CULTURAL ADAPTATION: THE ROLE OF SOCIAL MEDIA IN THE ACCULTURATION PROCESS AMONG INTERNATIONAL STUDENTS IN UTAR

BY

GOH JIA TIAN

JOCELYN CH'NG WEN PIN

ONG CHING

TAN HUI WEN

WONG WEI FANG

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Preface

In completion of Bachelor of Communication (HONS) Public Relations degree program, a research project is required to be conducted. Topic that we decided to conduct a research is: "Cultural Adaptation: The Role of Social Media in the Acculturation Process Among International Students In UTAR".

Recently, the number of foreign students that choose Malaysia as their destination of higher education has increased eventually. From the increasing number of foreign students to pursue their higher education in Malaysia recent years, this study can assume that Malaysia's culture is more suitable for foreign students to accept, hence prefer Malaysia as their destination for higher education. However, different culture will cause the foreign student to face difficulties and stresses process in term of physical or psychological when they need to adapt themselves to the host society (Berry, 2005).

As social media platform provides users with various function such as voice or video call, text message and so on. It has become an important network to support our social life. This study assume that social media is particularly important for the foreign students who study at new places to adapt to the society as well as cope themselves well during the cultural adaptation process, at the same time maintain connection with their relatives and acquaintance in origin country.

Therefore, we would like to find out the factors that caused acculturative stress among international students in UTAR and what is the role of social media in culture adaptation process. This research will contribute to the literature by finding out the factor that causes acculturative stress within the international students in UTAR as well as how social media play its role in helping the foreign student in UTAR to adapt to the new culture.

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<u>Abstract</u>

This study aims to address various issues faced by international students in UTAR Kampar by understanding their perception towards the factors that causes acculturative stress as well as the role of social media during the cultural adaptation process. The number of foreign students that come to Malaysia to further their study has increased eventually year by year. This study thereby assumes that Malaysia as a multicultural society, is easier for the foreign students to adapt themselves to the environment. Various research study has suggested different sources that cause the international students to suffer with acculturative stress. This research study aims to explore the perception of the international students in UTAR regarding the factors of acculturative stress if there will be any differences with other research study. Social networking sites are becoming more important in our daily life nowadays. People tend to use social media for different purpose. Therefore, this study would like to find out the importance of social media for UTAR's international students and what are the role of social media for them? By knowing the international student's perception regarding both of these matters, this study can suggest different ways for them to overcome the issues faced by them when they are in the host society. This can help the authority of university to take action toward the issues faced by the international students and thereby come out with better policy so that the students can easily adapt to the host society. This study matter will be discussed with the Integrative Communication Theory of Cross-Cultural Adaptation which discusses about the process of cross-cultural adaptation as and the factors that influence the level of cross-cultural adaptation. Besides, this study will also be discussed by using the dialectical model of intercultural adaptation which focus on the problem-solving strategies developed by the foreigners during their adaptation process. Throughout this research, we hope to bridge the gap which can contribute to the discussion from UTAR international students' perspective. This research study will be done by conducting an in-depth interview within UTAR international students. This research study will use purposive sampling to target the participants who have specific criteria so that the data we collected will be more reliable. NVivo 11 will be used to analyze the data after the interview session. The conduct of this research will contribute to both theoretical and practical aspect which has made this topic more worth to be explored.

Chapter 1: Introduction

1.1 Introduction

Recently, the number of foreign students that choose Malaysia as their destination of higher education has increased eventually. There are a total number of 135,502 foreign students choose to have their higher education in Malaysia ("Malaysia has one of the highest proportions of international students pursuing higher education," 2015). Besides, the number of foreign students has increased to 151,979 students in 2016 (Aziz, 2016) and 159,172 students in year 2017 (Shahar, 2017). From the increasing number of foreign students to pursue their higher education in Malaysia recent years, this study can assume that Malaysia's culture is more suitable for foreign students to accept, hence prefer Malaysia as their destination for higher education. Moreover, the education experiences in host cultures can provide foreign students a good opportunity to expand their perspective towards different culture as well as to gain knowledge about the culture that differs from their origin culture from the host society at the same time. Studying abroad has also provided the foreign students a chance to increase their personal experience and it can help them to have a better career in future (Rienties, Luchoomun & Tempelaar, 2013). However, different culture will cause the foreign student to face difficulties and stresses process in term of physical or psychological when they need to adapt themselves to the host society (Berry, 2005).

Other than that, the foreign student will need to overcome some tricky problems during their study process at new places as they will need to adapt themselves to the new environment. For example, international students from China will need to adapt to Malaysia's culture that is different to them although Malaysia has Chinese as the culture

of Chinese Malaysian has integrated with other religion and native culture. They will need to face problems such as discrimination and homesickness, depression, social contact as well as cultural differences, role conflicts and academic performances (Akhtar, 2012). According to the past research study, researchers has listed different impacts of acculturation strategies during the process of cross-cultural adaptation (Berry, 2005; Ward & Kennedy,1994). This study strives to contribute to the literature by studying the acculturation process of foreign students when they study in the country and environment with different culture. Throughout the process, they need to adapt the acculturative stressors by themselves such as culture shock, level of education, language barriers and lack of social support from their family and friends (Mori, 2000; Sandhu, 1995).

Social networking sites or social media have become an important part in our daily life to maintain social network with the community recently. Besides managing social ties, social media can also be used to share news and experience as well as exchange information (Ellison & Boyd, 2013; Fox & Rainie, 2014). International students will experience "culture shock" when the norms and cultures of foreign country are totally different with their native country. They will thereby need to figure out ways to overcome "culture shock" so that they can adapt better to the host country. As social media platform provides users with various function such as voice or video call, text message and so on, it has become an important network to support our social life. This study assume that social media is particularly important for the foreign students who study at new places to adapt to the society as well as cope themselves well during the cultural adaptation process, at the same time maintain connection with their relatives and acquaintance in origin country. According to Zaw (2018), social media play the role to help the international students to

adapt better to the new society. Social media as a social support tool allow the foreign students to interact and communicate with their family and friends as well as people in the new places. Through the communication process, the foreign students able to exchange and share news and information (Sawyer & Chen, 2012). This study aims to contribute to the literature by understanding the role of social media for international students in the acculturation process.

This study aims to focus on the factor that causes acculturative stress among the foreign students that study at Universiti Tunku Abdul Rahman (UTAR), Kampar. There are four main types of stressors that will be faced by foreign students such as in the way of social, attitudinal, familial and environmental. In this era of technology, it is also important to investigate the role of social media for foreign students during the process of cultural adaptation in UTAR Kampar.

1.2 Research Problem

Malaysia has attracted more and more international students to come, they have selected Malaysia as their higher education destination. UTAR community has now also becoming a melting pot of both international and local culture *2*(*UTAR Prospectus 2018-2019*, 2018). UTAR has attracted international students that come from different country such as Japan, China, Africa and so on. UTAR is having 2% of international students out of the amount of 25,000 students ("Universiti Tunku Abdul Rahman (UTAR)," n.d.). International students will need to overcome acculturative stress during their acculturation process when they just arrive to this country as the cultural and practices of the host society are totally different from their origin one.

Universiti Kebangsaan Malaysia (UKM) has conducted a research study regarding the acculturative stress among their postgraduate international students using the method of Social, Attitudinal, Familial and Environmental Acculturative Stress Scale (SAFE). The instrument has discussed the acculturative stress in a few aspects including family, attitudinal, environment and social. Besides, researchers have used T-Test to measure the acculturative stress among different age group and gender. Throughout the research, they find out that environment and attitude are the top two sources that causes acculturative stress among the UKM's international students (Desa, Yusooff, & Kadir, 2011).

This study aims to find out the factors that cause acculturative stress among the international students in UTAR. Besides, this study would also like to discover if environment and attitude are the top two sources that cause acculturative stress among UTAR international students. Will there be any sources that causes acculturative stress besides attitudinal, family, environment and social? This study will use qualitative method

instead of quantitative method as it will be more suitable when dealing with stress; using quantitative method to measure the stress level of the international students might not be that accurate. UKM using T-test reveal that different age group and gender would not affect acculturative stress (Desa et al., 2011). Will the result different from UKM's previous study by using in-depth interview method? Moreover, this study would also like to find out the role of social media for the international students in UTAR throughout the acculturation and adaptation process. This study thereby able to suggest ways for international students to overcome acculturative stress and discover what will be the role of social media for the UTAR's international students during their acculturation and cultural adaptation process.

Based on research from China (Zaw, 2018), international students able to adapt to new culture by using social media. They use social media as a platform to communicate, socialize and make new friend. However, this research cannot be applied in Malaysia because China practises power distance, thus different compared to Malaysia. Power distance defines as the degree to which less powerful members of a society accept and expect that power is distributed unequally. Malaysia is a multicultural country that have different ethnic groups. Based on this trend, however, there are still insufficient information regarding this research and how it exists in Malaysia as a context. Thus, the aim of this research is to fill in the gap by answering on how social media play as a role in the acculturation process among international student. Malaysia is a multicultural country that have different environment, background and power distance compare with other country. Therefore, we can find out how social media play the role in the acculturation process among international student.

1.3 Problem Statement

In the 20th century, it is obvious to observe the effects of globalization in the domain of education as there are many students that come from different part of the world choose to continue their higher education out of their nation, especially to the industrial countries such as Europe, America and Australia (Yang, Noels, & Saumure, 2006). At 2014, Malaysia has successfully attracted a total number of 135,502 foreign students that come from 160 nations. There is an increase of 16.5% from 2013 ("Malaysia has one of the highest proportions of international students pursuing higher education," 2015). The number of international students that study in Malaysia's Higher Education Institutes has increased 12 percent at 2015 (Aziz, 2016). Malaysia had received a total number of 177,000 foreign students as at December 2017. Most of the foreign students are from China and Indonesia. One of the reasons of choosing Malaysia as the foreign students' higher learning destination is the quality of the education offered by various institutions in Malaysia) ("Foreign students continue to choose Malaysia as a preferred higher learning destination," 2018). From the increased number of international students to Malaysia, this study can assume that the foreign students can fit themselves well to the Malaysian multicultural environment. But how much of their original culture has been negotiated to be fit to the environment still remain under research.

Regardless of the various diversity of international students in terms of culture, religious, backgrounds and so on, most of them still share some common characteristic as they are deprived of their native culture and the familiar environment (Pedersen, 1991). According to researchers, the performance and functioning of the individual will be affected when one need to adjust himself to a new culture and environment (Duru &

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Poyrazli, 2007). Moreover, according to the researcher the international students will encounter various problems when they come to a new environment which is completely different from their native hometown. Hence, this issue has made this study important. For example, they will encounter discrimination and homesickness, depression, social contact and cultural differences, role conflicts and academic concerns problem (Akhtar, 2012).

The international students will have to encounter acculturation when they arrive to a new country and environment as they will need to adapt themselves to various stressors. They will need to encounter problem such as separation from home, cultural differences, academic styles, language barriers, separation from home, and so on (Mori, 2000; Sandhu, 1995). International students will thereby experience the "acculturative stress" when they need to face these stressors in the host society (Lee, Koeske, & Sales, 2004).

There are a lot of problems need to be encountered by an international student. For example, they need to adapt themselves to a new educational system and also to learn a new language when there is a huge difference between the host society and their native culture. They need to adjust themselves to learn in the new environment as there will be differences in various aspect such as test taking, classroom instruction or study techniques. They will feel a strong pressure when studying abroad as they urge themselves to do well in their academic performance. In a nutshell, international students will need to overcome a great deal of stress in both cross-cultural adjustment and also adaptation to the academic life in new country (Akhtar, 2012).

The usage of social media has exploded with the advancement of internet and technology. It has provided convenience to communication and interaction among people despite geographical barrier (Wan Othman, Apandi, & Ngah, 2016). Besides according to

Ellison and boyd (2013) as well as Fox and Rainie (2014), some social networking sites that are famous among public have even become important channels to share news and information as well as managing social ties with the community (Seo, Harn, & Ebrahim, 2016).

Social media can be defined as the digital platforms for people to create and exchange user-generated content with the community (Gray, et al., 2013; Kaplan and Hanelein, 2010). Social networking sties users can use it to develop new connections as well as maintain sustaining relationships through interaction that is mediated by the digital platform (Ellison and boyd, 2013; Greenhow, 2011). According to the research by MCMC, there are 76.9% of Internet users in Malaysia. Among various social media channels, Facebook has the most users which is 97.3%; whereas Instagram has 56.1% users in Malaysia. According to the research, there are 23.59 million of internet user use internet for text communication using Facebook, WeChat, WhatsApp and so on. There are 89.3% of internet users visit social networking sites and 86.9% of users use internet to get information ("Internet Usage Statistics in Malaysia for 2017," 2018). As social media platform is common in daily life, therefore the study assume that the international students will also use social media to help them to blend in with the host society.

The research done by Zaw (2018) has conclude that international students use social media to adapt to the new culture for two reasons: stay connection with family and friend as well as adapt themselves to the new community by using social networking sites. International students think that the digital platforms help them to build relationship with local students and help them to establish new relationship in host society. By making friends with local students, the international students able to learn the host cultural by

exchanging knowledge and information in terms of text, photos or videos (Adikari & Adu, 2015). The international students will feel acculturative stress during their adaptation process. Social media has served as a digital platform for them to interact with local students which can help them to avoid social isolation (Ryan, 2011). Findings showed that social media play a vital role in enhancing the adaptation process of foreign students as social media is one of the best methods for international students to converse and interact with the host society to overcome the cross-cultural practice and adapt themselves to the new environment.

The international students think that social media not only can help them adapt to the host society but also help them to keep in touch with their family and friends in their own country as using social media to get in touch with them is a more effective and economical way. Therefore, international students will also use social media to contact with their family members when they feel stress in the new environment. This will help to reduce the acculturative stress of the international students and help them to adapt better in the new environment. Moreover, social media also serve as a digital platform for the international students to receive and exchange important information from their native country as well as host country (Zaw, 2018). In a nutshell, social media play a vital role in the cultural adaptation process of international students.

1.4 Research Question

1. What are the main factors of acculturative stress among the international students in UTAR?

2. What are the role of social media for international students of UTAR in cultural adaptations?

1.5 This study aims to answer the following research objective

1. To explore the main factors of acculturative stress among the international students in UTAR.

2. To find out the role of social media for international students of UTAR in cultural adaptations.

1.6 Significant of study

This study will help to find out the interrelationship between acculturative stress and the role of social media during the adaptation process. Hence, the significant of this study is to help provide findings regarding the role of social media during the cross-cultural adaptation process to new culture for international students in host society as well as what causes acculturative stress and how it affects international students' daily life. As the number of international students who come to Malaysia to continue their higher education had increased, UTAR has also become one of the universities in Malaysia that has international students who come from different country. Students from different countries will need to overcome acculturation and acculturative stress when they first come to Malaysia as Malaysia's culture and practices are totally different from their origin nation.

According to Datin Paduka Ir Dr Siti Hamisah Tapsir, Malaysia Higher Education director, Malaysia had received a total number of 177,000 foreign students as at December 2017. This study helps to provide information about the factors that causes acculturative stress among the international students in UTAR. Besides, it helps to understand how the international students adapt themselves to the host society when they first come to a new environment. Throughout this study, suggestion can be given so that the international students can easily adapt themselves to the host society and also overcome acculturative stress when they are in a new environment. This can encourage the university to come out with better policy that will benefit the international students in UTAR so that they can adapt more easily to the new places as well as fulfill their needs after interviewing them and get their suggestion.

Researches regarding the role of social media in helping international students to adapt new culture in Malaysia are not sufficient as there is little research study regarding the role of social media in the acculturation process among international students in Malaysia context. Besides, UKM has used quantitative method to measure the acculturative stress of international students by using Social, Attitudinal, Familial and Environmental Acculturative Stress Scale and T-Test to find out the factor that causes acculturative stress within the international students which this study will be able to get different data by using qualitative method in UTAR. Hence, this research study able to fill in both of the gap as the information regarding these two research questions are not sufficient in Malaysia.

Through this study, researcher able to contribute to the literature by finding out how social media play its role in helping foreign student to adapt to the new culture and which social media they prefer to use to keep in touch with their family and friends. Besides, this research also able to contribute to the literature by finding out the factor that causes acculturative stress within the international students in UTAR by using qualitative method.

1.7 Location of the Study

One of the criteria for the international students to choose their destination for higher education is affordability. There are some cities that can be assumed as more affordable for the international students in terms of the living costs of the cities and their international tuition fees (Collier, 2017). Kuala Lumpur is one of the cities that is popular among the international students in 2017 and 2018 (Collier, 2017; Megraoui, 2018). Besides, UNESCO has ranked Malaysia as the World's 11th most preferred study destination.

Universiti Tunku Abdul Rahman can be defined as a university by the people for the people. It has provided a unique multicultural environment for the international students so that they are able to enhance their socialization and intercultural skills. Therefore, UTAR has international students from different country such as Indonesia, China and Arabia ("Why Study in UTAR, Malaysia," n.d.).

This study will be conducted in Universiti Tunku Abdul Rahman, Kampar campus and it aims to discover the perception of UTAR's international students about certain issue regarding the factors that causes acculturative stress and the role of social media in cultural adaptation. After knowing their perceptions toward these issues through the study, it will be better to understand the international students and thereby come out with solutions. This study thereby able to help these students to adapt to the campus and the country better as well as able to attract more international students to study at UTAR in the future.

Besides, this study will be conducted in UTAR to find out will there be any differences regarding the main factor of acculturative stress for international students compare to UKM international students when using different research method. Moreover, according to the statistic provided by SETARA 2017, UTAR as an emerging university has been rated 5

stars: excellent whereas UKM as a mature university has been rated 6 stars: outstanding. SETARA 2017 rated the university based on a few criteria such as general: institutional profiles, teaching and learning, research capacity as well as services and income generation ("SETARA-2017," 2017). UKM is established since 1970 ("Universiti Kebangsaan Malaysia (UKM) / The National University of Malaysia," n.d.) while UTAR is established since 2002 ("History of UTAR," n.d.). As UKM has established earlier than UTAR, UKM is believed to have more complete facility and policy for the foreign students to accommodate. However, compare with UKM, UTAR just started to have foreign students years ago. Therefore, UTAR has more to improve in terms of facility as well as policy for foreign students to better adapt to the new environment. This study is thereby located as UTAR so that the researcher can collect opinion from the UTAR international students in order to improve current policy and facility.

Chapter 2: Literature Review

2.1 Acculturation

According to Berry (1980, 2006) and Tadmor, Tetlock, & Peng (2009), acculturation has become a familiar and significant part of study for people that come from different cultures (Schwartz, Unger, Zamboanga, & Szapocznik, 2013). Based on the research of Berry (1997), the concept of acculturation is used to refer to the cultural changes brought from these group encounters and, at the same time, the concepts of psychological acculturation and behavioral acculturation are employed based on the psychological adaptation and eventual outcomes that occur as a result of individual experience of culture adaptation.

Besides, predominant theory of acculturation conceptualizes into four acculturation styles which are integrated style, marginalized style, assimilated style and separated style (Berry, 2006). It is based on the way in which immigrants balance their direction toward their origin culture and host culture (Berry, 1980, 2006). The integrated style refers to the situation when the person maintains their origin culture and simultaneously, they also interact with the host culture. Next, marginalized style means that those people who rejected both the origin and host culture. In addition, assimilated style of acculturation occurs when the person looking the host culture as well as give up their origin culture. In the others hand, separated style is refers to the person who preserve their origin culture and disregard the host culture (Berry, 1997; Tahseen & Cheah, 2012).

All the immigrants, sojourners, international students are having a freedom to choose what are the styles of acculturation that they are more acculturate (Berry,

1974). Based on the research that done by Berry (1991), integration style is defined as non-dominant groups able to accept and adapt the new culture from the dominant society. Moreover, out of four styles of acculturation, only the integration style can be pursued in the multicultural society, in which certain psychological pre-conditions are found (Berry & Kalin, 1995).

Furthermore, the acculturation process is divided into two components which are behavioral acculturation and psychological acculturation (Berry, 1992; Searle & Ward, 1990). Behavioral acculturation means that the person who goes to other country with different cultures and they will have different views with other culture and it will reflect her/his ability to fit in behaviorally into a new sociocultural setting and also preserve their origin culture. Besides, psychological acculturation defines to the person their own beliefs, attitudes, values, and norms of the origin or host cultures (Berry, 1992; Searle & Ward, 1990). Acculturation process is feeling of acceptance and satisfaction, psychological distress, mood state, the acquisition of culturally appropriate behaviors and skills, the nature and extent of interaction with hosts, job performance and lastly is academic performance (Arends-T´oth & Vijver, 2006).

The possible outcome contingent the process of culture adaptation is the performance of acculturative stress. Acculturative stress is referring to a significant degeneration of the general health status based on the immigrant personality (Desa et al., 2011). Next, acculturative stress cause by different issues such as social aspects, physiological and psychological that are interrelated with the acculturation process (Desa et al., 2011). Based on the research of Berry (1987), the degree of culture adaptation pressure by an individual can form a slight pressure, which gradually improves as

individual adapts and gradually deteriorates over time. However, if the people who are lack

of effective social support which may increase their level of acculturative stress (Hovey &

Magana, 2002).

2.2 Cultural Adaptation

Cultural adaptation is defined as an acceptance and adjustment of a new culture. Adjustment of new culture can be in terms of learning language, how to eat, how to dress, social interaction, beliefs, understand other cultural norms and etc. Cultural adaptation is not about learning new culture, but able to live and function those new culture in their daily life (Teasley, 2018).

The theory of cultural adaptation is the process and time that takes by an individual to learn a new culture (Teasley, 2018). For example, Malaysia is a multicultural country. Some of the foreigner do not even understand Malaysian speak English although English is a recognized language by the whole nation. Different countries have different English dialect. Therefore, it is very normal foreigners may face language barriers.

