanted a taxi. I want a taxi

Tuk-tuk driver: No problem.

Todd : Okay sorry thanks. (00:05:32/01:42:27).

Figure 1 portrays a scene when Todd had to go to the train station. As shown in the scene. He is trying to find a taxi. He walks up to a man he believes to be a taxi driver. The man loads Todd's bag into a tuk-tuk. Todd insists he wanted a taxi when he saw the man take his bag in a tuk-tuk. Unfortunately, the man does not speak English. Todd, who is American, is unfamiliar with a tuk-tuk. Instead of a tuk-tuk, Americans are accustomed to using taxis for transportation. In order to make it clear that he wants the blue taxi car in front of him rather than a tuk-tuk, Todd even hits the taxi's trunk. Todd's adamancy shows his integration with the American culture. Furthermore, another example of Todd's experience of the contact stage can be seen below.



Figure 2. Todd is using his left hand to eat (00:15:07/01:42:27).

Auntie Ji : Uh, just eat. Very nice, fresh.

Todd :That's good

Auntie Ji's husband :(Throat clearing)

Todd :What?

Puro :Sir, you should not place the hand that has been in your mouth back in the food and uh, you should not eat with your left hand. In India, we eat with the right hand.

Auntie Ji :Right.

Puro :Left hand is considered to be, uh, unclean.

Auntie Ji :Unclean, unclean, yes.

Todd :Why?

Auntie Ji's husband : (Perform it in front of Todd)

Todd :Okay. (00:15:50/01:42:27).

The scene where Todd enjoys the local cuisine while visiting is shown in Figure 2 above. Todd uses his left hand to eat. Consequently, the local people reprimand him. As Untie Ji and Puro explain in the dialogue above, it is believed that the left hand is considered unclean in India. Todd is unaware of this issue. In America, people do not clean themselves in the toilet with their left hand.

Disintegration stage

The second stage of the transition is marked by a period of confusion and disorientation. His or her own cultural perceptions are no longer relevant and do not produce the desired outcomes. More significant is the increasing feeling of isolation, inadequacy, and difference in response to changing situational demands (1975, p. 16). As shown in Figure 3 and the dialogue below, Todd's confusion and inability to relate to the locals heighten his sense of alienation. The reason for this is that Americans and Indians speak different forms of English.



Figure 3. Todd struggles to define an eraser for his Indian coworkers (00:30:45/01:42:27).

Todd : It's not a rubber. It's an eraser.
 Asha :No, Sir.This is a rubber
 Todd :An eraser. A rubber means condom
 Manmeet :Oh you mean like a flat.
 Puro :No, they call it an apartment.
 Todd :No,a condom.Birthcontrol
 Manmeet :Does it work?
 Todd : (Went out from the office and kicked the dirt) (00:31:15/01:42:27).

In the selected scene above, it can be seen that Todd is trying to explain that the instrument used for clearing writing is referred to as an eraser. In order to prevent

miscommunications between American clients and Indian coworkers, Todd wants the Indian employee to speak American English because the clients are Americans. In American English, "rubber" refers to a method of birth control; thus, Todd advises that the employee cannot use that term when speaking with Americans. Then, Todd leaves the office after his attempt fails and kicks the dirt. This moment demonstrates Todd's anxiety and frustration as his ability to relate to, connect with, and communicate with others fell apart.

Reintegration stage

Thirdly, the reintegration phase is characterized by strong rejection of the second culture. Cultural similarities and differences are rejected through stereotyping, generalization, evaluation, and judgmental behavior and attitude (1975, pp. 16–17). The scene below shows the portrayals of the reintegration stage.



Figure 4. Todd made a call to his ex-girlfriend in America (00:33:41/01:42:27).

Todd : Julie. Hey it is me. Yeah.

Todd : Uh, how ya doin? I just wanted to check in and say hi.

Todd : Oh nothing. I just wanted to hear your voice. I miss you.