The theory of cross cultural adaptation is also known as U-curve model which was proposed by Sverre Lysgaard in 1955. This theory is about the adjustment of new culture. There are four stages in this theory include honeymoon stage, crisis stage, recovery stage and adjustment stage. Honeymoon stage is the feeling of excitement or fascinated by new culture. Crisis stage is an individual is not well adjusted to the new culture. Recovery stage is an individual started to accept the new culture and learn how to behave appropriately. Adjustment stage is an individual is well adapted to the new culture and adjusted in their daily life (Lindner, 2018).

2.2.1 Culture Shock

Culture shock is defined as unacceptance by an individual towards a new culture. A person might have the feeling of fear or confusion towards a new culture which he or she may feel uncomfortable to adapt it. Culture shock is also known as "occupational disease" for those who came from another country such as foreigners, international student and exchange student. There are some symptoms of this disease like homesickness, feeling helpless, fear and anger. In 1960, Kalervo Oberg introduces four stages to culture shock which are honeymoon stage, rejection stage, beginning resolution stage and acculturation stage (Garza, 2015).

In honeymoon stage, a person is excited and interested in learning new things such as a feeling of a tourist. Rejection stage is a person with the attitude of irritation or hostility towards host culture. Stereotypes and prejudices started to happen at this stage. Therefore, a person may get humiliated, confused, depressed and stressed which may lead to culture shock. In beginning resolution stage, a person started to adapt to the culture and can solve his or her minor problems. For example, he or she get to use to the superior attitude. A person feels more comfortable, less isolated, more familiar or understand towards new culture have some humour sense in this stage. The "new" culture is no longer "unfamiliar" but very comfortable for a person in another country in acculturation stage. Individual is well adjusted or adaption with the new culture and can function it effectively in their daily life (Oberg, 1954).

2.3 Factors of Acculturative Stress among International Student

Acculturative stress is one of the challenges when students are study in another country. They face a lot of challenges such as cross-cultural with different belief, value conflict, cultural differences and more. International students face more challenges compare with local students as they need to adapt to a new social and cultural environment, adjusting themselves to a new college life in a short period. According to Berry & Kim (1988) and Hayes & Kim (1994), International students have less chance when they enter a new country and experience cultural adaption than established groups (Desa et al., 2011)

2.3.1 Demographic Factors

When an individual first enter a new environment, the challenge they face such as academic concerned, language barriers, social change, culture shock, homesickness, perceived prejudice and discrimination, lack of social support and financial issues will cause acculturation stress. Besides, demographic is also part of the factors of acculturative stress (Eustace, 2007). Berry (1997) has mentioned that age is also one of the factors that can cause acculturation stress (Akhtar, 2012). For example, the youngsters will experience high level stress compares to the older people because of their developmental related challenges. There are many studies that support the idea that the older international students have more ability to adjust difficulties than youngsters (Dee & Henkin, 1999; Hull, 1978; Poryzali, Arbona, Bullingh & Pisecco, 2001). Based on studies, they mentioned that younger students will face more challenge compares with older students as they are not mature enough and unable to deal with their responsibilities in a new environment (Church, 1982; Junius, 1997; Msengi, 2003; Pruitt, 1978). Therefore, age is also one of the factors that will influence the stress level.

According to Berry and associates (1987), gender is also considered as one of the factors that will cause acculturative stress. They mentioned that females are easier to experience stress rather than male. There are studies among international student mentioned gender differences are related to acculturative (Church, 1982; Msengi, 2003; Pruitt, 1978). Those studies have brought out an opinion that females from Europe countries will feel less freedom in the Asian country as they need to experience more adjustment difficulties (Junius, 1998; Leavel, 2001; Manese, Sedlack & Leong, 1984). For example, females in U.S. have more freedom with their attire as they can wear any attire they want, but Asian people might get criticized easily if they wear clothes that expose a lot of their bodies. In conclusion, gender differences able to cause different level of acculturative stress.

2.3.2 Academic Problem

Academic problems are also one of the main concern to the international students (Hashim & Zhiliang, 2003). In class, they need to adapt different teaching mode compares with their own country. They need to fit into a new language, adapt to the classroom instruction and also adjusting to a new learning environment. They feel stress on achieving their academic goals to get the best results and graduate as they are perceiving expectations from their family, peers and elders (Yu et al., 2014). They also take time to adapt to the learning environment as Malaysia is a multicultural country that different with their own country. Sometimes, the lecturer will use other languages such as Malay or Chinese to explain the content in a better way to the students, but it will be hard for the international students to understand the content because they face some language barriers. Furthermore, they will feel incompatible while the lecturer is talking something that can get resonance

with the local students, but without them. In the other way, the students come from China, Japan or any other country will also need to take a step to solve the language barriers. The students may feel exhausted to have class in English as English is not their mother tongue. They need to take times to adapt to the new language and sometime feel being ignored or left out by their classmates because they have difficulties to understand their language. In short, the international students face trouble when they adapt to a different educational system in a short time (Lam, 2017). They are stress on cross-cultural adjustment and also their academic life in a different environment.

2.3.3 Culture Shock

Besides the stress from the academic, social change has also become one of the reasons that cause acculturative stress. The first things that they get to be in touch with the new country goes to the culture. Culture shock is an important reason that caused acculturative stress. Based on the definition of Oberg in 1960, when individuals lose familiar signs and unable to adapt to the cultural change from their own country to a new environment, it will cause culture shock (Lam, 2017). International students might get confused between their own culture and Malaysia's culture which have different goals, beliefs, feelings, and motivation. Malaysia as a multicultural country, has a lot of culture differences with other country such as diet, language, costume, festival, or even political issues. When the international students fit in to a new culture, it also challenges their own belief and values. They need to take a different way to adjust to the culture as they might have different cultural behave in their own country. Within the cultural adjustment, they might meet some challenges in language, different academic systems and more that will cause stress.

2.3.4 Psychological Issues

Other than that, international students may feel lost, confused, helpless, and isolated when they enter a new environment. When they are moving far away from their family and friends, they feel homesickness easily especially they meet some difficulties in adapting to the new life. It is the most frequent concern from the international students (Yi, Lin, & Kishimoto, 2003). They miss their family and friends when they are feeling lonely, failed in adjusting to a new environment and homesickness. They miss the food, costumes, transportation, entertainment and others from their own country rather than in the new country especially when they perceived prejudice and discrimination in the new environment. Based on research from Heikinheimo & Shute in 1986, they noticed that some of the international students being treated less favorably than the local students. According to Pedersen (1991), this type of situation usually occur among the international students from Africa, South America (Ng, Wang, & Chan, 2017). Discrimination will make terrible effect to the students who are far away from their country. It can lead isolation, loneliness and depression. In the other way, when international students feel they have been rejected by local students, they will experience the feelings of hatred, fear and it will lead to acculturative stress. Sometimes they need to coordinate with students so that they can adapt well to the society, but the actions taking might lead to guilty feelings that feeling betrayed to their origin culture. It will increase the level of acculturative stress.

2.3.5 Financial Issue

Financial issue become one of the biggest acculturation challenges to those international students. Although most of the education fees are pay with their personal and family funds, but sometimes it is not enough for the whole study programs. Some more,

there are many extra charges such as activity and services fees, resources center fees, exam and facility fees and more. Some international students who did not get scholarships will get more stress than the others as they need to worry about financial issues. Unexpected expenses, employment restriction and also the basic necessities become the concerned issues to international students when they are adjusting to the new country. These financial issues are also factor that caused acculturative stress. Sometimes, they need to spend extra expenses to participate in the activities with other local students so that they can adapt to the environment easily. Some of the international students are not able to go back to their hometown during holidays because of the financial issues (Butcher & McGrath, 2004).

2.3.6 Lack of Social Support

Based on research from Lazarus and Folkman in 1984, social support is an important component for international students to cope with the stress. Social support can help to release acculturative stress and help them to get into a better mental health status (Bai, 2016). However, international students always face the challenge in making new friends while they are new to the environment as they are lacking opportunities to make new friends. In university, most of them prefer to work in individual rather than team or group. It is difficult for them to make new friends in the established environment and even in the same group assignment. Friends that they recognized the in university are more defined as a "hi-bye friends". They are lacking social support and it will cause low academic achievement and negative psychological experiences such as depression, uneasy and perplexity (Ng et al., 2017). Somehow it will also increase the level of acculturative stress.

2.4 Role of social media in acculturation

In the era of globalization, online social networks or social media have become an important part in our daily life, we use it to share experience or exchange information. It also a network that support our social life. Because of this, it makes social media particularly important to the foreign students who come Malaysia to study to cope with difficulties in cross-cultural adaptation.

It can be said that cultures are all around the world with different beliefs and norms. Due to the different community practices and culture, those international students always face "culture shock" when they first come to the host country. Therefore, they need to use different sources or methods in order to help them to merge into this new culture or community (Zaw, 2018).

Social media connect all around the world together and allow them to find the like-minded communities and participate in social life. Social media allow an individual has social interaction with others and able to communicate with others. Therefore, people can exchange and shared information through communication. In recent years, social media had become a part in our daily life as the number of people using internet are increase. Social media had provided a platform that link people together through attitudes, knowledge, and behavior. People will have a sense of belonging while find like-minded communities through social media. Social media also help people stay connect with each other anytime, anywhere even across the world (Sawyer & Chen, 2012).

2.4.1 Enhancing socialization

Due to research from Zaw (2018) the result shows that the usage of social media by international students to adapt the new culture can be categories into two parts: first, how social media let them stay connect with their family and second, how social media support them in adapt the new culture while come to a new community. The results show that foreign student think that social media like Facebook help in build relationship with local students. Facebook is one of the social media that support international student in maintaining the relationship with friends in their host country. They can send messages to each other and no need to meet up daily, if anything happening, they can just online and chat. Second, Facebook provides a platform for them to plan an event and giving them opportunities to meet more new friends here. Through making local new friends, they are able to learn some behavioral patterns of the host cultures. Social media like Facebook also supports in knowledge exchange, knowledge exchange can be a type of sharing of information or content in the way of photos, text or video that let foreign students have a better understanding of the new culture. (Adikari & Adu, 2015).

2.4.2 Release acculturative stress

During acculturation process foreign students will feel stress when they need to deal with different culture and environment. These stresses come from do not have sense of belonging in society, language problem and so on. (Hovey & Magaña, 2000). In this study, foreign students mentioned that they felt stress when their language are not good, and homesickness also make them felt stress. When they felt stress, they use Facebook to release theirs stress by watching videos or picture. Facebook provided a platform for international students socialize with other students and communicate between faculty

which helped some of them get social isolation. (Ryan, 2011). The findings showed that social media play a role in enhance the foreign students adapt to the new culture.

Social media also help those international students keep in touch with their family who can help them deal with their stress. They will tell their parents about their stress facing in new environment and their parents will encourage them, this help them overcome the stress especially during the first stage in socialize or adapt the new culture. (Adikari & Adu, 2015).

2.4.3 Exchange of knowledge and information

Social media can be supporting foreign students in adapting to new culture. For example, before they come to other country for study, they use social media to know more about the particular culture and also cultural practice in daily life of that particular country. For example, they join exchange student group and inside the group local student will share their daily life and experience in that country. Through this foreign student will easy adjust themselves to the host culture when they come to new environment. This research shows that, social media is one of a best method for conversation and interaction for international students to overcome the cross-cultural practice. Foreign students mentioned that social media not only help them adapt new culture but also let them stay in touch and communicate with the people in their own countries. International students think that social media have the effectiveness and is an economic way by letting them keep in touch with their families. It also as a platform to let them get or exchange the information with others. (Zaw, 2018). Social media play an important role in cultural adaptation.

2.5 Integrative Communication Theory of Cross-Cultural Adaptation

There are countless of people leave their familiar surroundings of origin place and cross over cultural boundaries in search of new life, finding employment or for education purpose for varying lengths of time (Y. Y. Kim, n.d.). All new arrivals will find out that they need to constitute and keep a stable relationship among themselves with the host society and they need to undergo cross-cultural adaptation process despite the unique in individual circumstances (Y. Y. Kim, 2017). Kim (1988, 2001, 2005, 2012, 2015) has suggested the Integrative Theory of Cross-Cultural Adaptation to explain how and why international students from different ethnic or national backgrounds can shape different adaptation experiences (Y. S. Kim & Kim, 2016).

Kim (2001) has defined cross cultural adaptation as the phenomenon of the individuals who relocate themselves to an unconversant and different society. They endeavor to build and sustain a functional and mutual relationship with the host society to achieve "an overall fit" among themselves and the unfamiliar environment so that they can maximize their social life chances (Y. S. Kim & Kim, 2016). Kim has proposed the Integrative Communication Theory of Cross-Cultural Adaptation which is discussed in an open-systems perspective. It has provided a systematic and broadly-based insight into what will happen to someone over time when overcoming cultural boundaries and what factors will affect someone's adaptation to the host culture (Y. Y. Kim, 2017).

2.5.1 The Process of Cross-Cultural Adaptation

Cross cultural adaptation can be deferred as a process of an individual trying to adapt to an unfamiliar culture by unfolding through a three-pronged psychological

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movement which is the stress-adaptation-growth dynamic suggested by Kim. It is a movement that increases the chances of an individual to successfully meeting the demand of the host society and completely fit themselves into this unfamiliar environment. According to Kim, this process is not a smooth and linear progression, perhaps it is in a cyclic, dialectic and continual "draw-back-to-leap" pattern. This is a dynamic process that unfolds the human natural tendency to achieve the internal equilibrium of an individual when facing the adversarial environmental condition (Y. Y. Kim, n.d.). Kim has formulated a spiral model that explains the stresses faced by the new arrivals can be seen as the powers to motivate the individuals to deal with the difficulties and they will gradually adapt themselves in the host society by participating in active development of new habits (Y. S. Kim & Kim, 2016).

The spiral model (refer to Dimension 1) has shown the progress of the adaptation of an individual towards the host society over time in a cumulative-progressive trajectory form. The individuals will temporarily in a state of stress when he or she is facing with uncertainty and anxiety in the unfamiliar environment (Y. Y. Kim, 2012). Identity is the stress that is faced by the new arrivals. People will tend to have resistance in changing old habits and having the desirability to keep their original identity. However, they also know the necessity to change their behavior and adapt to the host environment (Y. Y. Kim, 2017). This internal conflict will lead to a condition of "symmetry breaks" or so called internal disequilibrium (Y. Y. Kim, 2012). The psychological disequilibrium will thereby generate moments of "crisis" which are revealed in the form of anxiety, uncertainty and confusion (Y. Y. Kim, 2017). The new arrivals will tend to practice various defense mechanisms such

as avoidance, hostility, denial and so on when they need to overcome the state of internal flux when they just started to live in the host society (Y. Y. Kim, 2012).

The stresses that are experienced by the new arrivals are the major force that drives them towards adaptation (Y. Y. Kim, 2012). Each stress experience will help the new arrivals to search deeply among themselves for the possibilities of recreation as the experience of stress compel them to engage in various adaptive activities by learning the host cultural habits and also making adjustment to their own native cultural habits so that they can handle their daily life more easily (Y. Y. Kim, 2017). Over time, most of them will manage to adapt themselves to the differences between their origin country and the host society as well as manage well with the changed circumstances (Y. Y. Kim, 2012). In a nutshell, stress can be referred to be intrinsic to the complex human system and it is the essential element in the adaptation process (Y. Y. Kim, 2017). A subtle and imperceptible psychological "growth" will thereby follow the dynamic and cumulative management of the stress adaptation disequilibrium. It is a form of internal transformation in the direction of increasing greater cognitive and perceptual complexity to the host society (Y. Y. Kim, 2012). The "coming-together" of an individual's internal condition when coming out with various ways to overcome stresses over time is defined as the self-organizing human capacity by Jantsch (1980). The capacity enables people to tolerate with the person-environment symmetry and the broken intrapsychic (Y. Y. Kim, 2017).

The experience of stress, adaptation and growth of an individual has constituted the "stress–adaptation–growth" dynamic which explains the psychological underpinning of the cross-cultural adaptation process. From the model we can find that the adaptation process is unfolded in a cyclic and fluctuating pattern of draw-back-to-leap instead of a smooth,

arrow-like linear pattern. When individuals experience with stress, they will respond it with temporary setback ("draw back" state) which can help to activate the adaptive energy of an individual to reorganize and re-engage ("leap forward" state) in adaptive activities such as internal change and cultural learning. This process will gradually lead to a new self-reintegration of an individual (Y. Y. Kim, 2012). The transformative process will continue to happen in the tendency of greater adaptation and growth as long as there are new challenges facing by individuals in the new environment (Y. Y. Kim, 2017).

The spiral model has also presented additional information about the adaptation process for the new arrivals in the host society. We can discover that there will be more disruptions and difficulties that occur in a large and sudden pattern on the initial phase of adapting to the unfamiliar environment (Y. Y. Kim, 2012). However, after undergoing internal changes after a period of time, the fluctuation of stress and adaptation will become less intense and gradually subside; perhaps the individual can overall fit into the environment and have a calm internal condition by interacting with the host society (Y. Y. Kim, 2017).

2.5.2 Factors Influencing the Level of Cross-Cultural Adaptation

We can observe that two individuals will adapt differently even they are under similar circumstances. A lot of theoretical models or social science literature were thereby being proposed to explain the phenomenon of different levels of individual adaptation towards the host society (Y. Y. Kim, 2012). The cross-cultural adaptation process proposed by Kim is driven by the stress-adaptation-growth dynamic. The process will be affected by various factors that may impede or facilitate the adaptation process of the new arrivals in individual cases and thereby lead to different adaptation speeds or rates. Kim has brought

a number of factors into a single framework. The integrative communication theory of cross-cultural adaptation has thereby identified a few dimensions of factors that are interrelated to influence an individual's adaptation towards the host cultural environment (Y. Y. Kim, 2017).

Kim has developed a structural model to explain four dimension of factors that work interactively to facilitate or impede the overall process of adaptation (Y. Y. Kim & McKay-Semmler, 2012):

- Environmental factors: host receptivity, ethnic group strength, host conformity pressure

- Communication factors: host interpersonal communication, host mass communication, host communication competence, ethnic mass communication, ethnic interpersonal communication

- Individual predisposition: preparedness, adaptive personality, ethnic proximity or distance

- Intercultural transformation: psychological health, functional fitness, intercultural identity development

The identified dimensions of factors have thereby contributed to the complete structure of cross-cultural adaptation which propel or impede the adaptive process of an individual in the host society over a period of time. As the above diagram show, the interrelationship between these factors has helped to explain and predict the situation of the individuals' cross-cultural adaptation. Similar to the locomotive engine, each force works interactively to affect and are affected by each other to facilitate or impede the adaptive process of the new arrivals (Y. Y. Kim, 2017).

From the above figure (refer to Dimension 7), we can conclude that the host communication competence of the individuals are the main forces that help them throughout the adaptation process (Y. Y. Kim, 2017). It is obvious that host social communication is inseparably linked with the host communication competence (Dimension 2) (Y. Y. Kim, 2017). The new arrivals will often join themselves in the mass and interpersonal communication activities when they are in the host society so that they can adapt better and faster. The individuals will able to go through subcultural and unique experience with fellow co-ethnics by participating in both mass and interpersonal ethnic social communication activities (Dimension 3). The three key conditions of the host environment that will affect the individuals' personal and social communication are: host conformity pressure, ethnic group strength and host receptivity (Dimension 4) (Y. Y. Kim & McKay-Semmler, 2012). The individual's own predisposition that consists of preparedness for adapting to new environment, adaptive personality and ethnic proximity or distance are the initial parameters that influence the condition of the particular individual's personal and social communication activities (Y. Y. Kim, 2017). The five dimensions of factors that work collectively and interactively, has directly or indirectly influence the rates or levels of the intercultural transformation of the individuals over time (Diagram 6). Besides, the intercultural transformation also helps to explain and predict the levels of other dimensions of factors (Y. Y. Kim & McKay-Semmler, 2012).

2.6 The Dialectical Model of Cross-Cultural Adaptation

According to Anderson's (1994) dialectical model of cross-cultural adaptation, all kind of adjustments made by the foreigners during the adaptation process are cyclic and recursive. It is a model developed based on socio psychological adjustment theory. is a cyclical adaptation process which is also known as adjustment theory (Anderson, 1994). The model has discussed about the problem-solving strategies which are developed by the foreigners to adapt to the host culture through communication with the locals in new environment. The dialectical perspective has discussed about the dynamic, multiplicity as well as the changing process of the intercultural interactions (Ricoeur, 1976; 1992). Besides, dialectical approaches also put more emphasis on the rational aspects and importance of relationship instead of individual aspects. The people in dialectical perspective refers to both group members and individuals. Therefore, it is to be understood that the individual and social factors have played an important role in the foreigners' intercultural adaptation process (Martin & Nakayama, 2007, 81-83.). The dialectical perspective has showed the constant chain of tensions due to the communicative challenges experienced by the foreigners (Puro, 1996a, 40).

The foreigners will need to come over with different obstacles and figure out ways to solve the problems when they are interacting with the host culture during their adaptation process. Obstacles are an important part in dialectical perspective, but it is to be understand that these obstacles are having different linear meaning as in culture shock models. In the dialectical model, the response generation of foreigners is very crucial. Dialectical perspective shows that, the foreigners can make their own decision on how to respond in different situations and thereby come out with their own adjustment pattern. The main

components of dialectical model have been shown in dimension 8. It is to be understood that the fundamental changes in the foreigners' behavior are being motivated when they are trying to adapt themselves to the new environment and culture. Hence, dialectical perspective has claimed that, the main driver that motivates the foreigner to make behavioral changes is the force that move them to adapt to the new culture. In which, the force to adapt to the new environment has motivated or allowed the foreigners to participate in and identify with the mainstream of host country. According to Anderson, cultural adaptation can be considered as a continuum as the foreigners need to overcome different obstacles during any time of their adaptation process, it is unpredictable and never-ending. Therefore, the dialectical model of intercultural adaptation is effective in analyzing different types of migrants that leave their native country for various reasons no matter how long they have stayed in the host country and how intense is their interaction with the host culture as well as the locals there (Anderson, 1994). Besides, this model can also be used to discuss about the adaptation of either short-term or long-term migrant groups.

There are six principles in Anderson's (1994) dialectical model of intercultural adaptation. The first principle involves the adjustments process of foreigners in new environment during their adaptation process. Intercultural adaptation is a goal-oriented process and it can be motivated by the force that move them to adapt the host country in which foreigners need to learn how to adapt to the host culture by using problem solving strategies. Foreigner need to adjust themselves to the new culture when they encounter problems or obstacles. The second principle of this model is the learning process of foreigners in host country. Intercultural adaptation can be considered as a learning process. It is to be understood that the intercultural adaptation process and learning process of the

foreigners are interdependent and reciprocal. The foreigners are required to learn how to adapt themselves in the new environment in order to make adjustment with their behavior. Besides, the foreigners also need to develop problem solving skills when they are facing cultural obstacles in host country. The third principle is about the stranger-host relationship. Foreigners need to make modification in terms of their behavioral pattern and thinking in order for them to adapt to the host culture and gain an insider status in the new environment. The facilitation of host country towards the socialization of newcomers differs from cultural differences. Then, followed by the fourth principle stating that the intercultural adaptation of foreigners is a continuous, cyclical and interactive process. This cyclical adaptation process has reflected the vicissitude as well as the repetitive sequences of cognitive, affective and behavioral response when the foreigners encounter obstacles and their generation of reaction towards the barriers. The cognitive, affective and behavioral dimensions are unpredictable as it may in or out of balance due to the influence of new culture that make changes in foreigners and the new culture will also simultaneously influence and change the environment. The fifth principle claims that the intercultural adaptation process is relative, and it is nothing about the survival or growth of the foreigners in host country. Intercultural adaptation is an ongoing process where the foreigners need to undergo two extremes, so the adaptation process is normally not complete. Lastly, the model also suggests intercultural adaptation as a personal development process. The foreigners tend to consider their intercultural adaptation process as a lifelong process. Besides, these newcomers has encountered with various challenges during their adaptation process and are being motivated to change cognitively, affectively

and behaviorally in order for them to adapt the lifestyles of the new environment (PIETILÄ, 2010).

Chapter 3: Methodology

3.1 In-Depth Interview

In-depth interview is a kind of research method that involves a small number of respondents. The reason of using in-depth interview method in this research study is because of the intensive research with the respondents that able to explore their opinion regarding specific idea, program or situation (Boyce & Neale, 2006). It is a one-to-one communication between the researcher and respondents. Therefore, the results that get from in-depth interview will be more accurate and standard. The sampling procedure that will be used in this research study purposive sampling. Choosing international student who study in UTAR, Kampar is the main criteria of this sampling method. It will be more suitable to use semi-structured interview throughout this research study. Besides, it is important for the researcher to use adequate recording procedures to ensure the validity and reliability of the research. Moreover, the researcher is required to design the interview protocol based on the topic of the research and all the procedures and questions need to be refined after the process of pilot study. Researcher should find a quiet place to conduct the interview to avoid disturbance from others. It is important to obtain consent from the participants before they are being interviewed. Researcher need to transcript the data, analyze it and come out with a report after the interview has been done (Boyce & Neale, 2006). In addition, by using in-depth interview method, researcher is able to gain insight of the respondents regarding the factors that causes acculturative stress among the international students in UTAR and the role of social media throughout their cultural adaptation process. We can understand their perception about this issue through their gesture, facial expression, verbal and non-verbal communication. It helps the researcher to

understand the perception of the international students in UTAR regarding the factors that causes acculturative stress and the role of social media during the process of cultural adaptation subjectively. Moreover, it also helps to provide insight understanding regarding the problem that is faced by the international students which can help to come out with a better solution to address this issue effectively.

3.2 Reliability and Validity

This research is conducted in qualitative research method. The method of this study is semi-structured interview. Interviewers will interview some of the UTAR international students. Pilot study will be conducted among the targeted international students and some experts before the formal interview session being conducted in order to evaluate the feasibility of the key steps of the future project. The interviewers will design an interview protocol before the interview session (refers to Table 1). It consists of a number of questions that reflect the objectives of this research study. This is to ensure the interviewers can conduct the interview session in an easier way as well as make sure that the interview session can go smoothly. Interviewers are allowed to question freely by depending on the situation. The interview protocol is just a framework for the interviewers. According to Patton (2001), there are two factors that need to be concerned when designing reliability and validity in qualitative research study, which are analyzing results and judging the quality of the study. Besides, expert validation was conducted to enhance the quality of research. An expert validation is a procedure of receiving feedbacks, comments, opinions and suggestions by the experts. Our interview questions were designed based on objective and validated by expertise. Therefore, we will get a valid and established interview protocol after reviewed by the expert.

Reliability

The term "Reliability" is to test or evaluate in quantitative research. Reliability is defined as the consistency of measurement which numbers of research studies suggest that it is more suitable for quantitative research. In quantitative research, reliability concepts as "purpose of explaining". However, reliability concepts as the purpose of "generating

understanding" in qualitative research (Stenbacka, 2001). Interview Protocol Refinement (IPR) is an instrument of strengthening the reliability of interview protocols in qualitative research. Researchers can improve the quality of data that they got from the interview to enhance the reliability of interview protocols (Jones, Torres, & Arminio, 2014).

Validity

The study is compliant with communicative validity and pragmatic validity. Communicative validity is to ensure clarity in expressions. Pragmatic validity is about trying to know if the respondents actually gave undistorted views in this framework (Gbadamosi, 2014). In the Interview Protocol Refinement (IPR) framework (refers to Table 1), there are four-phase process in this framework to validate the interview protocol. Firstly, it is to ensure that all interview questions are related with the research questions. In phase 1, interviewers focus more on developing an interview protocol that aligned with the study's purpose. Secondly, it is to construct an inquiry-based conversation (Castillo-Montoya, 2016). In phase 2, interviewers are required to develop an inquiry-based conversation through an interview protocol with different types of questions. It is a script that similar to follow up and prompt questions; interview questions that are different from the research questions and an organization follows social rules of normal conversation (Castillo-Montoya, 2016). The next phase is to obtain feedback on the interview protocol. The purpose is to enhance the reliability and trustworthiness. This is also to test the credibility and ethical of the interview through the feedback that the interviewers receive (Castillo-Montoya, 2016). Lastly, is the process of piloting interview protocol. The researcher has investigated every question for answerability, clarity and simplicity. In phase 4, the researcher will pilot the refined interview protocol with people who reflect the

characteristics of the sample for the actual study (Maxwell, 2013). Some notes that were taken down during the interview is for the purpose of enhancing the interview protocol. It is based on the interviewer's experience of conducting the interview but not from the interviewer's thinking. There will be some other information from rapport, process, consent, space, recording, and timing collected by the interviewers during the interview. The last phase is to improve the final revisions of interview protocol (Castillo-Montoya, 2016).

3.3 Data Analysis

Data analysis is the central to credit or valid the qualitative research. In this study, NVIVO 11 was used to analyze the data. NVivo is a computer-based software and it may significantly improve the quality of research (Hilal & Alabri, 2013). Researchers use NVivo as a set of tools to undertake an analysis of qualitative data. The use of computer to analyze qualitative data are more effective and efficiency (Zamawe, 2015).

Using NVivo during the process of analyzing qualitative data will help researcher to organize and manage the messy records that researcher collect for qualitative research. These records included audio, video, raw data of interviews, image file, web content and so on (Zamawe, 2015). Furthermore. NVivo also able to help researchers to manage ideas in order to generate conceptual and theoretical knowledge from the study. Furthermore, researcher can post several questions in NVivo and it will help to query data by retrieving all the database in the software you have which is relevant to determine the answer for those questions. Results of this queries will be saved for further investigation. This software also provides visualize data to let researcher can have a deeper understanding regarding the relationship between conceptual and theoretical data. It also shows the content or structure of the research case as well as the sampling strategies in terms of graphs, this enable the researcher to understand the data more easily. By utilizing all the database or contents that the researcher has found, NVivo help to formulate the transcript report about the research study (Hilal & Alabri, 2013).

NVivo is now an important software for qualitative data analysis as it may significantly improve the quality of the result. It helps the researcher to save time from doing transcription. Besides, it has made qualitative data analysis to become easier and it

will also provide more professional result. This software helps to manage the data and ideas, querying data, provide visual data for better understanding and formulate transcript report about the research which had been conducted (Bazeley & Jackson, 2013).

3.4 Summary of Methodology

Research Question	Literature	Method of Study	Unit of Analysis
RQ 1: What are the factors of acculturative stress?	Types of stressors: Social, Attitudinal, Familial and Environmental (Hashim & Zhiliang, 2003) (Yu et al., 2014) (Lam, 2017) (Yi et al., 2003) (Pedersen, 1991) (Butcher & McGrath, 2004)	Interview: Semi Structured	Stressor Factors: -Age -Gender -Academic problem -Language barriers -Social change -Culture shock -Homesickness -Perceived prejudice and discrimination -Financial issues -Lack of social support

RQ 2: What are the role of social media for international students of UTAR in cultural adaptations?	Role of Social Media (Adikari & Adu, 2015) (Zaw, 2018)	Interview: Semi Structured	-Exchange of knowledge and information -Establishing new forms of multicultural interactions -Stay in touch and keep good relationship with parents -Enhancing socialization -Release acculturative stress

Chapter 4: Findings

4.1 Introduction

This chapter has described the analysis of data collected from international students from UTAR. The findings are related to the research questions that guided the study which both research objectives of the research are reflected. Data were analyzed to explore the main factors of acculturative stress among the international students in UTAR and to find out the role of social media for international students of UTAR in cultural adaptations. Data were obtained through in-depth interview method.

4.2 Demographics of the Interviewees

Out of 19 respondents, 14 were men while 5 were women. This is because UTAR has more male international students than female international students.

Table 4.1 Category of Informants

Informants	Numbers	Age
Male	14	21-28
Female	5	17-23

Table 4.1 has provided the data on the categories of informant interviewed according to gender and age.

The researcher discovered that the data gathered is saturated after 19 respondents have been interviewed. It is to be understood that the researcher has seen a similar pattern in the response from the interviewees. There is no necessity to further collect new data as there will be no contribution to the new discovery of issue. The researcher only need to gather data until the theoretical saturation is reached (Ritchie et al. n.d.). As the research study goes on, more data does not necessarily lead to more information. This is because there is a point of diminishing return to a qualitative sample ("CHAPTER 4 DATA ANALYSIS AND FINDINGS," n.d.).

These individuals are international students that study in UTAR and are involved during the fieldwork interviews in which their opinions were extracted and explained accordingly.

4.3 Research Question 1: Main factors of acculturative stress among the international students in UTAR.

4.3.1 Academic problem

Out of 19 respondents, there are 11 respondents felt stress due to the academic problem they are facing when they study abroad in Malaysia.

4.3.1.1 Academic performance

Through the interview session with international students in UTAR, the interviewees mentioned that they feel stress because they are worrying about their academic performance in school. This is because the result may affect their renewal of VISA and also maintenance of scholarship. Besides, some students mentioned that the standard in UTAR is high, so they have to spend more time and effort in order to achieve their academic goal.

"*Of course, because **if you fail**, the immigration **cannot renew our student's VISA**. So, we have to work hard.*" (William, Kenya)

"*Yes, because that I say I need the scholarship. For us, we no need to get 3.0 but we are supposing to get pass which is 2.0. So, if you **fail**, you need to **pay by your own** and we need to **maintain in 2.0 and above**. So, I need to work hard a lot, study a lot, no get 3.0 but I also sleep late to make sure the result is maintained. So, I can say **UTAR is tough**.*" (Evans, Kenya)

*"I have a **hard time in adjusting** so I can't focus on study. My study were going down because of all this things, my **grade was falling**. I like my study go well. I like good grade. When the grade was falling, I couldn't bring my grade back up."* (Heera, Pakistan)

4.3.1.2 Teaching Method

Some of the international students mentioned that the teaching method of lecturer in Malaysia is different from their country. Because if they do not attend the class, they cannot score well as sometimes the lectures will give extra information which the note provided does not include everything. Therefore, the international students feel stress as they have to adapt to the different teaching method compare to their native country.

*"Ya, if you come here, if you don't go to a lecture class, you're not going to score. Ya, exactly, you **cannot study on your own**. Because the **lectures will give you sort of extra information**, they don't provide everything."* (Ilies, Algeria)

*"It was stress in the beginning when you want to adapt with it because I used to go to campus, assignment, presentation, go back home. I wasn't used to it. I**n Pakistan, I used to have one or two classes per day**. So three hours classes per day. And **we did not have tutorials**."* (Aamna, Pakistan)

4.3.1.3 Language

Some of the international students also mentioned that they feel stress when the lecturer does not use English to give extra explanation. Some lecturer tends to use Malay, Chinese or Tamil to explain to other students as the lecturer think the students can understand better in their mother tongue language.

*"Because the lectures will give you sort of extra information, they don't provide everything, that's a bit unfair on that part. Because sometimes they **provide the information in Chinese or Malay or in Tamil**. And I'm sitting down there, just…"*(Ilies, Algeria)

*"The **language barriers was huge problem** even sometimes **the lecture using Mandarin with students. When students asking question in Mandarin, the lecture will explain in Mandarin**. It's not fair. Because **in Sri Lanka, it won't happened**. If you are **asking the question with Sinhala, the lecture will not reply you.** They supposed to let the lecture for just using one language even students asking questions in Mandarin, please ask them to ask in English."* (Rumali, Sri Lanka)

4.3.1.4 Education system

Some international students claimed that they feel stress when they realised the education system is way different from what they are having in their native country. They need to adjust themselves to accept to the result-based education system in Malaysia.

*"Because it is very **result based**. I don't agree with that. **I believe if someone puts in the work, you should also grade in the work that he does**. And, to be honest, in the United States, I was a A-honoured students all the time. When I came to Malaysia, I did my IGCAC and A-Levels. I found that I didn't score as well, and I always ask my lectures why didn't I score well. **Because your answer wasn't exact to the marking scheme**, and I would not appreciate that. So, I always had a problem with them, mentality, **where everything has to at here to the marking scheme rather then you can think outside of the box and present a different answer**."* (Illies, Algeria)

*"It's definitely the school, **the education system was really different**. Because I felt like I was way behind. Or I was like, I knew some particular things in the curriculum, but I didn't know everything. So, **I had to study everything from the beginning**. Like, I have to like reread the entire book."* (Bushra, America)

4.3.2 Environment

Out of 19 respondents, there are 6 respondents felt acculturative stress due to the environment factor in Malaysia.

Some of the international students are not used with the weather and humidity in Malaysia. These environment factors have affected their body system and they have to get used to it. When they first come to Malaysia, some of them even feel uncomfortable, their skin become more sensitive and get sick due to the environment in Malaysia. They not only have to cope with their academic, at the same time, they still need to struggle in the environment which is totally different compare to their native country.

"*Sometimes you **don't feel the sun**, is **dark** always and **cloudy.** I miss the feeling especially in the morning you woke up the sunrise, you feel like energetic but here you feel like more **moody and cloudy.**"* (Ahmad, Yemen)

"*You know, since your body is coming into a new environment, especially since this is in **tropical**. Like my **skin got really sensitive**. Just **a lot of changes to my body.**"* (Bushra, America)

"*Environmental, because I still remember when I first come to Malaysia I got a sick. **Our weather and Malaysia were totally different and get fever**. It was totally terrible that time.*" (Mosharrof, Bangladesh)

4.3.3 Culture

Out of 19 respondents, all of the respondents felt stress when they try to adapt themselves to different culture.

4.3.3.1 Language

Based on the information provided by the international students in UTAR, most of them were facing language barrier during their study in Malaysia. They find out that the local students here are having difficulties in expressing themselves by speaking English with the international students. So, the local students will keep a distance with the international students and become more passive to start the conversation with the international students. Besides, the international students also mentioned that Malaysia's English and their country's English are different. As some of the local students tend to shorten some terms or words when they are sending message to the international students, so some of them could not understand the message content. Therefore, the international students feel stress when they need to overcome the language as it has caused a big problem for the international students when communicating with the local students.

"*Maybe because of the **language barrier**, they are **not comfortable speaking in English** since they are using their own native languages.*" (Ahmad, Yemen)

"*I come to UTAR that was the problem in terms of the **language barriers**. Students they **felt difficulties in expressing themselves in English**. When that's happened, they don't want to speak but doesn't mean that they don't like you. They **shy or afraid** to make a mistake maybe they think if they **didn't pronounce a term properly** then you laugh at me.*" (Awaal, Ghana)

"*Yes, because here the **English language is the big difference**, you guys like to **shorten the word**, you do not put the sentences in full, **I cannot understand** it. When I saw the message, I will take a long period to understand what is the meaning.*" (Evans, Kenya)

4.3.3.2 Tradition / Norms

The international students find out that there are differences between the tradition and norms in Malaysia and their native country. They feel stress because they have to adapt themselves with the cultural change from their own country to a new environment as the culture here are way different compare with their native country's culture. As Malaysia is a multicultural country, the internationals students have to change the way they behave in order to adjust themselves to fit in the tradition and norm here. So that they won't be judge differently for behaving wrongly in Malaysia.

"*Let say the food, the people,* **people have different mind-set compared to my country**. *Some stuff is very* **hard to adapt** *with it regardless of the culture because is* **opposite of your culture** *so either you follow your own culture or you follow the opposite culture. Sometime you* **stuck to your own culture but partly adapt to the other**." (Abdulrahman, Yemen)

"*Yes, I will* **shock** *because in Kenya, there was* **no gay or lesbian**. *Even though they have gay or lesbian but it is not allowed. If someone see you are practicing in gay or lesbian, people will beat you. So, in Kenya I can go to the washroom with some boys together, no thinking any negative thing in my brain. But when I came to Malaysia,* **my mindset was change**. *Because last time I was with a friend and there were have female friends also at that time but* **I no talk to the girls, I only talk to the guy**. *So, his friends ask him is me is gay? Because* **I just talk to him and no talk to them, then they think I am a gay**." (William, Kenya)

"*So, if you see a Berber and you see an Arab, they're not particularly that different in practice and everything like that. But, when you come to **Malaysia, there are so many different cultures**, so many **different religions**, so many **different ethnicities**. You're a**fraid of saying something that can offend the group of people**. So, you have to walk quite threat fully. While in **Algeria, if I say something, I can say it not for each**. If I really have something to say, I'll say it, and no one will look at me twice. But if I **said something here**, I'll be **burned alive** because of the: oh, you're not being politically correct, you're speaking else, sort of things.*" (Ilies, Algeria)

"*Even the Malay, I had a feeling that the Malays will be like exactly people in my country. Because **both are Muslims but it is very different**. **Their views on things are so different from my views on things.** Like when I came here and I **touched the dog**, then **everybody go crazy like why you touched the dog**. I was like I can touch the dog, nothing is going to happen. It's nothing. **Muslims in Malaysia are stricter**.*" (Heera, Pakistan)

"*For example, the Muslim here **wear the hijab differently**. Is very stupid because you want to wear then wear properly or either you don't wear at all.*" (Saif, Jordan)

4.3.4 Nature

Out of 19 respondents, there are 12 respondents feel stress because of the nature being in Malaysia.

4.3.4.1 Loneliness

Some of the international students feel lonely when they study abroad. Some of them feel lonely due to their personality problem. But some of them feel lonely when the local students here are passive and not friendly, so it's hard for the international students

to approach the local students. Therefore, the international students don't have close friend as they have different social background and have socializing problem with the local students here. So, they feel stress when they are studying in Malaysia as they are lonely here and no friends to talk with.

"**Loneliness** *I think will be the first one. Not that I don't have friends. Is that* **I'm quite introverted**. *I'm a social person if I'm in a social background, but* **I'm never the one to initiate**. **People initiate me, I don't really initiate out there**. *Even when I want to text someone, I'm never the initiator, I'm always the replier, just my personality. So,* **my personality puts me in some pragmatic situations***, but also it's just the* **forceful maturity***, like I has to be mature faster than I would normally been. I'm on my own. My parents are not going to help me. They told me straight up, we are not going to help you. We'll going to help you what we need to do, we're going pay your bills, we are going give you room, board and food and that's all, you gonna do it yourself.*" (Ilies, Algeria)

"**Loneliness***, the* **people here are more passive that don't really like to approach new people**. **In Sri Lanka, people are very generous and friendly even they cannot speak in English***, they really love to help you. But I when* **I asked help from the Malaysia's Chinese people***, they are* **not much friendly.**" (Rumali, Sri Lanka)

"*Yes, sometime you feel like you* **want to take two steps back when you making new relationship or friendship***. You* **wanted to be more social but the real situation you choose to stay away***. Maybe this thing need a longer time. Sometime you* **feel more loneliness***.* **I don't have very close friend** *is like I can invite them to my house but here none.*" (Ahmad, Yemen)

4.3.4.2 Homesickness

Based on the interview, one of the reasons that they feel stress is because of their homesickness. They cried a lot as they missed their family, friends in their native country and they have to struggle in adapting to the new environment. When they are moving far away from their native country and leaving their familiar environment, they feel homesick easily especially when they meet some difficulties during their adaptation process to the new life. So, various factors cause them to feel homesick and want to go home.