Todd : Oh i know. I'm sorry, did i wake you?

Todd : Yeah, i know. I know.

Todd : Is somebody there? (Dialtone buzzing)
(00:34:05/01:42:27).

In the scene above, it can be seen that Todd is trying to find a way to connect with the people and culture he knows. The reason for this is that Todd could no longer relate to the local Indian people. As a result, Todd thinks that hearing the voice of his ex-girlfriend will help him deal with his frustration.



Figure 5. Todd discusses the difficulties he faces with an expat (00:36:36/01:42:27).

Todd : I can't go home until I get six.
 American expat : Better find yourself a wife, then.
 Todd . She would call me Toad.
 American expat : What?
 Todd : My name is Todd. Everyone says Toad
 American expat : Listen Todd, just a word of
 advice, I
 remember feeling like you do. I was
 resisting India, once I gave in, I did much
 better (00:37:00/01:42:27).

In Figure 5, it can be seen that Todd met an American at a burger joint unexpectedly. Todd, however, made the decision to sit with him and be open to him. The American expat then advised Todd to stop rejecting India. Since he had experienced similar circumstances to Todd's. After understanding India, he felt better since he understood what it was like to live in that circumstances. After hearing the advice, Todd was silent, thinking through the advice given by the American expat.

Autonomy stage

The autonomy stage of the transition is marked by a rising sensitivity and by the acquisition of both skill and understanding of the second culture. In this stage, the individual is at ease and able to comprehend other people both verbally and nonverbally. The person frequently views himself or herself as an expert on the second culture, even though the depth of his or her knowledge and abilities may not be as great as the person believes (1975, p. 17). Todd's experience of the autonomy stage can be identified from the scene when he is trapped in the Holi Festival. At first, Todd was scared and wanted to run away. However, when the colorful balloons came to him, he decided to join the Holi Festival.



Figure 6. Todd joins Holi Festival with the local residents of India (00:41:31/01:42:27).

- Puro : You should not wear good clothes on this day! Watch out!
(Balloon exploding)
- Todd : What the?
- Puro : I'm very sorry, Mr. Toad. You should not have worn good clothes on the day of holy.
- Todd : Holy what?
- Puro : Just Holy. Celebration of color, changing of seasons. I think we can accross that Alley. Don't worry. I have this, i'll protect you. Come with me. Come, come, come. Come, Mr Toad! Come!
(Crowd yelling)
- Todd : (Runaway from the crowd)
- Kids : (Threw balloon at Todd)
- Puro : Oh, Mr Toad, are you okay?

The scene above shows that Todd saw the local people were throwing colorful balloons to each other. His co-worker, Puro, explained to Todd that they were at the Holi Festival. Suddenly, Todd got scared. It is because Todd had never been to the Holi Festival. So, Todd wanted to run away, but then the two local kids threw the colorful balloons at him. Todd changed his mind and decided to join the festival.

Independence stage

According to Adler, the final stage of the transition is marked by attitudes, emotionality, and behaviors that are independent but not undependent of cultural influence. The individual can experience further life transitions along new dimensions and discover new ways to explore human diversity (1975, p. 18).



Figure 7. Todd ate the food with his right hand (01:18:33/01:42:27).

This scene was taken from the part where Todd was wandering around in a yard. Suddenly, an Indian man approached Todd. The man could not speak English, but Todd decided to follow the man. Turned out, the man took Todd to his house to eat with his family. When Todd saw the man's family, Todd greeted the family with a namaste salutation. Namaste is a common greeting used by Indians to say hello and goodbye. After Todd greeted the whole family, Todd sat together with them. Then, Todd ate the local food with his right hand, together with the man's family. The action of Todd greeted the man's family with a namaste salutation and ate the local food with his right hand, showing that Todd had accepted all the similarities and differences between American culture and Indian culture.