"***I called home all the tim****e, my mum, my sisters, my brothers and whatever. In the beginning, **I went back every semester break** because I was so **homesick**.*" (Heera, Pakistan)

"*Cause I was in North America, and now I'm all the way round the world, and I'm here in Asia. And it was just like a very excited. But then after the years past, you're like ok. **Nothing exciting comes into your life** and then you start to **feel a little bit homesick**.*" (Bushra, America)

"***I cried a lot first few weeks***. ***I missed my family, my friends, my environment*** *and all. So it **took a long time to adapt**. I am still trying to adapt people who studied with me.*" (Rumali, Sri Lanka)

4.3.4.3 Alienation / Isolated

Some international students mentioned that when they come to Malaysia they felt that they have been alienated and isolated. Local students do not want to communicate with them because they are international students. So, the international students feel like being excluded by the new environment. The international students have been isolated as the local students feel more comfortable to speak with their mother tongue language. Therefore,

the international students are unable to join the conversation with local students. They feel stress and uncomfortable here as they come here alone thinking to make friends with local students, but at the end they are being alienated and isolated here.

"***People do not talk with me just because I am international student***. *Is like people talk to you today but they don't know you tomorrow.* ***I will stereotype everyone***. ***Being racism cause you only group with your own race****s like Chinese with the Chinese.*" (Saif, Jordan)

"*All your friends will be sitting here,* ***talking in Chinese quickly*** *and then they will be* ***asking you questions in Chinese and you have to respond to them***. *And* ***I'm standing there awkwardly, while you guys are having excite discussion in Chinese***. *You know what I mean? This is my main challenge in conversing over all.*" (Ilies, Algeria)

"*Because* ***when I came here everyone think I was Chinese***. *So they just like* ***talk to me directly by using Chinese***. ***I was like no I speak English and they was like oh where are you from***. *Then* ***they never speak to me again***. ***They won't talk to people when they know you are foreign student***." (Naomi, America)

"*I do feel like it would be easier to talk to people if I don't oversee like you know that "maybe that people were talking about me". I means because* ***I already have social anxiety***, ***I don't know how to approach people***. *When you go to a group of people and* ***they were just talking about themselves***. *Yeah, and* ***they do isolate***. *They will* ***make the effort to approach you but they will not make the effort to include you***. *Once you go, you were sitting with them in a table, that's it and* ***they are talking among themselves***." (Heera, Pakistan)

"*I don't know why, **I was feeling isolated**. When I asked some notes or lectures from my friends, she just told me to do my own. It is very **uncomfortable** so **I do my study alone**. **I didn't have any friends for the first few weeks.**" (Rumali, Sri Lanka)

4.3.4.4 Stereotype

Through the interview session, some international students mentioned that stereotype is one of the reasons that could cause them to feel acculturative stress. As some locals here tend to stereotype the black students. Even some law enforces, and security guards stereotype the international students just because of their skin colour and they do not look like Asians. They feel stress when they have to experience stereotype during their adaptation process as it makes them feel uncomfortable.

"*Yes, I can say is like coming here some of the **people generalize that all black people are Nigerian people but actually it is different**. In Africa there have many countries not only Nigerian. So, I hard to explain to them I am Nigerian. It is the main problem when first came to here. **People like to generalize all African are like this**. I very hard to sit down to explain to you what is the difference. **I feel like stereotyping**.*" (Evans, Kenya).

"*The security guard also stop me because I forgot to wear my ID, and **he say you should not do that because it is not your country, this is Malaysia**. I just smile and say sorry and I no think too much about this.*" (William, Kenya).

"*But the **law enforces** here, like such as the police officer, the fire fighters, etc. They **abuse their power** that they have been given to protect and serve, **to bully a foreigner**. And experiencing something like that, in the first moment that I had been here, in Kampar and in Malaysia, **it makes me want to leave,** automatically. I don't want to be like that. So, it's*

*like to be a **traumatic experiencing**. Just because of the **different skin colour that I have**, and just **I don't look Asian**. It doesn't necessarily mean that, I have an interesting life story*." (Bushra, America)

4.4 Research Question 2: Role of social media for international students of UTAR in cultural adaptation process.

4.4.1 Socializing

Out of 19 respondents, all of the international students mentioned that one of the roles of social media is for socializing purpose.

All the international students mentioned that, social media play the role in helping them to communicate with local people and stay connect with their native country. The result shows that, the international students in UTAR tend to interact with local students by using social media. For example, they would use WhatsApp to communicate with club's members as well as make new friends and establish friendship with local students through Facebook. Social media enable the international students to communicate with local students as well as family and friend in native country even they are unable to meet each other daily. They can just chat online if anything happens.

"*Mostly is **communicating and keeping in touch with everyone**. One of the way to help communicating and trying to be open with each other especially like nowadays **when you know new friend you will ask do you have Facebook**.*" (Abdulrahman, Yemen)

"*I use these to **communicate with my group members** because currently I am UTAR sport club chairman. I am the chairman, **I use social media to communicate with my members for update progression for even**t something like this.*" (Awaal, Ghana)

"*For me, I using Whatsapp is to **contact with the person that in my country** because it is quite cheap than normal call. It will **help me to contact with my family***

*members and friends. It is **a part of communication**.Whatsapp like **a bond with each other**.*"(Evans, Kenya)

"*It **makes me feel I could stay connected**. But I **don't have to necessarily see them every day**. I can do this and that, I can live a totally different life to them. But I still know that I still have them in my life. **I don't have to be with them physically**, **but I can be with them through Internet, like socially**. And I can **still be able to make friend**s. So, it has provided me the ability to **strengthen my personality when forming relationship**.*" (Bushra, America)

"*I can say that Facebook also help me because sometimes I can **add the friends** and **chat with them to stay connection when we no saw each other**.*" (Evans, Kenya)

"*It helps me to learn more culture and also **meet more friends**.*" (Billy, Vietnam)

4.4.2 Exchange and get information

Out of 19 respondents, 11 of the international students use social media as a platform to exchange and get information.

According to the international students in UTAR, social media has enabled them to exchange and get information. The international students use social media as a platform to discuss assignment with their group member as well as exchange information in the group. Besides, they also use social media to keep themselves updated with local and international information. Some of them even use social media to learn the culture of Malaysia from local students here by using social media.

"*I use social media **to collect news, and information like everything around**. It is a platform for me to know more information, Malaysia's culture and know more friends.*" (Billy, Vietnam)

"*I **have to know what's going on in Kenya**. Not only in Kenya have you had to know, **at least few parts of world that hot topic issues**. That is the main reason I use social media.*" (Komora, Kenya)

"*Yes, because like we have a group for our batch. In that group, in case of **any information that maybe is important to all of you guys in same batch, I have to inform them or they have to inform us**. So it is very **important on using social media to inform them**, at least the **people around that they know what's going on**. Especially on matters that affect you.*" (Komora, Kenya)

"*We **present and submit assignments on WhatsApp group**. If there's any mistake, then we all change it together as a group. I think it is **awareness about what's going on. Telling students regarding the events going on**.*" (Aamna, Pakistan)

"*I need to **keep updated to the facts**. Whatsapp is the main matter of group communication.*" (Naomi, America)

4.4.3 Entertainment

Out of 19 respondents, 7 international students mentioned that they use social media for entertainment purpose.

The international students tend to use social media for entertainment purpose. Some of them use it to watch videos and motivational speech to gain themselves some positive vibes. These students might feel stress during their acculturation process as they need to

deal with various difficulty when they are studying abroad in a totally different environment from their native country. Therefore, social media has been used for entertainment purpose to help them to release stress and get some motivation to keep struggling in the adaptation process.

"*So, you **have technology right on your hand**. So, with the help of that, you can actually… I mean you can actually **sort out for many things**. For example, you **watch videos, and you watch motivational speech and stuffs to release stress** in many ways.*" (Mahir, Bangladesh)

"***Facebook for entertainment purpose**. **I watching some interesting video** through Facebook, **some moderating speeches and some silly posts** that sharing by my friends, and gossips. **I listen to music**, some more **rational speeches and songs**.*" (Rumali, Sri Lanka)

Chapter 5: Discussion & Conclusion

5.1 Discussion

5.1.1 Main factors of acculturative stress among the international students in UTAR.

Most of the international students will experience acculturative stress when they need to fit themselves into a new social and cultural environment. Besides, they also need to adjust themselves to the college life in a short period of time. According to the research conducted by Desa, Yusooff & Kadir (2011), international students have more difficulties in adapting to a new environment and culture. Therefore, this research will discuss about the factors that cause acculturative stress among the international students in UTAR during their adaptation process.

5.1.1.1 Academic

Based on the previous research finding conducted by Hashim & Zhiliang (2003), they stated that academic problem is one of the main concerns of international students when they come to host country for study purpose. They felt stress as they need to adjust themselves with the education system in the host country which might different from their native country. Some of them will also have high expectation in their academic performance. Moreover, they still need to face the challenge of language barriers as some lecturers will use native language for further explanation during the lecture class (Yu et al., 2014).

The findings of the research have shown that, academic problems can be discussed in several dimensions which are different teaching method, language barriers, different education system and high expectation on academic performance. International student's

expectation on getting good results is one of the factors that cause them to experience acculturative stress. Therefore, the following statements reflect the international students feel stress when they are concerning of their academic performance:

> "*I have a hard time in adjusting so I can't focus on study. My study were going down because of all this things, my grade was falling. I like my study go well. I like good grade. When the grade was falling, I couldn't bring my grade back up.*" (Heera, Pakistan)

> "*Yes, because that I say I need the scholarship. For us, we no need to get 3.0 but we are supposing to get pass which is 2.0. So, if you fail, you need to pay by your own and we need to maintain in 2.0 and above. So, I need to work hard a lot, study a lot, no get 3.0 but I also sleep late to make sure the result is maintained. So, I can say UTAR is tough.*" (Evans, Kenya)

> "*Of course, because if you fail, the immigration cannot renew our student's VISA. So, we have to work hard.*" (William, Kenya)

Through the findings, it is to be understood that international students in UTAR tend to feel stress when they need to study hard in order to maintain their academic performance. If they fail any subjects, they are unable to renew their VISA in Malaysia and they will lose their qualification for getting scholarship. The international students need to put more effort in maintaining their result as they need adjusting themselves in a new environment.

Furthermore, international students have also faced difficulties in adapting to the teaching method of lecturer in host country as the teaching method might be different from their native country. This statement can be measured by following comments:

> "*Ya, if you come here, if you don't go to a lecture class, you're not going to score. Ya, exactly, you cannot study on your own. Because the lectures will give you sort of extra information, they don't provide everything.*" (Ilies, Algeria)

> "*It was stress in the beginning when you want to adapt with it because I used to go to campus, assignment, presentation, go back home. I wasn't used to it. In Pakistan,*

I used to have one or two classes per day. So three hours classes per day. And we did not have tutorials." (Aamna, Pakistan)

International students need to adjust themselves and try to fit themselves into a new study environment, different teaching method and education system which everything is different from their native country. This research can conclude that, the differences of teaching method between their native country and Malaysia is one of the factors that the caused international students to feel stress during their cross-cultural adaptation process.

While the international students are struggling in maintaining their academic performance, language barriers are another main challenge that they need to encounter in the adaptation process. Through the interview session with the international students, some of them mentioned that they faced difficulties in understanding the teaching of lecturer as some of the lecturer will use native language to answer the question that ask by locals or give extra information. Following statement reflect the language barriers situation which is mentioned by the interviewees:

"The language barriers was huge problem even sometimes the lecture using Mandarin with students. When students asking question in Mandarin, the lecture will explain in Mandarin. It's not fair. Because in Sri Lanka, it won't happened. If you are asking the question with Sinhala, the lecture will not reply you. They supposed to let the lecture for just using one language even students asking questions in Mandarin, please ask them to ask in English." (Rumali, Sri Lanka)

Some of the lecturer will use their native language to have further explanation in the class so that the local students can understand better. This will cause the international students to feel uncomfortable as they think that they are being excluded in the class because they cannot understand the language used by the lecturer and it makes them more difficult to understand the teaching of lecturer.

Moreover, the international student also feel stress due to the different education system in Malaysia. However, previous study did not find out that education system can also be one of the factors to cause acculturative stress among international student. The findings can be supported by the statements below:

> *"Because it is very result based. I don't agree with that. I believe if someone puts in the work, you should also grade in the work that he does. And, to be honest, in the United States, I was a A-honoured students all the time. When I came to Malaysia, I did my IGCAC and A-Levels. I found that I didn't score as well, and I always ask my lectures why didn't I score well. Because your answer wasn't exact to the marking scheme, and I would not appreciate that. So, I always had a problem with them, mentality, where everything has to at here to the marking scheme rather then you can think outside of the box and present a different answer."* (Illies, Algeria)

Some international students mentioned that the result-based education system has stressed them out because they have to put in more effort to maintain a good result. They have to not only adapt to the new environment but also adjust themselves to accept the education system that maybe totally different from their native country. Therefore, the researchers can conclude that different education system between Malaysia and the international student's native country is one of the factors that cause acculturative stress.

In a conclusion, the findings of this research showed that the international students feel stress when they need to cope with their academic performance in order to get good results while adapting themselves in a new environment. They need to fit themselves with different teaching method, different education system as well as encountering language barrier in Malaysia. The results of this research are similar with the previous study.

5.1.1.2 Culture

Based on the previous study from Lam (2017), it emphasizes that international students will feel "culture shock" when they experience different culture in Malaysia compare with their native culture. As Malaysia is a multicultural country, they need to learn and adapt to different norms and cultures such as food, language, costume and so on. They need to encounter various cultural barriers as they need to understand and adapt themselves with different cultures and norms.

Through the findings of this research, it can be concluded that the international students have to experience acculturative stress when they try to adapt themselves into a totally new culture which is different from their native culture. Based on the findings in this research, culture can be discussed in two dimension which are language barriers the international students encounter during their communication with locals' students as well as different tradition and norms. Language barriers when communicating with locals can be measured by the following below:

> "*I come to UTAR that was the problem in terms of the language barriers. Students they felt difficulties in expressing themselves in English. When that's happened, they don't want to speak but doesn't mean that they don't like you. They shy or afraid to make a mistake maybe they think if they didn't pronounce a term properly then you laugh at me.*" (Awaal, Ghana)

> "*Yes, because here the English language is the big difference, you guys like to shorten the word, you do not put the sentences in full, I cannot understand it. When I saw the message, I will take a long period to understand what is the meaning.*" (Evans, Kenya)

According to the input provided by the international students, they mentioned that local students are not willing to interact with them as they are afraid to communicate with the international students by using English language. Some international students also

claimed that they cannot understand texting message from local students when they use some "short form" terms to communicate with them. Thus, international students feel difficult when they try to interact and communicate with the local students. Therefore, the researchers can conclude that, language barriers are one of the reasons which lead the international students to face difficulties in socializing.

Besides, the international students will feel stress during their adaptation process when they discover there are differences between Malaysia's traditions and norms compare to their native country. This is because they need to learn and adapt to different traditions and norms due to the multicultural context of Malaysia. The findings can be supported by the statements below:

> "*Let say the food, the people, people have different mind-set compared to my country. Some stuff is very hard to adapt with it regardless of the culture because is opposite of your culture so either you follow your own culture or you follow the opposite culture. Sometime you stuck to your own culture but partly adapt to the other.*" (Abdulrahman, Yemen)

> "*So, if you see a Berber and you see an Arab, they're not particularly that different in practice and everything like that. But, when you come to Malaysia, there are so many different cultures, so many different religions, so many different ethnicities. You're afraid of saying something that can offend the group of people. So, you have to walk quite threat fully. While in Algeria, if I say something, I can say it not for each. If I really have something to say, I'll say it, and no one will look at me twice. But if I said something here, I'll be burned alive because of the: oh, you're not being politically correct, you're speaking else, sort of things.*" (Ilies, Algeria)

> "*Even the Malay, I had a feeling that the Malays will be like exactly people in my country. Because both are Muslims but it is very different. Their views on things are so different from my views on things. Like when I came here and I touched the dog, then everybody go crazy like why you touched the dog. I was like I can touch the dog, nothing is going to happen. It's nothing. Muslims in Malaysia are stricter.*" (Heera, Pakistan)

It is to be understood that, the international students feel stress when they are struggling in adjusting themselves into a new culture and learning new traditions and norms of the host society. They need to learn how to behave when they are interacting with different races of people in Malaysia. They also need to adjust their way to behave and communicate with locals for not speaking too directly with the locals in Malaysia.

In a nutshell, different traditions and norms in Malaysia as well as the language barrier between the international and local students are the factors that cause acculturative stress among the international students. Some international students do experience "culture shock" and they feel stress when they try to adapt themselves so that they can fit in to the society, which this finding is same as mentioned by previous study. However, this research tends to discuss culture in two dimensions which are language barriers as well as traditions and norms which may be slightly different from the previous study which only focus on culture itself.

5.1.1.3 Nature

Based on the previous research conducted by Akhtar (2012), the study mentioned that people are more likely to feel lonely, isolated and experience homesickness when they come to a new environment and try to adapt themselves to the host society. These negative experiences can be considered as a serious issue by the international students. Previous study also stated that, people will feel homesickness easily when they were far away from their friends and family. According to the previous research done by Eustace (2007), the findings stated that international students were tending to be treated differently compared to local students. Therefore, the international students will feel lonely as they are left out

by the dominant group. International students may experience the feelings of hatred and fear when they were excluded by the local students.

Throughout the findings, researchers can conclude that the nature being has caused the international students to have negative experience as they may feel loneliness, homesickness, alienation and stereotype. Firstly, the nature of loneliness that experience by international students can be supported by the statements below:

> "*Loneliness, the people here are more passive that don't really like to approach new people. In Sri Lanka, people are very generous and friendly even they cannot speak in English, they really love to help you. But I when I asked help from the Malaysia's Chinese people, they are not much friendly.*" (Rumali, Sri Lanka)

> "*Yes, sometimes you feel like you want to take two steps back when you making new relationship or friendship. You wanted to be more social but the real situation you choose to stay away. Maybe this thing needs a longer time. Sometimes you feel more loneliness. I don't have very close friend is like I can invite them to my house but here none.*" (Ahmad, Yemen)

Furthermore, international students also experience homesickness during their adaptation process. They will miss their family and friends back away from their native country. The findings can be supported by the statements below:

> "*I called home all the time, my mum, my sisters, my brothers and whatever. In the beginning, I went back every semester break because I was so homesick.*" (Heera, Pakistan)

> "*I cried a lot first few weeks. I missed my family, my friends, my environment and all. So it took a long time to adapt. I am still trying to adapt people who studied with me.*" (Rumali, Sri Lanka)

Furthermore, some international students tend to experience alienation and isolation. Some local students will avoid themselves to interact with the international students due to their identity and the local students are afraid of communicate with them by using English language. The international students mentioned that they feel that they

are treated differently and left out by the local students as they can't fit themselves into the local students. They have some difficulties in having a conversation with local students and they feel hard to make friends with the local students because most of them prefer to stay in their own group and refuse the joining of international students. The statements below are able to support the findings:

> "*All your friends will be sitting here, talking in Chinese quickly and then they will be asking you questions in Chinese and you have to respond to them. And I'm standing there awkwardly, while you guys are having excite discussion in Chinese. You know what I mean? This is my main challenge in conversing over all.*" (Ilies, Algeria)

> "*Because when I came here everyone think I was Chinese. So they just like talk to me directly by using Chinese. I was like no I speak English and they was like oh where are you from. Then they never speak to me again. They won't talk to people when they know you are foreign student.*" (Naomi, America)

Moreover, the negative experience of stereotyping is also one of the factors that cause acculturative stress. The international students are stereotyped by the dominant group which some of the international students will feel being offended and uncomfortable in themselves. The statements below show the findings:

> "*But the law enforces here, like such as the police officer, the fire fighters, etc. They abuse their power that they have been given to protect and serve, to bully a foreigner. And experiencing something like that, in the first moment that I had been here, in Kampar and in Malaysia, it makes me want to leave, automatically. I don't want to be like that. So, it's like to be a traumatic experiencing. Just because of the different skin colour that I have, and just I don't look Asian. It doesn't necessarily mean that, I have an interesting life story.*" (Bushra, America)

In conclusion, the researchers able to prove that the nature of loneliness, homesickness, alienated and stereotyping are the factors of acculturative stress during the international students' adaptation process. Based on the previous study, the nature of acculturative stress during the adaptation process are loneliness, homesickness and

discrimination. However, the researchers have added two nature of acculturative stress which are alienation and stereotyping in the current study.

5.1.1.4 Financial Issue

In previous study from Eustace (2007), it stated that financial issues is one of the factors that will cause acculturative stress among the international students. Financial issues have become one of the challenges to those international students in their adaptation process as they need to worry about their expenditure in host country like living expenses and so on. They will lose the qualification in getting scholarship if they cannot perform well in academic. This has become one of the stress faced by international students. However, in this research, no interviewee mentioned that they feel stress due to financial issue during their cross-cultural adaptation in Malaysia.

5.1.1.5 Environment

Through the findings of this research, weather and humidity of host country is one of the factors which will cause acculturative stress among international students during their adaptation process. This factor is not discovered from the previous research. Weather and humidity of Malaysia will affect international students in different ways as every country have different weather and humidity condition, they need to adjust themselves to fit into it. It is really hard for human body to adjust to a different weather and humidity condition in a short time as this reflected in following comments:

> "*Sometimes you don't feel the sun, is dark always and cloudy. I miss the feeling especially in the morning you woke up the sunrise, you feel like energetic but here you feel like more moody and cloudy.*" (Ahmad, Yemen)

"*You know, since your body is coming into a new environment, especially since this is in tropical. Like my skin got really sensitive. Just a lot of changes to my body.*" (Bushra, America)

"*Environmental, because I still remember when I first come to Malaysia I got a sick. Our weather and Malaysia were totally different and i get fever. It was totally terrible that time.*" (Mosharrof, Bangladesh)

Some of the international students feel sick and uncomfortable because they cannot adapt themselves to the weather and humidity in Malaysia. Therefore, the researchers had proved that environment is one of the causes of acculturative stress during their adaptation process.