Strategies for overcoming culture shock

According to Ward (2015, p. 208), different cultures have different rules, norms, conventions, and beliefs about how people should act around each other. So, for newcomers to be able to function well in a new cultural setting, they need to learn the culture-specific skills (or, in Oberg's words, become familiar with the culturally appropriate cues). In relation to this, from the previous findings, it can be seen that Todd Anderson is finally able to embrace the local culture of India. The writers noticed that Todd Anderson overcame his culture shock and reached the independence stage by applying various strategies proposed by Plummer Jr. (2007)

New Support Group

The first strategy to overcome culture shock is by finding a new acquaintances in a foreign country. Expatriates understand the importance of building new relationships and the temporary nature of the situation (2007, p. 145). In this movie, Todd did not meet the community group. He only met an American expat. But the meeting with the American expat had changed Todd's perspective about India.

American expat : Listen, Todd, just a word of advice. I remember feeling like you do. I was resisting India. Once i gave in, I did so much better (00:36:54/01:42:27).

From the excerpt above, it can be seen that the American expat reprimanded Todd not to reject the cultural differences in India. The word give in this case means to accept India. After being given advice, Todd was silent for a while and thought about the advice given to him. In the end, this advice helped Todd. We figured out in the previous section that Todd is not upset despite the festival color staining his shirt. Even though he still wore unsuitable clothes that day, his ability to fit in shows that he accepts the local way of life.

Enriching Life

According to Plummer Jr., gaining the insights is needed to appreciate the world around and get over culture shock. However, this attempt is sometimes prevented by the language barriers (2007, p. 146). Fortunately, Todd Anderson is accompanied by Puro and Asha, whom has helped him understand the local culture. The examples can be seen below.



Figure 8. Todd tried the Indian beverage called "Masala" (00:47:15/01:42:27).

This particular scene is from the scene where Todd spends time with Puro after work. Todd notices that Puro enjoys a local drink. Todd gets curious about the local beverage. Then, Puro explained to Todd that the local beverage is called *Masala*. He also told Todd the ingredients. When Todd finally tried masala for the first time, he didn't spit it out. He embraces the experience of tasting new flavors. Another example can be seen from the excerpt below.

Street vendor : Fresh mangoes. Good mangoes.
Asha : Do you want mango?
Todd : Sure.
Asha : Have you ever eaten a mango before?

Todd : Mm-mm, first time. This is great
(00:05:18/01:42:27).

The excerpt above shows the second example of how Todd is enriching his life. The dialogue is taken from the part when Todd tried mango with his co-worker, Asha. It all started when Asha heard a street vendor offering fresh mangoes. Then, Asha asked Todd whether he would like to try mango. As they ate the mango together, Asha asked whether Todd had ever eaten the fruit before. Todd confessed that it was his first time eating a mango, but he also said that it was delicious.

Quickly Learning the Things to Avoid

According to Plummer Jr., one needs to be aware of the obvious social taboos and business etiquette infractions that exist in every culture (2007, p. 147). Todd discovers in the film that social taboos in India should be avoided. It was unknown to Todd, an American, that public displays of affection were prohibited in India. The experience can be seen from the scene below.



Figure 9. Todd was being reprimanded for not showing affection in public
(01:11:06/01:42:27).

Asha : Hey, act normal. My neighbor's wife is buying cabbage
over there. Come this way. I think we are okay now?

Todd : (Wanted to touch Asha)

Asha : Don't touch me, not in public. But I can help you down
to stairs.

Todd : Well, thank you. (01:11:13/01:42:27).

The scene above was taken where Todd was exploring Gharapuri's streets. When Todd wanted to show Asha his affection in public, Asha scolded him for doing so. Since then, Todd decided not to do public displays of affection again, even though Todd was with someone he liked.