5.1.2 Role of social media for international students of UTAR in cultural adaptation process

In the era of globalization, social media has enabled us to communicate in an easier way. It also enables us to exchange and get information and socialize with others. Because of this, it enables the foreign students who come to Malaysia for study purpose to be able to cope with the difficulties during cross-cultural adaptation process.

5.1.2.1 Socializing

Socialization can be view as a process in which an individual try to adapt to new culture including the process of learning norms, behaviour of the host society and adjusting themselves into the new society. In the previous research, the result shows that that immigrants use social media in order to stay connect with their native countries. It it to be understood that those foreigners who resides in host country for a longer time, will also use social media as a platform to interact with host nationals, so that they can adapt to the host culture more quickly (Alamri, 2018).

The research from Sawyer (2011) shows that social media helped international students establish a good relationship with the local students and encourage them to have sense of belonging to the host culture. Social media also help international students overcome the barriers during adaptation process such as culture shock and language barriers (Alamri, 2018).

Through the findings of this study, the researchers found out that international students in UTAR use social media for communication purpose. The findings of this research are similar to the previous research done by Zaw (2018) as it concludes that

international students use social media to adapt new culture for two reasons: to stay connection with families and friend as well as to adapt themselves to the new community. Therefore, this research can conclude that social media has offered the international students a platform to maintain close relationships with locals and stay connect with their families in native countries as this reflected in the following comments:

> "*Mostly is communicating and keeping in touch with everyone. One of the way to help communicating and trying to be open with each other especially like nowadays when you know new friend you will ask do you have Facebook.*" (Abdulrahman, Yemen)

> "*For me, I using Whatsapp is to contact with the person that in my country because it is quite cheap than normal call. It will help me to contact with my family members and friends. It is a part of communication.Whatsapp like a bond with each other.*"(Evans, Kenya)

From the findings, the researchers can conclude that the international students in UTAR use social media with the purpose of socializing, in which they use it to communicate with local students as well as establish and maintain their relationship so that they can adapt better in the new environment with the help of locals. Besides, they also use social media to keep in touch with their friends and family in native country during the adaptation process as it helps to cure for homesickness. In addition, from the research of Ahmad et al. (2014), the results shows that the international students use social media as a support in their adaptation process as technologies enable them to stay connect with their families back in their native country (Alamri, 2018). WhatsApp is one of the platforms use by the international students to socialize and interact with the locals here. Socialization have established a strong bonding between the foreign students and the host society in which when they interact with the locals they can learn and adapt to the norms, values and

behaviours of the host country more quickly. Thus, socialization with the locals leads the international students to adapt to the new environment and culture.

5.1.2.2 Exchange and get information

According to the previous research done by Zaw (2018), it has emphasized the privacy concern among foreign students when they share post or communicate with others using social media. His research argues that, privacy concern will affect the willingness of an individual to share information on social media. So, Zaw (2018) has concluded that, privacy concern will affect the exchange of information negatively as people are not willing to share more when they concern about their own privacy. For example, people will share photos on social media, but their post are only visible for their family members or they send it privately to their family instead of direct posting on the wall of Facebook. Previous research has claimed that, foreigners prefer with face-to-face communication and the bonding between social media and culture adaptation is relatively weak. The migrants tend to learn and share cultural knowledge with others more through offline interaction.

In this research, some of the international students in UTAR mentioned that they prefer to use face-to-face communication instead of using social media. This is because they are still concerning with the privacy issue as they think that people can stalk their profile through social media without their consent. They feel uncomfortable with the operation of social media that enable others to simply know their life through the platform as this reflect by following comments from respondent:

> *"I am totally against of Facebook because of privacy but it is also one of the way to keep in touch with all your old friends.* (Ameir, Sultan)*"*

"The downside to having a social media account is that, they can see everything about you. Cause like you will be posting pictures, you will post you story, you will do this and that and Snap Chat and everything. So, they'll get to see your life and they would know everything about you. Because you don't know who they were unless they introduce themselves to you. When you're communicating with someone, you have to like ask questions, they have to reply, they have to ask questions back. But then now they just have to like open your Instagram account or your Twitter account or your Snap Chat account, and they will just see everything and they don't have to know. They'll stalk, ya! And you don't have to know anything. No privacy, they don't even have to ask you a question. Cause they will know everything about you which is that was quite a scary thing, actually. (Bushra, America)"

According to most of the international students in UTAR, social media has enabled them to exchange and get information. They use social media as a platform to discuss assignment with their members and they exchange the information in the group. Social media also enable them to keep themselves updated with international and local information. Some of the interviewee also use social media to learn Malaysia culture from the locals. The findings that support this statement as follow:

"*I use social media to collect news, and information like everything around. It is a platform for me to know more information, Malaysia's culture and know more friends.*" (Billy, Vietnam)

"*I have to know what's going on in Kenya. Not only in Kenya have you had to know, at least few parts of world that hot topic issues. That is the main reason I use social media.*" (Komora, Kenya)

"*Yes, because like we have a group for our batch. In that group, in case of any information that maybe is important to all of you guys in same batch, I have to inform them or they have to inform us. So it is very important on using social media to inform them, at least the people around that they know what's going on. Especially on matters that affect you.*" (Komora, Kenya)

"*We present and submit assignments on WhatsApp group. If there's any mistake, then we all change it together as a group. I think it is awareness about what's going on. Telling students regarding the events going on.*" (Aamna, Pakistan)

"*I need to keep updated to the facts. Whatsapp is the main matter of group communication.*" (Naomi, America)

Through the findings, it is to be understood that although some of the international students are concern about their privacy on social media, but there is no doubt that social media plays an important role during their adaptation process as they can use it to interact with people all around the world and get needed information. They can even learn Malaysia's culture through social media and this enable them to adapt better to the host culture in the new environment. Therefore, this research can conclude that sharing and getting information through social media have positive impact for international students during their cultural adaptation process, but the negative effect is the privacy issue on social media. Social media has played an important role in the cross-cultural adaptation process of international students as they can use it to cope with the host country in terms of the life styles and culture norms in the new environment. In short, the more the international students use social media for positive purpose, the better they can adapt to the host country (Rui & Wang, 2015).

5.1.2.3 Entertainment

According research conducted by Cao and Zhang (2012), the researchers have used interview method to find out the correlation between social media and educational adaptation of international students in New Zealand. The results indicated that social media helps in building social and personal networks in order to let the international students to better cope with the cultural and educational adaptation in host country. The international students in the previous study have used Facebook and Renren frequently to adjust their educational setting.

In this research, the findings show that the international students in UTAR have used social media to release their stress instead of using it in adjusting educational setting.

During the cultural adaptation process, many stressors will exit as they cannot cope with the new environment. When they feel stress, they will use social media to release their stress. Only two interviewees use social media for entertainment purpose to release their stress. This finding can be measured by following comments:

> "*So, you have technology right on your hand. So, with the help of that, you can actually… I mean you can actually sort out for many things. For example, you watch videos, and you watch motivational speech and stuffs to release stress in many ways.*" (Mahir, Bangladesh)

> "*Facebook for entertainment purpose. I watching some interesting video through Facebook, some moderating speeches and some silly posts that sharing by my friends, and gossips.I listen to music, some more rational speeches and songs.*" (Rumali, Sri Lanka)

There are several ways that can cause the international students to feel acculturative stress. For example, the international students do not have sense of belonging with the host society or they need to encounter language barriers when they are communicating with the locals. Besides, they will also need to struggle with acculturative stress due to academic factors. Therefore, the international students need to use social media as entertainment purpose to help them to release their stress. For example, some international students will use social media for entertainment purpose such as watching some funny videos on Facebook or YouTube to release stress. There is also an interviewee from the study mentioned that he watches motivational speech from YouTube in order to get the positive vibes when he feels stress or depress. So, it can be concluded that, social media plays an important role in helping international students to release their stress. It is important for the international students to find way to release their stress as this will lead to a positive impact towards the adaptation process of the international students as they can cope with the host culture more easily.

5.2 Theoretical Implications

5.2.1 Implication of Integrative Communication Theory of Cross-Cultural Adaptation

According to the research conducted by Kim (1988, 2001, 2005, 2012, 2015), Integrative Communication Theory of Cross-Cultural Adaptation tend to explain how and why international students from different ethnic or national backgrounds can shape different adaptation experiences (Y. S. Kim & Kim, 2016). According to Kim, the adaptation process of the migrants is a cyclic, dialectic and continual "draw-back-to-leap" pattern instead of a smooth and linear progression (Y. Y. Kim, n.d.). Kim has developed a spiral model to explain that, stresses faced by the new arrivals can be seen as motivation for the individuals to deal with cultural barriers or obstacles during their adaptation process and they will gradually adapt themselves in the host society by participating in active development of new habits (Y. S. Kim & Kim, 2016). Each stress experience will help the new arrivals to adapt better in the host society as the experience of stress force them to engage in various adaptive activities by learning the host cultural habits and also making adjustment to their own native cultural habits (Y. Y. Kim, 2017). Besides, Kim has also developed a structural model which includes environmental factors, communication factors, individual predisposition and intercultural transformation to explain the phenomenon of different levels of individual adaptation towards the host society (Y. Y. Kim, 2012). These four dimensions of factors have worked interactively to facilitate or impede the entire adaptation process of migrants (Y. Y. Kim & McKay-Semmler, 2012).

Newcomers will adapt differently when they are engaging in different kind of host environment. This is because different communities as well as societies can establish a

different environment. Three key factors including host receptivity, host conformity pressure and ethnic group strength, have been identified as the most important environmental characteristics as these factors have great influential effort on an individual's adaptation process. Host receptivity can be defined as the situation in which to what extend the people in the receiving environment can accept and welcome strangers to their society and how willingly they are to provide various support to the newcomers. Different group of migrants will be treated differently as different environment offers different level of receptivity (Y. Y. Kim, 2017). For example, some international students tend to be isolated by the local students but some of them can fit in well to the local student's group. As mentioned by Saif from Jordan who feel isolated by the dominant groups:

> "*People do not talk with me just because I am international student. Is like people talk to you today but they don't know you tomorrow. I will stereotype everyone. Being racism cause you only group with your own races like Chinese with the Chinese.*"

While Illies from Algeria has met some friends that treat him well when he studies here, he mentioned that:

> "*I told you, my friends have something. They're group of idiots, that's what I can said. When I'm on idiot with them, they bring out the best from me. They make me enjoy my time*."

Through the finding, it can be concluded that international students tend to be treated differently by the local students and this has caused them to have different level of stress. So, this condition will directly or indirectly affect an individual's level of adaptation process. Besides, migrants will encounter different extend of host conformity pressure, in

which the host environment tend to force them to act in accordance to the host cultural norms and traditions of the society (Y. Y. Kim, 2017). For instance, the international students tend to change the way they behave and communicate so that the locals would not look differently at them. This can be reflected by the input from Illies who come from Algereia:

> "*But, when you come to Malaysia, there are so many different cultures, so many different religions, so many different ethnicities. You're afraid of saying something that can offend the group of people. So, you have to walk quite threatfully. While in Algeria, if I say something, I can say it not for each. If I really have something to say, I'll say it, and no one will look at me twice. But if I said something here, I'll be burned alive because of the: oh, you're not being politically correct, you're speaking else, sort of things*."

From the finding of the study, the researchers found out that international students tend to change their behavior as well as way of talking to others when they come to the new environment. They tend to feel acculturative stress during the process of adjusting the way they behave in order to be accepted by the locals here. If the host society do not put too much challenges on the international students, they might adapt better and easier in the new environment. Ethnic group strength refers to the collective power and status to decide if the migrants can be considered as one of the members in the host society. The assess of "ethnolinguistic vitality" is the combination of the status of a language in a community, it can be used as the measurement to determine the strength of an ethnic group (Y. Y. Kim, 2017). Obviously, the language that is normally used by the local students in UTAR is their mother tongue instead of English language. This has caused the international students to experience language barriers when they try to interact with the local students as well as the lecturer here. This statement can be reflected by Awaal from Ghana:

> "*I come to UTAR that was the problem in terms of the language barriers. Students they felt difficulties in expressing themselves in English. When that's happened, they don't want to speak but doesn't mean that they don't like you. They shy or afraid to make a mistake maybe they think if they didn't pronounce a term properly then you laugh at me.*"

Rumali from Sri Lanka also mentioned that:

> *"The language barriers was huge problem even sometimes the lecture using Mandarin with students. When students asking question in Mandarin, the lecture will explain in Mandarin. It's not fair. Because in Sri Lanka, it won't happened. If you are asking the question with Sinhala, the lecture will not reply you. They supposed to let the lecture for just using one language even students asking questions in Mandarin, please ask them to ask in English."*.

Findings show that almost most of the respondents claimed that they have experienced language barrier when engaging with the locals. The members of host society do not use English language frequently causing them to afraid of interacting with the international students as they feel uncomfortable to communicate with English Language. This has caused the international students to feel stress as English language is the only language for them to communicate with the locals here as it might take times for them to learn the native language here. Therefore, this problem will affect the adaptation process of cultural adaptation.

The other dimension is the communication factor which includes host interpersonal communication, host mass communication, host communication competence, ethic mass communication and ethnic interpersonal communication. Host communication competence of the migrants refers to the ability of the newcomers to receive and interpret information in conformity to host cultural. It plays an important role in the adaptation process of new arrivals. If the migrants able to have a higher level of host communication competence,

then they can adapt better and more easily in the host society. It includes three interrelated subcategories: operational, cognitive and affective. Cognitive competence refers to the knowledge an individual should gain about the host society in terms of language, culture and so on. Particularly, it serves as the primary approach for adaptation as it enables the foreigners to behave in accordance with appropriate local contexts (Y. Y. Kim, 2017). For example, if the international students can learn the native language here and understand the traditions and norms in Malaysia, they can undoubtedly adapt to this host country in an easier way as they will not feel too stress when adjusting themselves to fit the host culture. They will not encounter any language barrier as they have learnt the native language, so they can engage with local students and friends better and not being isolated by the dominant groups. Affective competence refers to the motivational and emotional capacity to overcome different barriers when adapting in host environment. An individual's perception towards cultural barrier and different challenges as well as the way they overcome it play an important role in determining the level of adaptation of the new arrivals (Y. Y. Kim, 2017). Some international students tend to behave and think more negatively when they encounter difficulties; whereas some of them choose to face their problems in a positive way thinking the obstacles is something that help them to grow up. Therefore, it is to be understand that the attitude of international students towards the cultural barriers does matter during their adaptation process as some will feel stress for the obstacle and vice versa. Some international students claim that they learn a lot when studying abroad reflecting they are positive and open to the changes during adaptation process whereas some claims that they will not suggest friends to study abroad because they think that it is not an easy task to cope with the new environment, it even makes them feel stress and

depressed. The affective and cognitive competence work side by side with operational competence in which it refers to the ability of migrants to express themselves in the way that is acceptable by the host society through "right" combination of verbal and nonverbal acts (Y. Y. Kim, 2017). The international students thereby feel stress when they need to change the way they behave and talk in order to fit themselves into the host society so that they will not be look differently by the locals for their identity of being an international student. Host communication competence can be reciprocally and directly linked to the engagement and interaction of migrants with the host society through mass and interpersonal communication. Host interpersonal communication refers to the process of newcomers interact with the locals through verbal and nonverbal communication (Y. Y. Kim, 2017). For example, the international students use social media as a platform to establish and maintain relationship with the local students during their adaptation process. As mentioned by Abdulrahman from Yemen, he used Facebook to make new friends in Malaysia:

> *"Mostly is communicating and keeping in touch with everyone. One of the way to help communicating and trying to be open with each other especially like nowadays when you know new friend you will ask do you have Facebook."*

The migrants are also able to learn host culture though host mass communication activities without direct interpersonal involvements (Y. Y. Kim, 2017). For example, the international students can learn more about Malaysia's culture by getting information from social media and Internet so that they can fit themselves better in the new environment. Billy from Vietnam mentioned that through he has learnt about the culture here through social media:

"It helps me to learn more culture and also meet more friends."

And as mentioned by Illies from Algeria, he tends to get information through Internet without asking the locals:

> *"Ya, I don't really need to ask people for things. I can just Google and get the information. I'll Google what is Chinese New Year and what you guys doing for Chinese New Year. I need my red packets, I tell my friends."*

The participation of migrants in ethnic interpersonal communication and ethnic mass communication has enable them to get different kind of social support in terms of material, emotional or informational (Y. Y. Kim, 2017). For example, the international students will use social media to keep in touch with their family and friends back in native country in order to get their support during their adaptation process. Evans from Kenya claimed that he uses WhatsApp to engage in ethnic interpersonal communication in order to keep in touch with family and friends in his country:

> *"For me, I using WhatsApp is to contact with the person that in my country because it is quite cheap than normal call. It will help me to contact with my family members and friends. It is a part of communication. WhatsApp like a bond with each other."*

Whereas, Komora who comes from Kenya mentioned that he uses social media to engage in ethnic mass communication so that he is able to receive information from Kenya:

> *"I have to know what's going on in Kenya. Not only in Kenya have you had to know, at least few parts of world that hot topic issues. That is the main reason I use social media."*

An individual's internal dispositions will affect his or her level of adaption process. This is because each foreigner will have their own disposition in which everyone will have their own unique sensibilities as well as temperament. Different extend of preparedness of

foreigners in learning to adapt to a new environment play an important role in influencing

the level of one's cross-cultural adaptation process. Those who are bettered prepared to

adapt in host society are more likely to have a more realistic expectations towards their life

in new environment (Black & Gregersen, 1990; Searle & Ward, 1990). It is important to

identify if the cross-cultural move of migrants is involuntary and unplanned or vice versa.

This is because those who voluntarily move to the host society tend to be better prepared

for their relocation (Y. Y. Kim, 2017). For example, there are some international students

are forced to come here because of their parents' work. So, they involuntarily move their

native country and start a new life here without any preparation. Some of them claim that

they feel stress when they first come here because of the unfamiliar environment. There

are also some international students choose to relocate themselves and study abroad in

Malaysia because of their own willingness. They are attracted by the beautifulness of the

country. So, they make their decision on themselves and planned carefully before study

abroad in Malaysia. The stress level of them may lower than those who came here

unexpectedly, because they do research before they come, and they are ready and prepared

for the challenges they might encounter here. According to Bushra from America who

move to Malaysia due to parents' work and is not prepared well before moving here,

mentioned that:

> *"Because whenever you start something new, or you going to experience something new, you always have expectations. And if a certain situation is not lift to those expectations, it just cripples you. You'll get disappointed, you'll get sad, you'll feel terrible and you'll just run away, pack up your things."*

Newcomers will have different degrees of ethnic proximity as each of them come from

different part of world. Therefore, there will be different extend of closeness in terms of

linguistic, physical and cultural compatibility and similarity (Y. Y. Kim, 2017). For example, some international students will feel stress when they realise the way tradition and norms of Muslim are way different from their native country. This statement can be reflected by the input of Heera from Pakistan who feel stress due to the different cultural perspective of Muslim between Malaysia and her native country:

> *"Even the Malay, I had a feeling that the Malays will be like exactly people in my country. Because both are Muslims but it is very different. Their views on things are so different from my views on things. Like when I came here and I touched the dog, then everybody go crazy like why you touched the dog. I was like I can touch the dog, nothing is going to happen. It's nothing. Muslims in Malaysia are stricter."*

The adaptive personality of foreigners is also a main factor that will affect the level of a person's adaptation process. There are two adapt personality attributes including openness and personality strength (Y. Y. Kim, 2017). Openness refer to the psychological tendency of a person to receive and adapt to the new environment as well as to minimize their resistance to any unpredictable changes (Caligiuri, Jacobs, & Farr, 2000; McCrae & Costa, 1985). For example, the international students can fit themselves in the new environment better if they are acceptable to the changes happen on them during the adaptation process. Personality strength can be defined as the ability of a person to absorb shocks from the host environment and to get over without any serious damage on them (Y. Y. Kim, 2017). For example, some international students may feel shock with some tradition and norms in host society, but they just accept it and adapt to it. Their strong personality allows them to adapt better in the host society. According to Illies from Algeria, although he does not agree with the result-based education system here, but he still open himself to accept the challenge, so that he can adapt himself better in the host society:

"Right now, the study is still stressing me out. The result-based studying, but I've grown to accommodate. Like ok if they want the result, I'll provide the result; if they want me to memorise, I'll memorise. Just get the grade, and after I go, I can get whatever I want to do."

The intercultural transformation of a person during his or her adaptation process plays an important role in reflecting different levels of adaptive change. Three facets including improved psychological health, emergence of intercultural identity ad increased functional fitness are interrelated. It is to be understood that new arrivals tend to interact and engage with the host society and strive to "know their way around" when they are in an unfamiliar environment in order to learn and re-organize in themselves so that they can adapt better in the new environment. The foreigners tend to increase their functional fitness in the host society when they keep repeating the above-mentioned activities. When the migrants tend to achieve a desire level of effective functional relationship especially with those whom they usually interact with, they can be defined as well-adapted individuals (Y. Y. Kim, 2017). For example, the international students can fit themselves well in this new environment when they are able to establish and maintain a functional relationship with the local students here. It is important for the foreigners to maintain a certain level of psychological health through their social experience which can be integrated with related concepts such as psychological adaptation and culture shock (Y. Y. Kim, 2017). For example, the international students who have more interaction and engagement with the people in host society are more likely to enjoy a greater sense of fulfillment as they tend to have a more satisfactory level of psychological health during their adaptation process. Whereas, those international students who cannot maintain a certain level of psychological health will lead them to be marginalize or alienized by the local students. The existence of intercultural identity can be defined as a psychological evolution which is unintended and

gradual. It is an orientation in which it no longer strictly defined self or other by either the identity is link to home culture or host culture. Individuation of one's self-other orientation and universalization of one's mental outlook are the key elements for intercultural identity development (Y. Y. Kim, 2017). For example, the international students can successfully adapt to this new environment when they have evolved their individual's cultural identity toward intercultural identity. In which they decrease their identification of self and others with less restriction by strict social and cultural categories.

5.2.2 Implication of Dialectical Model of Cross-Cultural Adaptation

Dialectical model of cross-cultural adaptation has been applied to cultural adaptation: the role of social media in the acculturation process among international students in UTAR to certain extend. In the literature review, dialectical model of cross-cultural adaptation is an adjustment theory. The adaptation process of this theory is cyclical and recursive. This theory discussed about the problem-solving strategies which are developed by the foreigners to adapt to the host culture through communication with the locals in new environment. Obstacles are an important part in dialectical perspective because foreigners need to overcome different obstacles and figure out ways to solve the problems when they are interacting with the host culture during their adaptation process. In this theory, the usage of social media serves a companion for the international students to overcome the obstacles during their adaptation process. The companion of social media can help to reduce their acculturative stress in terms of communicate with the local students, adapt to the new culture and environment.

According to the finding of this research, social media acted as a channel of communication for the international students to develop problem solving strategies through interaction. International students use social media as a platform to solve the problem when they encounter cultural barriers during their intercultural adaptation process. Through the interview, the international students use social media as entertainment, socialization, exchange and get information during their adaptation process.

First of all, international students use social media for entertainment purpose when they faced acculturative stress. For example, the international students watch funny or YouTube video so release their stress and watch motivational speech to get positive vibes

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online. They also watch movie, listen to music and play games to overcome obstacles like homesickness and loneliness. Moreover, international students socialize with family and friends through social media. For the international students, social media is the cheapest and affordable way to stay connected with their family members and friends in their native country. They can keep in touch with each other through social media such as Facebook, Instagram, WhatsApp, Snapchat and others. As mentioned from one of the interviewees from America, she said that:

> "*It makes me feel I could stay connected. But I don't have to necessarily see them every day. I can do this and that, I can live a totally different life to them. But I still know that I still have them in my life. I don't have to be with them physically, but I can be with them through Internet, like socially. And I can still be able to make friends. So, it has provided me the ability to strengthen my personality when forming relationship.*"

This showed that social media is very important for the international students in their adaptation process. Lastly is exchange and get information. The international students receive information through social media like group assignment discussion, learn Malaysia's culture and get latest news from their origin country and Malaysia. One of the interviewees from Vietnam, he mentioned that:

> *"I use social media to collect news, and information like everything around. It is a platform for me to know more information, Malaysia's culture and know more friends."*

And another from Kenya, he said that:

> "*I have to know what's going on in Kenya. Not only in Kenya have you had to know, at least few parts of world that hot topic issues.That is the main reason I use social media.*"

This showed that the international students use social media to get and exchange latest information through communication in their adaptation process.

In a nutshell, the role of social media is very important towards the international students during their intercultural adaptation process. Dialectical model of cross-cultural adaptation can be applied in this theory which international student uses social media as problem solving strategies to overcome the obstacles during their adaptation process.

5.3 Limitations and Recommendations

The researcher has conducted in-depth interview in this study in order to find out the main factors of acculturative stress among the international students in UTAR as well as the roles of social media for international students of UTAR in cultural adaptations. However, there are still some limitations for in-depth interview. It is important for the researchers to equip with high level of skill in interview when conducting in-depth interview. However, the researchers of this study are still lack of experience in conducting interview. So, it may increase the possibility of being bias. During the interview session, the researchers find out that most of the respondents tend to answer the question with "Yes" or "No" without further explanation. Therefore, the researchers are required to look back the existing questions and amend it in order to encourage respondents to share more about the topic. Besides, some respondents tend to give answer which is not relevant to the topic, making the analysing of data to become more difficult. Furthermore, conducting in-depth interview is time consuming as researchers need to spend extra time to look for respondents and interview them, transcribe the audio and analyse the data. In-depth interview is conducted in small samples instead of using random sampling methods. Therefore, it has caused the results not able to be generalized (Almeida, Queirós, & Faria, 2017). Narrative interview is recommended for future research. It is an in-depth interview with specific features questions that require the interviewees to summarize their experience or event and tell it in a narrative way. This type of interview has encouraged the respondents talk freely and share the important event in their life and social context. Besides, narrative interview can consider as a technique that can help to generate the stories of interviewees. The researcher can thereby analyse the data in different ways after the transcription of data.

Narrative interview enables the researcher to explore not only what the respondents share regarding the topic as well as the way they share their story. By conducting narrative interview, the researchers are able to prevent the respondents from giving irrelevant answer as the researchers will moderate the interview session based on the context of interview and guide the respondents to share their stories or experience which are more relevant to the research topic. Narrative interview has broken the traditional way of interview being conducted in answer-based method, as it focuses more on enabling the interviewees to summarize their experience and share it to researcher. This will shorten the time of interview session but help the researcher to get quality input (Neto, Sarubbi Jr, Gallo, Muylaert, & Reis, 2015).

The researchers have set the criteria when choosing international students, in which only those who came to Malaysia for at least 1 year are qualified in this study. This is because the acculturation process of international students might take a longer time to happen. One of the purposes of this interview is to study about the main factors of acculturative stress among international students in UTAR. Due to the limit number of international students in UTAR, the researchers have faced difficulties in finding international students who have come here for at least 1 year. However, the researchers find out that those who came here less than 1 year have also experienced acculturative stress. Therefore, it is to be understood that the extent of acculturation process of an migrants should not be measured based on their duration in host country as it may differ from person with different personality and their experience in host country. It is recommended to minimize the time duration of international students staying here to at least 6 months because the researcher found out that there are international students who

experience acculturative stress even in 6 months duration. Furthermore, researchers can conduct another research in future regarding the differences of cultural adaptation between international students and exchange students. As the exchange students only come for shorter duration such as 3 months, hence the researcher may discover different findings compare with international students. They might have different experience from those international students during their adaptation process.

According to the previous study conducted in UKM by using T-test, the study claims that different age group and gender would not affect acculturative stress (Desa et al., 2011). However, after the interview session, the researchers found out that the gender of respondents might have significant effects on acculturative stress. The female international students tend to be more sensitive and emotional compared to the male international students. The female international students tend to take the problem they encounter during their adaptation process more seriously, this might cause them to experience higher intensity of acculturative stress. The female international students care a lot of how the locals look at them and they tend to get offended more easily if they feel they are treated differently just because of they are international student. However, for the male international students, the researcher found out that they do not care about how others think of them even they've been isolated and even discriminated or prejudiced by the locals. Besides, female international students seem like experience a higher level of homesickness when studying abroad. They tend to rely more on their family member especially when they faced difficulties in adapting to new culture and environment. The female international students get depressed easily because they need to put more effort to cope with the stress. In contrast, the male international students are more independent compared to the female

international students. They are having more positive mindset compare to the female international students. Although it takes time for the international students to adapt to the new culture, environment and people but the female international students seem like they need longer time to adapt themselves compared with the male international students. Therefore, the researchers recommended future study to focus on discovering how demographic factor affect the acculturative stress of international students in a more-in-depth context.

Lastly, the limitation of this research is lacking international students from different continents in UTAR, especially international students from Europe country. Most of the respondents in this research are from Asian, Africa and Middle East. International students from different continents might have different extent of adaptation process as they are having different living standard, education level, culture, native language, family background and more. Therefore, they might have different level of acculturative stress as their adaptation level might different according to where they came from. The recommendation for this limitation is to interview the international students and categorize them based on different continents for future study and discover if there are any differences in their adaptation process. This is to enhance the quality of the research and have stronger saturation of data in the research finding.

5.4 Conclusion

Based on previous study, researchers found out that most of the international students who study abroad in Malaysia are facing various difficulties in terms of culture, climate, environment, language and academic concerned. They thereby need to adjust themselves to the multicultural environment in Malaysia when they are studying here (Mahmud, Amat, Rahman, & Ishak, 2010). According to the finding in this research, researchers found out that the international students in UTAR have experienced with acculturative stress when they try to adapt themselves into the new environment. There are several factors that cause them to feel stress, such as language barrier, academic performance, culture, climate. Sometime, even loneliness, homesickness, alienation and stereotype by the locals during the adaptation process also cause them to feel stress. These factors will not only cause the international students to feel acculturative stress but will also affect the adaptation process of international students in this new environment.

The usage of social media has become relatively important during the adaptation process of international students in UTAR when they are studying abroad. This is because social media serves a lot of functions for them when they are trying to adapt themselves to this new environment. Based on the conducted research, the international students in UTAR consider social media serves for three main function, namely: socialization, entertainment and exchange or getting of information. They can use social media to communicate with local students here to establish and develop friendship with them. They can also use social media to contact their family and friends back in their native country and get in touch with them without the need of meeting them physically. Social media serves as a platform that play the role of middle man to connect people all over the world.

Besides, social media also enable the international students to receive and exchange information. The international students can learn the host culture through this platform and receive information to get themselves updated with the information from their native country. Moreover, international students can also use social media for entertainment purpose as it helps to release their stress when studying abroad and struggling to adapt themselves to the host country. In a nutshell, social media plays an important role in helping the international students to adapt to the host country.

It is to be understood that the international students have to encounter a lot of challenges and cultural barriers during their adaptation process when they study abroad in Malaysia. But according to the respondents of this research, they claim that although it is struggle during the adaptation process, but it also brings them some positive impacts such as they have become more independent and more socializing. Besides, the International Student Department of UTAR should give more concern towards the international students as they leave all their things behind and came here to study alone. The relevant department should organize more interaction program for the international students so that they can know each other. UTAR should also establish a clear flow of two-way communication to make sure the voices of international students can be reached to the top management and UTAR can helps them to adapt in this new environment effectively and efficiently by knowing their needs and wants. Some of the international students mentioned that one of the reasons that they could not really adapt well in this new environment is because of the local students who are passive and introvert. The local students are afraid of talking and interacting with the international students or even lend the international students their hand because of the language barrier between both parties. The local students in UTAR are

encouraging to be friendlier to the international students and don't treat them as an alien due to their identity as an international student. The international students may take times to interact with the host culture and adapt themselves in the host country. Although there are various factors to cause the international students to feel acculturative stress, but with the existence of social media, it helps them to adapt better when they study abroad in Malaysia.

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Appendixes

6.1 Table 1 – Interview Protocol

We are students from Bachelor of Communication (HONS) Public Relations, Universiti Tunku Abdul Rahman, Kampar. We are conducting a final year research project entitled "Cultural Adaptation: The Role of Social Media in the Acculturation Process among International Students in Universiti Tunku Abdul Rahman". This study aims to address various issues faced by international students in UTAR Kampar by understanding their perception towards the factors that causes acculturative stress as well as the role of social media during their cultural adaptation process.

We would like to ask for your permission to audio record our conversation. Your response will be kept confidential and be used solely for academic purposes. We would also like to thank you for your cooperation, support and time spent with us in the interview session. Please let me know if you have any question. Thank you.

1.	Age:
2.	Gender: Male / Female
3.	Faculty:
4.	Course: Year: Semester:
5.	Education Level: Foundation / Bachelor's Degree / Graduate Degree (Master / PhD)
6.	Nationality:
7.	Religion:
8.	Native Language:
	General Question (Before & After Moving to Malaysia):
9.	How long have you lived in Malaysia?
10.	Why did you choose to study abroad instead of staying at native country?
11.	Why did you choose Malaysia?
12.	Why did you choose UTAR?
13.	What was your first impression towards UTAR?
14.	How do you describe your personal and studying experiences in Malaysia?
	Acculturative Stress
15.	Do you faced any difficulties when you first come to Malaysia?

16.	Do you feel stress when you try to adapt yourself in new environment?
17.	In your opinion, what factors cause you to feel stress?
19.	How do you overcome acculturative stress during your adaptation process?
20.	What kind of resources would you prefer when you are coping with the stress and the new environment? (e.g. ethnic community, family members)
	Behavior Changes
21.	What are the differences between Malaysia's culture and your origin country's culture? (Culture Shock?)
22.	Do the culture or practices of Malaysia change the way you behave?
23.	Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?
	Adaptation Process
24.	Do you have any personal negative experiences while adapting to the new environment? (e.g. discrimination and prejudice)
25.	Do the personal negative experiences that you undergo have any impact on your adaptation process?
	Social Media
26.	What social media have you used?
27.	What is the purpose of using social media?

| 28.	Will you use social media to establish relationship with local students?
29.	What is the main challenge when you start socializing with the local students using social media?
30.	Does social media help you during the adaptation process? How?
31.	In your opinion, what is the role of social media during your adaptation process?
	Conclusion
32.	What are the knowledges that you gain when study abroad?
33.	Will you suggest your friend to further their study at Malaysia?
34.	Do you think you have successfully adapted or poorly adapted to this new environment?

*Reminder: The questions sequence depends on the respondents' answer.
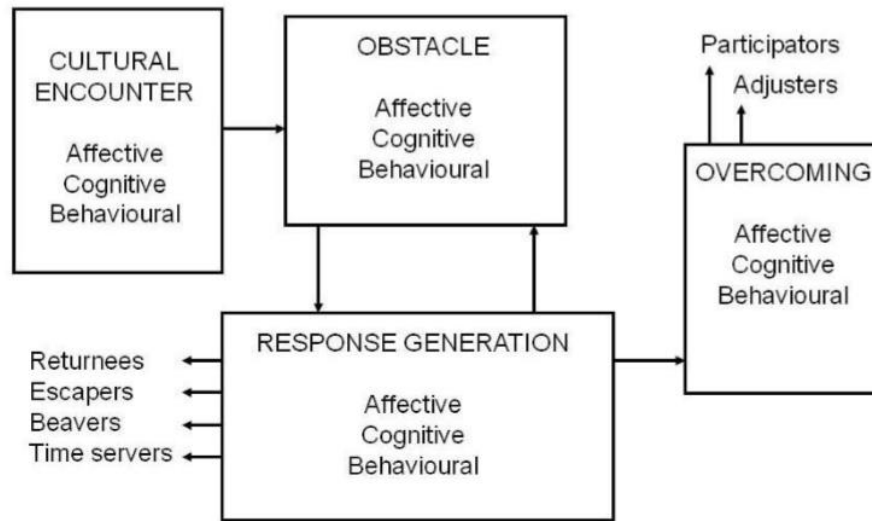
6.2 Dimension 1
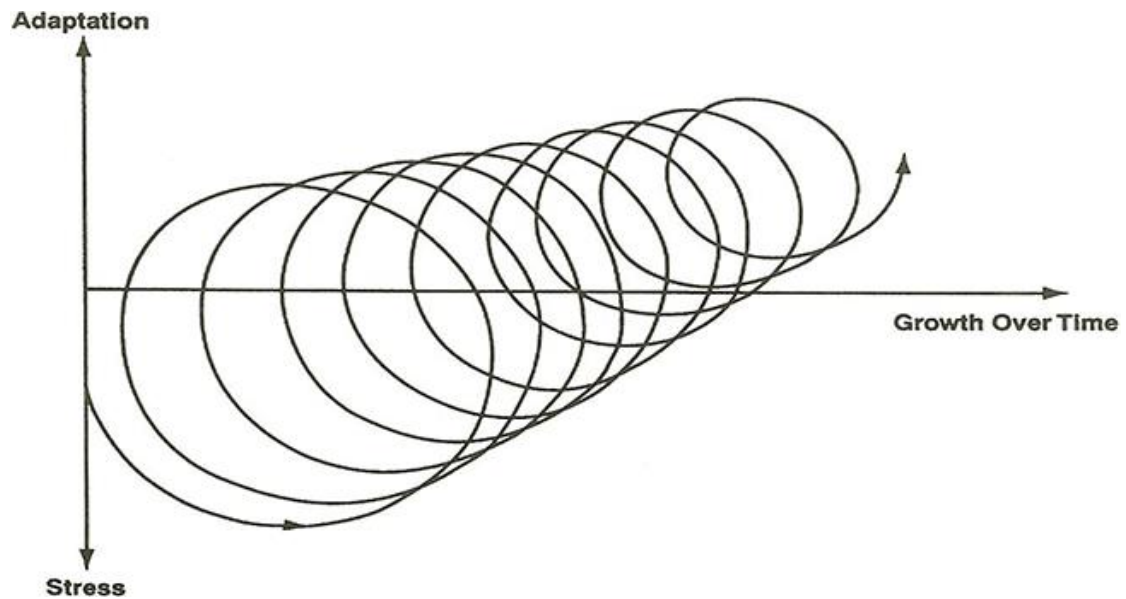
Dimension 1

6.3 Dimension 7
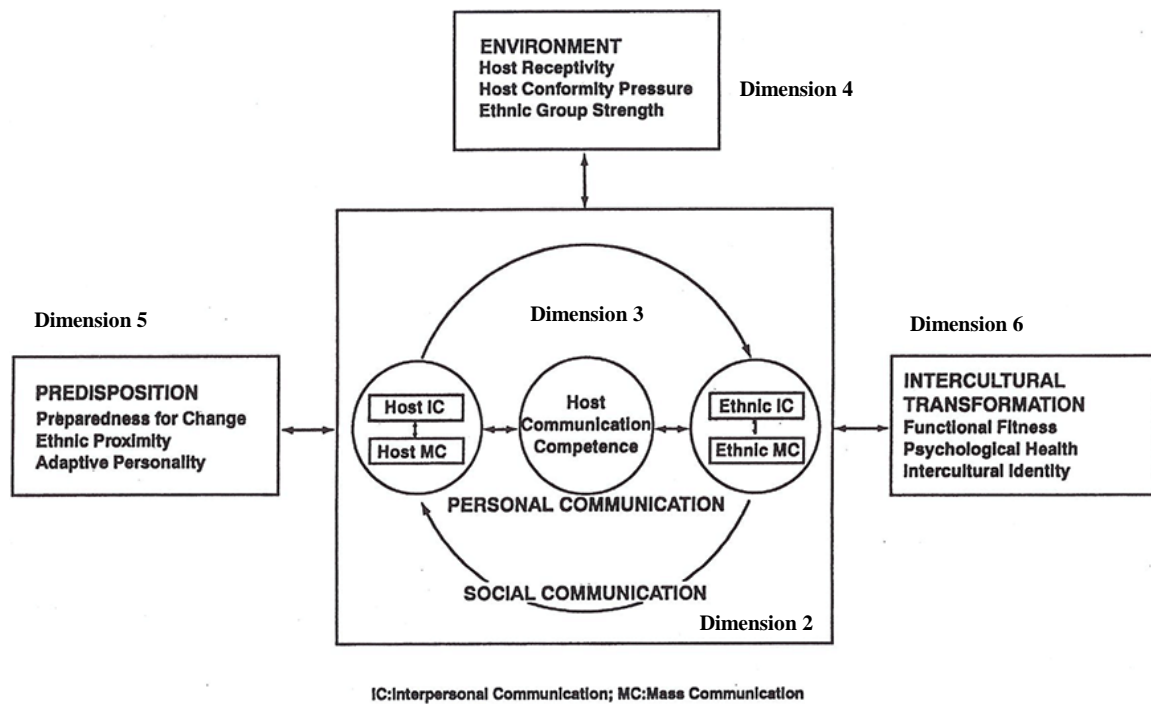
Dimension 7

6.4 Dimension 8

Dimension 8

6.5 Interview Transcription: Jonathan Adrikari_Myanmar

May I know what is your name?	Jonathan Adrikari
How old are you?	21.
Which course are you study in UTAR?	FEGT I am studying Chemical Engineering
So currently is year?	Year 3 Semester 2
Nationality	Myanmar.
Religion	My parents are Buddha but I consider myself as agnostic.
What is your native language?	Burmese.
How long have you lived in Malaysia?	Since 2010. I finished my high school and college in Malaysia.
Why did you choose to study aboard instead of staying at native country?	Malaysia because I already studying here. I finished my O-Level and my foundation something called Australia Matriculation. I finished in 2 years and I just like continue my study in Malaysia. (You come here with your family or alone?) Originally my mother was working in Petaling Jaya. Now she is retired so I am alone here. Now my family moved back to Myanmar.
You choose Malaysia because your mother come here working?	Ya, because my whole family here.

Why did you choose UTAR? Since there are so many universities we can found in Malaysia?	Well, let me tell you what is my first choice. At first, I applied for UM, University Malaya. I applied for chemical engineering in UM then that waiting period was like 9 months. I applied in January they came back to me on September. They said I couldn't get into chemical engineering, they offered me others subject like biomedical science but I didn't want to take that. So, I didn't go for UM. Next, I applied for UCSI and they said I can get in but the semester is starting. It was already one week or two weeks the semester start and I have to wait until the next semester. That's why I didn't apply there and UTAR I found out that their semester haven't start yet. The October semester, I just try to apply it I don't want to wait anymore. I was waiting like almost a year that's why.
What was your first impression towards UTAR?	It wasn't my first impression towards UTAR but Kampar. Previously, I live in Petaling Jaya and here is consider like peaceful. The environment.
How do you describe your personal and studying experiences in Malaysia?	Actually, I don't remember any culture shock because I live here quite a long time but I guess it will be the language. I still haven't knows how to speak Malay. I was never taught.
Do you face any difficulties when	Not really face difficulties. I can understand the Malay but cannot speak. It was talking language barrier I think will be Chinese.

you first come to Malaysia?	
Do you feel stress when you try to adapt yourself in new environment?	No really. I guess I am originally a very chill guy. So, stress for me is like nothing. If I have too much works then I'll be stress. If stress out in terms of environment and people around me is not. As long as academic, studying not really but for stuff like report and assignment when it almost deals then I'll be stress. Not necessary because of the environment.
In your opinion, what factors caused you feel stress?	No stress.
How do you overcome acculturative stress during your adaptation process?	Not really have stress.
What kind of resources would you prefer when you are coping with the stress and the new environment?	Talk to friend, take a nap, watch animate. Play games. Do the exact opposite of what stressing you out if I am studying I was just stop studying and watch animate.
What are the differences between Malaysia's culture and your religion country's culture?	In terms of religion, there is more Buddhist. Here is more Muslim compare to Buddhist. I guess the appearance, you will see less people wearing "tudung" there, you will see more people wearing here. The food. Ya I can accept taste of food, I guess is type of food.