Gaining Insights into the Culture

Last, Plummer Jr. believed that understanding the mindset of the people in the host country is one of the best ways to get over culture shock (2007, p. 148). The scene where Todd uses the restroom in India serves as an illustration of gaining cultural insight. Todd becomes aware of how completely different the bathroom fixtures are from those in the United States. It then becomes clear to Todd that he had to ablution with his left hand. Because of that experience, he now understands why locals do not eat with their left hand.



Figure 10. Todd finally understood why the Indians do not use lefthand for eating (00:22:01/01:42:27).

Local people : Downstairs, bathroom, no problem.

Todd : (Stomach rumbling) (Door slamming) No toilet paper. (exhaling) (00:22:03/01:42:27)

This scene above is taken from when Todd eats Gola and gets a stomachache. Todd is looking for a restroom. Todd feels shocked as he steps inside the bathroom. This is due to the fact that Indian and American bathroom fixtures differ greatly. There was no toilet paper included in the Indian toilet at that point. Todd became aware of what the Indians were saying about using the left hand.

Discussion

According to Ward (2015, p. 208), cross-cultural transitions can be seen as other life changes that cause stress and necessitate coping mechanisms. Accordingly, culture shock is a typical response to change and stress rather than a pathology or mental illness. In addition, Ward added that for newcomers to be able to function well in a new cultural setting, they need to learn the culture-specific skills (or, in Oberg's words, become familiar with the culturally appropriate cues). When this objective is achieved, the person not only understands key clues, but his/her disorientation, confusion, and general strain are also dismissed.

From the findings above, it can be seen that Todd Anderson is experiencing the transitional stage, including the initial contact, disintegration, and reintegration. Only when he decided to follow the American expat's advice to *give in*, embracing the local culture, then he able to fully function. Adler (1975) believed that the stage of autonomy is especially marked by the growth of personal flexibility and by the development of appropriate coping skills for the second culture. Adler's idea is seen when Todd can enjoy the colorful Holy Festival. Just when he decides to blend in with the local people, Todd can have a meaningful experience in India.

Secondly, Plummer (2007, p. 145) stated that the most effective way to cope with the new environment is to first fix the things that are bothering you. Aligned with the theory from Plummer, in this movie, Todd has managed to fix things that are bothering him, ranging from the activities in daily life to the principal attitude. For example, in the beginning, Todd was questioning the reasons behind Indians eating with their right hand. Todd then also felt disturbed with the bathroom fixture in India that was totally different from American's. Then, Todd was also confused with the Indians' way of communicating. In the end, Todd managed to fix them all. He learnt to eat with his right hand, communicate with the local people, and even enriched his life by exploring local culture, customs, and traditions.

5. CONCLUSION AND SUGGESTION

In conclusion, the main character in the *Outsourced* movie, Todd Anderson, went through all five stages of culture shock proposed by Adler (1975). He remained fully integrated into his American culture during the contact period. As his capacity to relate, connect, and interact with others deteriorated in the second stage, Todd felt stressed and frustrated. In addition, he felt cut off from the local citizens. The third stage can be seen from his attempt to seek a relationship with the Americans. Fortunately, Todd finally let go of his defensiveness toward Indian culture in the fourth stage. In the fifth stage, Todd was able to gain the Indians' trust and understanding, and he came to terms with all the Indian and American cultural parallels and differences. This study also demonstrated how Todd applied Plummer's strategies to get over his culture shock. Firstly, Todd sought out a new support system and enhanced his life in India. Todd then learned about social taboos in India that should be avoided. At last, Todd became more aware of Indian culture. Overall, this study comes to the conclusion that, despite the fact that culture shock happens in stages, it can be overcome by accepting the local way of life and stopping to rejection of it, as Todd did in the movie.

At this point, the authors note the limitations of this study, which is the problem of culture shock that a Westerner experiences in an Asian country. As a suggestion, the researcher hopes that the next researchers will conduct a study about the culture shock experienced by Asians in Western countries. By doing so, hopefully Asian workers or students who want to move abroad to the Western country could learn how to survive and thrive.

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