	Because Myanmar is Southeast Asia country so we can handle the spicy also. But sambal
Do the culture or practices of Malaysia change the way that you behave?	I could speak more Burmese when I come in 2010 but now like I get less chance to speak.
Do you have any behavior changes of yourself? Any positive or negative changes occurred to you?	If I go back to Myanmar, I guess this will be a negative change for me. I have to learn it again. I can speak but I can't write.
Do you have any personal negative experiences while adapting to the new environment?	Not like the direct communication not on my face. Just more like what people are custom to me now. Like what you said in a group like Chinese students they will be speak in their own mother tongue right. I mean is normal for them right. You can't get mad for them for being excluding you out because they are custom to that. (Do you meet any bad experience?) Ya, for sure. I was in a club, whenever they have a meeting or event, committee meeting. They will like discuss the meeting in Chinese and I'll just be sitting there. (Will they explain to you what have they discuss?) Only when if I ask. If we don't approach them, they won't approach you. I approach them first every time.

Do the personal negative experiences that you undergo have any impact in your adaptation process?	Not really.
What social media have you used?	Facebook, Whatsapp, Twitter
What is the purpose of using social media?	I video call with my family rarely once a month. (Will you tell your family when you're stress?) No, I don't tell them about my university life.
Will you use social media to establish relationship with local students?	I mean ya, I talks to my friends. Ya, there's the only way to do that. I didn't update my Facebook but I used it.
What is the main challenge when you start socializing with the local students using social media?	I don't add people like I don't know. (So, can you understand the short form use by the local students?) I would understand. It doesn't matter how they want to type as long as is English.
Does social media help you during the adaptation process? How?	I guess. Actually, social media didn't do much. I don't think it's help me.
In your opinion, what is the role of social media during	The only things I use social media is to contact my friends right. If there is a group assignment, ya we open up a group for any report or assignment.

your adaptation process?	Like in terms of it helping me socializing more.
What are the knowledges that you gain when study aboard?	Ya, I become more independence. I am less rely on other people. I think I am more sociable now. (Did you involve in any events in UTAR?) Ya. My year 1 year 2. Like just now I said I participate in a club right. We will have like event, mega event. Small one I still ok, but the mega one I feel a little bit tough.
Will you suggest your friend to further their study at Malaysia?	There are better countries. I'll tell them to do more research. Is not that I won't suggest them to come here but there are better country in better education, the friendly environment for international students.
Do you think you have successfully adapted or poorly adapted to this new environment?	I better, I am already year 3 and 1 more year to go. I am used to it.

6.6 Interview Transcription: Awaal_Ghana

May I know what is your name?	My name is Awaal. That's the name people usually called me.
How old are you?	My age is 27 years old.
Which course are you study in UTAR?	Currently I study in Master of Philosophy in economics.
So currently is year?	Year 1 Semester 2.
How long are the course for study this Master?	The course is 2 years.
Nationality	Ghana.
Religion	Islam.
What is your native language?	Ya, my native language is Akan or Twi. Akan means "will" in Malay right? But I always prefer my friends to say Twi in term of Akan.
How long have you lived in Malaysia?	This year will be my 7th years in Malaysia. (So, before that you study at here? You moved to UTAR to continue your Master study?) Ya, before I study in different university. Then I moved to UTAR. No, I study my degree also here. I already spend 5 years here.
Why did you choose to study aboard instead of staying at native country?	Well, there are actually so many reasons why. The first reason is because of the country itself. The culture is different from my culture. For me I see Malaysia as a social hub which have 3 main races with different cultures.

	So, it gives me the opportunity at least learn something culture, good experience as well.
Why did you choose Malaysia?	Malaysia education system is much ok compare to my country education. Even some of my friends they said "hey why you don't want go to the Europe country or Singapore. Of cause every country they have their level. Malaysia might not be the same level with Singapore but it might be better than another country. We understand that if we want travel to another country. The first important things security and also your comfortability. In terms of the food, the food is quite good very cheap. The accommodation is quite good and cheap as well. The study also not how to said cheap because as compare to my country is quite expensive. I won't said because of its cheap that's why I come to Malaysia. I come because it quite cheaper than another country but still expensive as compare to Thailand.
Why did you choose UTAR? Since there are so many universities we can found in Malaysia?	UTAR? Ya. True. I choose UTAR because of their education structure is quite good. I mean the learning basics is much better than other university. Like the previous university that I study in KL is called APU, Asian Pacific University. I didn't realize that UTAR system is quite tough or quite good, strong after I moved here. Because when I was there, I used to score 3.5 above.

	I don't see I put much effort but I always score.
	When I came to UTAR, is really hard to reach 3.0.
	Ya, is really hard to score, so the education structure is one of the reasons why I come here.
	The environment is also good, less engage, less problem.
	Since I came here the police never stop me.
	Really, never stop me and ask about where is my passport.
	Ya, I met many time in KL and ask about my passport but the police ask too much.
	(You frequent stop by a police in KL?)
	I understand why because some of the people.
	I wouldn't say is my country, but my people who come from some African countries.
	Some of them behave in KL in a very different picture to all of Malaysian especially police.
	When they see you, their reaction will be different.
	So the environment I would said is a biggest challenge.
What was your first impression towards UTAR?	My first impression was not that good.
	I would say it wasn't not really good, because my expectation I coming to a very variety university, students are very sociable because in KL in different.
	(Why? Did you meet some bad experience?)
	In KL you can easily dialogue with the student can talk to them easily, talk to them with fluently English but I come to UTAR I was like an alien you know.
	It was really hard in terms of like communication and all.
	I know that some of the students they are not really good in speaking in English.
	They don't like to express themselves and when they saw you know English more than them.

	They always scare talk to you, because they scare to make a mistake.
	First impression was not that good, but slowly I keep adjust, until now still ok.
How do you describe your personal and studying experiences in Malaysia?	My studying experiences as compares to I study in my country, I study my high school and primary school at there, I would say is a big different in terms of the education experiences.
	I felt like alone when I come to Malaysia as compare in my country.
	When you are independent on your own whether you are outside or inside the country you learn many things.
	I think this experience really help me in grow and become more mature.
Do you face any difficulties when you first come to Malaysia?	The first difficulty was food.
	The food is was like terrible to me.
	I'm not saying the food is terrible because when you travel to other country you cannot quickly adopt.
	(What kind of food you eat in your own country?)
	We eat bread but bread is more to Arabian countries or Arab speaking country in Africa.
	They eat bred a lot , bread with sambal like this.
	My country or west African countries we eat rice.
	There is a lot of food most familiar with Malaysia food.
	When I was coming to Malaysia, my mum actually prepared some local foods for me to bring.
	When I reached Malaysia, I eat my local food for one to two weeks.
	After that I slowly adapt to Malaysia food and now I can eat every foods here.

	(Did you feel any others difficulties in Malaysia? For example language barrier?)
	When I first came I would said the language barriers was not that problem because I talk with international students.
	I come to UTAR that was the problem in terms of the language barriers.
	Students they felt difficulties in expressing themselves in English.
	When that's happened, they don't want to speak but doesn't mean that they don't like you.
	They shy or afraid to make a mistake maybe they think if they didn't pronounce a term properly then you laugh at me.
	That was the main reason why they don't speak with you.
	The way to solve the problem is you have to initiate as an international student.
	As for me I am very initiate.
	I socialize a lot and I talk to people, I meet people and interact with them.
	I always encourage my friend don't afraid to make a mistake.
Do you feel stress when you try to adapt yourself in new environment?	No, I don't feel stress. You mean inside UTAR or outside? If is the new environment in UTAR I would say no but Yes, if is in Malaysia.
In your opinion, what factors caused you feel stress?	I felt stress in Malaysia, if I didn't get any response I will think that I had been isolated. If had been isolated, I feel that I was not the part of the country. When semester break, all the students go back home I cannot meet any others outside. If you are being alone, you will think so much.

	That's is the stress come from.
How do you overcome acculturative stress during your adaptation process?	The reason why I said I don't have stress just now because I think that I had growth and mature enough.
	I might have stress one or two days but it can never go to one week or more than 3 days.
	One of the tips, I engage in avoid my stress is doing sport.
	I have a lot of friends here, we can go for gym together.
	If I felt stress I can organize a futsal game and play with them.
	These are the things I will do in order to avoid my stress.
What kind of resources would you prefer when you are coping with the stress and the new environment?	I will speak with my family sometimes but I don't depend on my family.
	If one of the sources but they are far away from me because is not all the time I can keep in touch with them.
	Sometime, I call them maybe they are busy.
	So, I might not tell the stress to them.
	(Will you share your feeling to your friend when you feel stress?)
	No, I don't share with them.
	Unless I realized that particular friend is go into stress.
	I'll approach him and try to comfort him and try to sharing so tips with him on how to avoid the stress.
What are the differences between Malaysia's culture and your religion country's culture?	There is a big different.
	Started from food and the way how to shake hand.
	If you didn.t shake hand properly they mind be think that you are not respectful to someone.
	Let me share some of the examples with you.
	First, is food.
	We can find many foods in my country.

	We do use fork and knife to eat but most of the time we eat with our hand and in house.
	In Malaysia might eat with hand but most of the time is eating in a restaurant.
	You will eat at outside right? When you going out.
	In my country, we used to eat in family house.
	I would say that we cook a lot.
	We don't go restaurant to eat, we cook at home.
	There's restaurant in my country but local people won't go the restaurant.
	Foreign people come my country will go restaurant of cause.
	Local people will go also but no as frequent as in Malaysia.
	Is already become a culture every Malaysian go restaurant having their lunch or dinner.
	In my country, I am in a family of five, mother, father, son and two daughters.
	Everyone in the family know how to cook.
	So, for me I am a good cooker.
	I always cook at here.
	Cooking also one of the ways on how to managing yourself in terms of health.
	I not saying that outside food is not healthy.
	Sometimes when you cook by yourself, you know what's your body need and I wanted to avoid in taking fat.
	I just want to taking in what my body needs to grow.
	Another difference is culture, people here are rarely socializing with others.
	In my country, you will see that even in the international airport people will come and try to communicate with you.

	My country is speaking in English, our first language is English.
	So, they can speak English with you or even a bit Malay also can.
	In my country the Muslim they way of
	The attire has a bit different, in my country Muslim ladies they focus on cover up their hair only.
	If their hair is long they will just tie it up and covered up the hair and you won't see any hair.
	In Malaysia, Muslim ladies will cover up until neck.
	So there is the different but there will have one or two in my country they will cover up until neck but mostly they just covered up their hair only.
	Even some of them didn't cover their hair but if you want to pray you must cover up.
	If you ask me which one much more better I would say is cover up all is much better.
	We will go mosque and pray also.
Do the culture or practices of Malaysia change the way that you behave?	Ya, it change. Since I live in Malaysia I have to adapt to that culture in order to live with my friends. If I continue to do with my country way you cannot understand. Like example, my country. In my community I can walk without my shirt but if I do this in Malaysia is cannot. Even I going gym also cannot, if I do this the gym officer will come ask me to wear my shirt.
Do you have any behavior changes of	There are a lot of changes in behavior in terms of cooking.

yourself? Any positive or negative changes occurred to you?	As in my home, my mother always cooked for me but when I came here I need to cook by myself. I do decision making by myself. The other one is Malaysia people don't like people stare at them. If you stare too much they will feel uncomfortable. They are very sensitive and they will think why this guy keep looking at me. Especially the girl if you look too much and she will think in a very different picture. This is the thing I need to adjust in looking at people.
Do you have any personal negative experiences while adapting to the new environment?	I had been rational abuse by others. I like Malaysia and I won't affect by one or two who rational abuse me because of where I come from, who I am. I focus on the majority. Most of them are my friends, but there is one or two racism. I believe that every country has people who racism even in my country also. One the negative experiences is during futsal. We play futsal and you know playing futsal you need to show some strength. So, in futsal game you fall down because I am stronger and you get up and come and pissed me. He said that "why you want to push me ? This is my country I call police to come and take you." The other one is in my degree study, I am the only international student in the class. I go to lecture class and I saw an empty space beside a person and I directly sit beside of that particular people. After I sit down, the person moved to another place.

	Them I was curious why people are changing their place.
	I feel very uncomfortable.
	I don't wish anyone experience that situation because that makes you feel you are totally different from them.
	Is a very bad experience but there's nothing that you can do.
Do the personal negative experiences that you undergo have any impact in your adaptation process?	I always see that experience in a positive way.
	Those guys are being abuse me in the futsal contest they end up become my friends.
	I save their contact in my phone.
	After that that guy came and apologies to me.
	After that if have futsal game he will call me and I will call him also.
What social media have you used?	I don't use social media a lot because I am quite busy.
	I focus on trying to achieve my goal and dream.
	If I spend more in social media you will not able to achieve it because social media can take a lot of times.
	Let say, I want go through Facebook for 30 minutes but in the ended it can take 2 hours.
	I am on Facebook but I don't use much time on it.
	For Facebook I try to use like read news know what's going on around the world.
	I will find some funny video as well when I wan to relax a bit.
What is the purpose of using social media?	I do use Whatsapp and messenger.
	I use these to communicate with my group members because currently I am UTAR sport club chairman.
	Because I am the chairman, I use social media to communicate with my members for update progression for event something like this.
Will you use social media to establish	Ya, some.

relationship with local students?	Let's say I go to gym and I meet a friend then we exchange the contact then we sharing the gym tips with each other. Sometimes I used to present for DSSC as a presenter sharing international culture. I present my country culture to students. I just use social media to share the information with them, like some of them they don't really understand while you are presenting. After that we will exchange contact, so that they can as me more about the culture then I can explain more to them.
What is the main challenge when you start socializing with the local students using social media?	The main challenge is the language barrier. Sometimes they will find difficult to contract one sentence. When I come to Malaysia my English level dropped. Is not because of the broken English, is me trying to come down to meet your understanding. If I make some sentence with some vocabulary maybe you will not understand. For some of my friend, I don't have to think twice when I try to say something. I can speak fluently in front of them. They are understand what I am talking, they are really good. For message typing is easy because the phone can help you type some terms easily. It will correct the mistake. Typing is not that big problem.
Does social media help you during the adaptation process? How?	Yeah it helps. I give you one of the typical examples. One of my committee members, who was the chairman for sport club interaction day. When she was the chairman for that particular event but I was the chairman for sport club.

	Whenever you are doing unless give me a head up, so I know what's going on the event.
	For interaction day we already set the day for the event, but after that she change the date but she didn't update to me.
	So, I texted her and ask her how was the progression of the event because some of the committee members asking me about this.
	She said she change the date because the date is too close we cannot organize the event.
	Then she started talking so many things like I am the chairman why I cannot change the date.
	Ya, I say you can change the date but unless you update a bit to us.
	Honestly, I didn't say anything rude or what.
	I was just responding to her and tell if you want to be a leader this is not how you lead the team.
	As leader you should always update to us not until we ask. Then she said a lot of reasons.
	You just giving a heads up to me like we actually change the date.
	I just want to know so that if the student department ask I able to answer them.
	Then the next day student affair department call me and want have a short meeting with me.
	I go to the meeting and I saw she sitting there and was very angry.
	I saw she angry sure I know is the chat we have yesterday.
	She told to the officer that I scold her then I showed the conversation with her yesterday.
	The officer translates to me what she report to them, they want to know find my side of the story.

	So, when I am chatting, I was very careful when in social media.
	I try to be careful in order to prevent misunderstood between me and others.
	Social media is not an effective way when you try to communicate with others.
	People can see my message and didn't reply me.
	I prefer face to face communication.
In your opinion, what is the role of social media during your adaptation process?	I think nowadays social media makes communication easy.
	I think publicity also, publish something to promote something.
	Social media had tried their best to make us as easy as possible to break the language barrier.
	In make me safe for myself, if I want show I am not angry.
	I just put the emoji, all the time my message end with emoji, a smiling face.
What are the knowledges that you gain when study aboard?	Yes, there's a lot.
	I became more independent more mature.
	Some of the knowledges, in sport side I learn more on how to train myself to stay fit to stay healthy.
	I know how to cook, because when I come to Malaysia, I learn how to cook different types of food.
	When I was in my country my sister and my mother do a lot of cooking.
	I also cook but not that frequently.
	When I come here, I always cook.
	Sometime I even become surprise at the level of creativity I can have in cooking.
	You can never know the level of your creativity unless when you are independent.

	You can create something, you cannot always depend to your family.
	You have to do things by your own.
	I gain knowledge of culture of different races in Malaysia.
	I spend time in Malaysia to study the culture of different races.
	I am still learning and every time I get shock when there's something new.
	I just learn the hand sign for showing the number.
Will you suggest your friend to further their study at Malaysia?	Ya, of cause.
	Even I didn't suggest they are more people to come Malaysia.
	Malaysia is an educational hub for a lot of countries.
	I will strongly recommend to come, they will learn and experience here a lot.
	But if is UTAR, I need to think twice.
	Not because of anything, but the socialization, the involvement of international student is still considers below zero.
	Why I say that, we are very small and you guys always in group it is hard to fit in.
Do you think you have successfully adapted or poorly adapted to this new environment?	Ya, I think I successfully adapted since I coming here few years already.

6.7 Interview Transcription: Bushra_America

Name	Bushra
Age	17
Gender	Female
Faculty	Centre for Foundation Studies
Course	Foundation in Science
Year_Semester_	Year 1 Semester 2
Education Level	Foundation
Nationality	American
Religion	Muslim
Native Language	English
How long have you lived in Malaysia?	7 years
Why did you choose to study abroad instead of staying at native country?	This is because the live condition in the United States wasn't practically favourable to our family. So, we decided to pick up and start somewhere new. And particularly Malaysia, was because my parents actually got married here, and they had my eldest brother here. So, Ilies, was born here in Malaysia. My parents found that they wanted to open up the second chapter of their live and they thought that it was good to give a closure to the story and they came back to where they are all started. So, they choose Malaysia particularly and we just continue living here. Cause, it was very nice. It's still very nice.
Why did you choose UTAR?	UTAR, because I heard it was and I believe it is the second-best university here in Malaysia. It's fifth now.

	But it's still among the top ten.
What was your first impression towards UTAR?	I was like "wow".
	Because you see how UTAR has two different campus.
	One is in Sg Long and the one here in Kampar.
	The Sg Long one was too "city" kind of feeling for me.
	And I don't feel like I want to be going to a building just working constantly.
	I wanted to be able to connect with other students yet not feel as a city.
	I want it to be very relax and take very nice time to breath a fresher air compares to the city.
	Cause in the city you'll feel very claustrophobic, so I particularly choose UTAR.
	And my impression was, that was "wow".
	That's why I actually choose the Kampar campus instead of the Sg Long campus.
How do you describe your personal and studying experiences in Malaysia?	Personal experience part, I can say that, it has been a little bit tough.
	Wherever you go, you know you meeting people of different nationality and different races.
	But particularly here, it's just the feeling of discomfort.
	Because you are one of them, like you are also a human, you are also a student.
	But because you may look differently, and you have different beliefs, you may be perceived in a different like.
	So, you may be a topic of interest, but a topic of interest that you don't want to find out more about by talking.
	So, there will be some looks and some staring, which make a person quite uncomfortable.
	So, that was a personal experience.
	But after living here for seven years, I have got used to it.

	So, it's not as bad.
	But it's still a feeling of not liking.
Do you faced any difficulties when you first come to Malaysia?	Oh, definitely.
	It was the temperature.
	The weather here was "wow".
	Cause growing up in United States, I was used to dry hot weather.
	Not here, it is hot but it's humid.
	So, before coming to actually to Malaysia from United States, we stop by our parents' country, which is Algeria.
	So, over there we have four seasons.
	So, I was there during the time of winter.
	So, after coming to Malaysia, the airport was like huff and coming out it was just "wow".
	You know, since your body is coming into a new environment, especially since this is in tropical.
	Like my skin got really sensitive.
	Just a lot of changes to my body.
	One of the benefits to come here actually to Malaysia, experiencing here, is like everything is halal.
	Not everything, but 90 percent, most of the things here are halal.
	And so, living in a country, where you know you never got to go out and eat, or if you were to go out and eat you will always be worry if you were eating something that was, like improper in our religion.
	So, here, it's totally easy, and everybody is just so nice.
	So, you can just go out without having to worry about those trivial matters.
Do you feel stress when you try to	Absolutely not, it has been very good.

adapt yourself in new environment?	Whenever you start something new, or you're experiencing something new, you may feel a little bit, like "wow" of thought or maybe a little bit of culture shock you may experience. But after a few years in stuff, you get used to it. You become open-minded, you get used of certain things. (So, you don't feel stress at all? Even when you first come to Malaysia?) The first time I came here, definitely I felt stressful. Because I felt like there was something wrong with me. Cause like, as I mentioned before, like a lot of stress, there's a lot of starring. And at first, I was still young. I was ten years old, when I first came here to Malaysia. And I had liked, growing up with the same people, like I had seen, I had gone from kindergarten to elementary school. So, starting new here and seeing no familiar face, was the most stressful thing. Because my parents were also trying to like get saturated and get comfortable and trying to understand the way of life and how the system works here in Malaysia, because everywhere is different. So, that was the most stressful factor. It's just everything was different.
In your opinion, what factors cause you to feel stress? Is it the culture?	Not more towards the culture. It's definitely the school, the education system was really different. Because I felt like I was way behind. Or I was like, I knew some particular things in the curriculum, but I didn't know everything. So, I had to study everything from the beginning. Like, I have to like reread the entire book.

So, that was the most stressful thing, was school.

And especially since, I went to the international school, in which in the United States will be considered a private school.

So, if you're like in my own place, since America is so multicultural and very diverse, everybody will speak the same language, which is English.

So, in the classroom, they would speak English.

But the moment like class ended, they will be speaking Malay.

So, I would always feel strange, and a little bit like an outcast.

Because I needed to learn the language, where there will always Malay or a bit of Tamil, a bit of Cantonese, Chinese, anything.

So, like I had to put more effort just that I could feel like I could fit in.

And the language barrier was the number one thing.

Like here, people speak English, but they don't speak English when it's not compulsory.

So, like if they don't have to speak English, they won't speak English.

You know, they will speak their own language.

So, that was a little bit uncomfortable.

(So, it's the education system here that cause you to feel stress?)

It's much better actually.

Because the standards of getting into a university of college is way different.

And thankfully, to get an "A" here, will be maybe like an 80-89.

In United States, it will be in 92 and above.

So, you know you will always feel the pressure of having to score.

You will feel like you did well, but according to those standards in United States, it wouldn't be good.

	But if you were to compare in here, they will be amazing, and you can be so proud about.
	(So, the education level in United States is higher?)
	It's higher in here.
	It's just the grading system, not the education level.
	Like what you learn, I believe it's quite similar.
	Like From 5 is your last year.
	For us, that would be 12th grade.
	But in international school, we only have until year 11, and then you have to do maybe O-Levels or A-Levels.
	So, for an international, studying here in an international school, maybe a little bit confusing.
	Because, they will like, oh, I started the college, and they will like, oh, how old are you?
	You know like, I'm 16.
	But shouldn't you have two years left.
	Because usually you start college at the age of 18.
	But here, you can start at the age of 16 or 17, if you are in an international school.
	So, that was a little bit confusing and you have to get used to it, you have to get across to it.
How do you overcome acculturative stress during your adaptation process?	Oh, yes!
	Actually, I grew up in a family that was like boys with boys, girls with girls.
	So, being in Malaysia, I would see like everybody mingling.
	And since I was still like a small child, I felt like I was committing the biggest mistake ever, if I was hugging to another boy.
	So, I will be like, is that normal?
	So, I will always be questioning the things that my parents taught me.

	Not because I felt that they were wrong.
	But because everybody, it's not like just a few couple here and there.
	It's like, I see girls and boys that are not related or not married or not cousins, like they would be together.
	So, that would just make me feel a little bit uncomfortable.
	So, that was one particular thing.
	The second thing I would have to say, is how friendly the teachers are with the students.
	It's not a bad thing for teachers at there.
	But here, it's like a teacher is your friend.
	Like you can go out and have lunch with them and you can go to like an amusement park with them.
	Backward, I was raised by a teacher was a teacher.
	A teacher was sort out to be a very scary or like a very respective figure.
	So, you could not talk to them, like joke with them, you cannot like tease and stuff.
	So, coming here, I noticed that, you can just like, "Hey!", and you guys can touch.
	And that was a nice thing.
	It wasn't very stressful, but it was more like, oh wow, I can be friend with a lecture.
	(So, how do you overcome the stress?)
	Oh, it was just about a matter of time.
	As time heals everything, it's just more and more I spend here in Malaysia, I just felt experiencing that, ok, things can be different.
	And like I mentioned before, I became more open-minded.
	So, I'm like, this is ok, this is not bad.
	(You try to think more positively?)

	More positive towards.
	Yes.
	Not everything has to be very uptight, it can be very loose.
	(So, when you feel stress, will you talk to your brother or parents?)
	Mostly my parents.
	I will talk to my parents more, because of course they are your parents.
	Like they feel your pain.
	But in times being, it would just be family.
	Because family will always be with you forever and they will always get you.
	Of course, if you have like a friend, who's like you grew up with, like a childhood friend.
	But in my case, I move from the United States.
	So, I had to like, leave the friends and family that I had back in the States.
	So, coming here, it would be like…
	I would consider who's my best friend, would be my mum and my dad.
	If you were a teenage kid living in America or in Algeria, you would be not very close with your mum.
	You wouldn't tell so many things.
	You wouldn't tell her that, you went out with a date or something like that.
	But in my case, I would tell everything.
	Like I did this, I eat at this time, I went to sleep at this time.
	So, having to come to a situation, that you will have to suffer a little bit in the beginning.
	Because it's very new to you, it brought our family very close together, particularly with my parents.

	So, if I were to say like, the moment I would have to run to someone, even if that person is cross world, I will still go with my parent.
	Even my brother is right here.
	You know that there are somethings that you can't tell your brother.
	In the case that if I had an elder sister, I would of course tell her everything.
	Cause the female body doesn't work as the same as the male body.
	So, you have to like, filter out something.
	But with your mum or your dad, you can just tell them everything and they will be totally understand over it.
What kind of resources would you prefer when you are coping with the stress and the new environment? (e.g. ethnic community, family members)	Growing up, my parents always taught us, ask the locals. This saying has helped us. Because even though you may know, like a foreigner in a country that they have been living in for 15 plus year, let's said. But they may not know everything about the country, as the local may do. So, if we would ever feel lost or some sort of in a strange feeling, my dad will always said, ask the locals, go to the locals, go to the police. Even though a police, you don't necessarily have to have a problem, you can ask them for help, ask for directions. My dad has always mentioned that if you ever were in a trouble, who would you go to? Would you go to your friend, who is been living here for like a few months; or would you go to someone, who you may know but you're not close with, but who will know everything about the country and will know how to deal with the situation. (More reliable?)

	Yes, very reliable.
	So, definitely with the community.
	I will go straight to the locals to deal with any stress.
What are the differences between Malaysia's culture and your origin country's culture? (Culture Shock?)	Since Malaysia is very diverse, it has like three ethnical groups.
	It has Chinese, it has Indians, it has Malays.
	In the case of Malays, I feel very comfortable with.
	Because they have the same religion.
	So, like there are many Muslims, they go to the mosque.
	And there was plenty of mosque here.
	So, I feel like in my culture, because we have to take our religion very seriously.
	It would not be a problem with the Malays.
	But in the case of the Chinese, I'm just brand new.
	Like experiencing it now.
	Because back in Kuala Lumpur where we were living, before coming to Kampar, it would just be with the Malays.
	Because we would be with the Malays, so we would stay with the Malays, you get what I mean?
	So, here living now with the Chinese, from what I can see, I feel like, they are very welcoming, they are very helping.
	But at the same time, like they restricted, they keep to themselves.
	And for the Indians, I presume that, growing up in the States, many Pakistanis and Bangladesh and Indians, we're very close friends.
	They were close family friends.
	So, connecting with them wasn't a big issue.
	I just feel so happy that I can just make an Indian or Pakistanis or some sort of person from that part of Asia as a friend.
	So, I feel very much at home here, in Malaysia.
	I just hope I can create a connection with the Chinese.

	That's the only think that is making me feel a little bit of uncomfortable.
	Because I don't feel at easier, you look I have two out of three complete, I just need to finish that one third.
	(So, do you encounter any culture shock here?)
	As I mentioned before, the boys and the girls.
	(But now you are ok with it?)
	I am totally ok with it.
Do the culture or practices of Malaysia change the way you behave?	Yes, definitely, absolutely.
	Before I would always feel that, if I were to do something naughty, like skip the class or maybe you know mess around with my teacher, automatically you will get a detention slip.
	Like you get detention slip, your parents will be called in.
	But at here, they're very relax, and they see as a form of growing up.
	You know you're growing up, you're growing to be doing things, you're going to make mistakes.
	And you know you won't be punished severely for your mistakes.
	If you go abroad, like if you cross a line, yes, you will be punished.
	But here, it just makes you feel like you're living, you're not so suffocated, and you're not like you can't do this, you can't do that.
	So, here it's like, you can do this, you can do this, but you can't do that.
	So, you feel so relax and chill.
	So, automatically you won't try to rebel in a such an environment.
	But being in a country that was so uptight, and was like follow the law, follow the law.

	Of course, you have to follow the law, but you don't have to follow every single detail.
	Some rules need to be broken.
	So, coming here, it was a big culture shock.
	Like wow, I can do this, I can miss class!
	(Freedom?)
	Ya, freedom!
	Yes, I can do this without getting a trouble!
	Oh my god, it excites me up!
Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?	Oh, definitely.
	I was so uptight growing up.
	Oh my god!
	You would not want to be my friends when I was younger, at all.
	Because I was that friend, that would scold you for like, the silly of jokes, or the most naughtiest of things.
	You know when you're growing up you may say something like, stupid or dumb or something.
	I would be that friend that would reprimand you and make you feel so guilty about absolutely nothing.
	So, I feel coming here and experiencing freedom, and the ability to like do things without getting into trouble, I have become very very very relax.
	I'm totally chill now.
	I feel more comfortable and I feel like, you don't necessarily have to talk to me first, I would talk to you.
	So, I become more open and I become more being introvert than extrovert.
	So, that was definitely a positive side.
Do you have any personal negative	Yes, definitely discrimination.
	This is a topic that should not happen to anyone.

experiences while adapting to the new environment like discrimination or prejudice?	Yes, you're from a different culture, you do look different. But it doesn't give you the right as a local to approach the person and to… For example, if you want a question and you don't know each other, alright. So, you can ask the very basic of things. Cause this is the first meeting. So, you could say, hi, what's your name or where are you from or where do you study? But you can't ask about like family you know, it's very impolite. One thing that I've notice is that, and I hope it doesn't happen to other people is that, like I mentioned before. Muslims don't necessarily just belong to the Malays, you can be from anywhere in the world, you can be a Muslim. Here, however they have not been adapted to that. Because whenever they see a foreigner, they don't see with, like the scarf on. So, automatically they start asking questions. And there have been some situations where I've been put in very very… Like the kind of thing that I would like to run away from. Can I give you an example, but you don't necessarily have to use it? (Yes, sure.) We had a case a couple years ago… A couple months actually, it was here actually, in Kampar. So, a police officer came up to me and he was like hello. And of course, it's the person of the law, I freak down. I'm like, yes, yes… I answered all his questions.

And then I noticed something is that, where the police here they are very like, chill.

Totally ok, you know, they're very flexible.

Definitely not like the police officer, you have to call them "sir", and you have to like stand up and you have to give them your id, everything, this and that.

So, there have been a time, when I was asked by a police officer and forced to give information that I don't think would do with anything.

Like I haven't sped, I haven't not paid any speed tickets.

I have paid everything,

I have done this, I have done that.

So, I don't understand why asking me about where my family is.

And what I am and how old I am.

Is any of your concern?

Yes, age maybe a problem.

Maybe ok, because of course you have to see if the person is underage or something.

But you can't ask her in question like, are you single?

Or do you want to go out and eat with me?

(The police?)

Yes, the police!

I'm like…

I'm trying to respect you, so I don't get unheated.

Because like I'm still naïve.

So, I didn't know that, I have the twist to not answer those questions.

But for me, I will just say yes, yes, yes, yes, yes.

I will answer everything, because I'm so scared.

So, I feel like people here, not people.

I'm so sorry.

	I'm not being general, not being bias.
	But the law enforces here, like such as the police officer, the fire fighters, etc.
	They abuse their power that they have been given to protect and serve, to bully a foreigner.
	And experiencing something like that, in the first moment that I had been here, in Kampar and in Malaysia, it makes me want to leave, automatically.
	I don't want to be like that.
	So, it's like to be a traumatic experiencing.
	Just because of the different skin colour that I have, and just I don't look Asian.
	It doesn't necessarily mean that, I have an interesting life story.
	I may be like you, may be like you, may be like you.
	I go to the same as to you may go, you may be going through.
	So, it's something that I want people to understand that, you make look different.
	But you are a human being, you have problems, you have this, you have that, you have this.
	So, you don't have to necessarily be so fascinated.
	Like, oh my god, like an international.
	Like oh my god, like a foreigner.
	Because growing up in the United States, it's so culturally diverse that I would see like a bunch of Vietnamese and a bunch of Philippines.
	And they would be my friends.
	But they will never make me feel uncomfortable to the point that I would want to run away, you know?
	And make me want to not ever show my face outside to the world.
	But I would just want to be in my room and never go out.

	Because I'm so scared to go out!
	And it's just a very, like I just really hope that, that doesn't ever happen to someone.
	Hopefully, hopefully…
Do the personal negative experiences that you undergo have any impact on your adaptation process?	Yes, it did.
	There has been a period of three years, where I would not go anywhere, other than school and home.
	Because of that incident, three years straight.
	So, I had to said from 9th, 10th, 11th grade, until like, before my foundation, my parents would have to beg me to go out.
	(Bring a trauma for you?)
	Ya, it was so traumatic.
	And I would always feel insecure about myself.
	Because I'm walking, I'm just eating an ice-cream, I'm licking an ice-cream, but everybody you know…
	Let's if I've done the greatest thing in the world or I've done the worst thing in the world.
	That I may have kill someone and that kind of look is being given.
	So, I would feel so…
	Like the moment someone would just look me in the eye, I would just like…
	Like run away.
	Ya, I would just go back home.
	Yes, you may see it as a very childish thing and you may not understand it.
	But if you were in the shoes of, you know, the person who has experienced, then you will understand.
	It's a little bit scary.
	Like you need to be tough and you need to suck it up and just go into your life.

	You just have to act as if you doesn't care, doesn't affect you.
	But deep down, you feel insecure a little bit.
	My confidence level has gone way down like….
	I could not be…
	If I was not wearing this, if I was not wearing that.
	Like the fear will visit out.
	If I do not put this on, if I do not put that on, I would feel like I have done the worst possible thing ever.
	And I've let so many people down.
	And I don't know who I'm letting down, you know?
	It's just that feeling of insecurity.
	And I don't know where it originates from.
	But you know you're at such a young age, your mind is still developing, your personality is…
	While you try to see what fits you and fits other people at the same time.
	So, like you want to please people.
	But at the same time, you may not be pleasing yourself.
	So, you would be at this point in your life, mentally and physically, you just want to like…
	Like this is not, this is not…
	You get what I mean?
	No suicide of thought, no suicide of thought.
	But ya.
	It was…
	But thankfully, a few years later, everything is getting better.
	Still have a few looks here and there.
	But as long as you don't do something…
	(You don't really care a lot.)
	Ya, you don't care to others.

	Like you don't bully your power or abuse your power, or you don't bully me, I'm totally fine.
What social media have you used during your adaptation process?	I have to say during my adaptation process, obviously will have to be Instagram. I was never a Twitter user or a Facebook user. Definitely email and Instagram were the two things that I would use. Because growing up, like I mentioned before, I was in a very strict family. So, I would never be able to have a phone number. So, I would always use Instagram after I found out that you can direct message or DM someone. But before using Instagram, I've been using email. And like, none of my friends will be using email nowadays. So, I move up to Instagram. And Instagram, I like how the programs work, I like how the app, it's very easy to use. It's safe, you can block someone. So, it's a very safe thing. So, I just choose to use Instagram.
What is the purpose of using social media?	It was way for me to experience the world outside, but still remaining inside. Because as I mentioned, during the three year of period, that I was in that mental stage where I just felt so unconfident with myself, so insecure. I would want to see the world outside without having to experience it actually. So, Instagram was my way out. I could have the best of both worlds. So, that was why I choose it particularly. And I could also keeping contact with the…

	Because when you have a phone, you may change your number constant or inconstantly.
	So, using Instagram, I was able to reconnect with my childhood friends from the United States.
	So, I automatically felt like I could have everything that I need through this one app.
Will you use social media to establish relationship with local students?	The downside to having a social media account is that, they can see everything about you.
	Cause like you will be posting pictures, you will post you story, you will do this and that and Snap Chat and everything.
	So, they'll get to see your life and they would know everything about you.
	And you wouldn't know about them.
	Because you don't know who they were unless they introduce themselves to you.
	So, I feel like, there are some thing that take time, for you to get to know, if you want to like, establish a relationship.
	And it should definitely never ever be used with social media.
	Because it's something that, you know, it just cut off the process of building the relationship.
	When you're communicating with someone, you have to like ask questions, they have to reply, they have to ask questions back.
	But then now they just have to like open your Instagram account or your Twitter account or your Snap Chat account, and they will just see everything and they don't have to know.
	They'll stalk, ya!
	And you don't have to know anything.
	No privacy, they don't even have to ask you a question.
	Cause they will know everything about you which is that was quite a scary thing, actually.

	Just by quick of a bark and you know everything about the person.
Does social media help you during the adaptation process? How?	Yes. Because there's no place I called, that saying has been in movie, celebrities have said that, everybody has said there's no place I called. And for me, America will and forever be my home, you have that, you have this. But that goes everywhere, everywhere you know, that problems will follow you no matter you… Even you go to North Pole you will die from freeze, even that's a problem, you know? So, you have to figure out, how to get, stay warm. So, even though there have been issues there, where you'll like, oh my god, this is so much drama; oh my god, this is unbearable; oh my god, oh my god… There's like so many problems, like just wants you to like, just roll your eyes and just walk away. But using social media, you get to reconnect with the home that you left for so many years. I have left behind for, so any years, and you know having live in Malaysia, oh my god! In the beginning, it was like an adventure, you know? Oh my god! I'm going to start a new life, I'm going to meet new friends, I'm going to do this, I'm going to do that. I'm going to experience another entire continent. Cause I was in North America, and now I'm all the way round the world, and I'm here in Asia. And it was just like a very excited. But then after the years past, you're like ok.

	Nothing exciting comes into your life and then you start to feel a little bit homesick.
	You're being like, oh, and there's some, like random thought comes into your head.
	Like, oh, what is so and so doing now?
	Like, oh my god, how many years has it been since I last saw them.
	So, you will look them up of course on the Internet or on the social media account.
	And you may find them, and you reconnect with them.
	And then you can just reminisce all the previous memories that you went through.
	All the previous sleepovers, all the previous barbeques that you have with each other.
	So, it will give you some sort of motivation to like, ok, even though I may be far away from them, I can still be connecting with them through the account, but I can still live my life here in Malaysia, in anywhere far from home, but I can still be comfortable.
	Like I don't feel bored.
	You know people are getting bored nowadays.
	So, like if every day you do something, you do something, you do something.
	You're like, ah, more worth to life.
	And then you try to seek something new.
	You're trying to see and do something better in a new world and whatever.
	But you know, there's no place like home, there's no place like home.
In your opinion, what is the role of	Comfort.
	Without word.

social media during your adaptation process?	It just provided me comfort. It makes me feel I could stay connected. But I don't have to necessarily see them every day. I can do this and that, I can live a totally different life to them. But I still know that I still have them in my life. I don't have to be with them physically, but I can be with them through Internet, like socially. And I can still be able to make friends. So, it has provided me the ability to strengthen my personality when forming relationship. Because you know most of the time, if you were to be with a boy, a boy friend or girl friend or even in a marriage, distance sometimes breaks it. But with social media, it not necessarily. It keeps you the sense like, you may be doing something right now, I may be doing certain things right now, but we still care for each other.
What are the knowledges that you gain when study abroad?	A lot of things. A lot of things, studying abroad. Definitely, the independence. Even if you were to be with your parents, but you will go to a college in a different state. You know you can visit them back and ford, you can do that. But studying abroad is so much different. Cause you may not see any familiar face, you know? So, you will learn how to pay your own bills in a totally different currency. Malaysia Ringgit and the Dollars is totally different, you know. And then also since many people in Malaysia speak Malay, Chinese, Indian, not necessarily English.

	You have to actually pick up a new language, just to be able to like, communicate with the local and making easy for you to just…
	It shows that you can't just stick to one language, you have to learn, you have to broaden your mind.
	(So, what language have you learnt?)
	I actually can speak Malay.
	(How about Cantonese?)
	I cannot.
	I'm learning, I'm learning here.
	Kampar hopefully will help me adapt to the barrier with the Chinese that I'm facing.
	And Tamil, absolutely not.
	The characters I can't even understand.
	I can't do that.
	But at least I know one of the three languages and thankfully all three nationality here can speak a little bit of Malay.
	So, like you can get me from a to b.
	Cause not necessarily all Malaysians can speak Chinese and Tamil.
	But the Indians can speak Malay and the Chinese…
	Yes, you see it's easy.
	You have to make some sort of, not a sacrifice.
	But you have to make an adaptation.
	(For Malaysians, it necessarily to learn Malay.)
	Ya, even in international school you have to learn, a little bit.
	Even us in international school we have to learn.
	Even though it may be like, oh my god, I'm learning a new language.
	But this language will help you if you're going to stay here and we're staying here.

| Will you suggest your friend to further their study at Malaysia? | One thing that Malaysia has taught me is that, if you're going to leave the nest and you're going to fly away, far far far away, you have to have a very strong mind, strong personality and you have to be able to cope with out breaking, without mentally breaking.

You may miss home, and you may feel so homesick, you may get a little depressing.

You'll be like, ah, oh my god, I want to just leave and I just want to pack things.

There have been days, like honestly.

I'm like, I look down my suit case and I'm like, can I just leave.

I just want to throw away all my responsibility and just go back home and just get a hug from my mum.

So, I would not tell the friends that I know, who can't cope with such a thing, you know?

I would only tell the friends that I know, who are so determine and I know that they can survive.

Yes, they will experience depression and all that stuff, but they wouldn't leave.

They wouldn't just pack and leave.

Because there have been instances, where I have had friends, the moment they enter or start college…

Not college.

Like 11th grade, it may be a little be different, because you have to do tuitions, you have to do extra classes.

You have to do these because you're preparing for furthering your education.

They would find it so annoying, because like everybody would not be speaking in English. |

	And they will just feel so frustrated and they will feel so estrange and they will feel so isolated, that they will just pack up and leave.
	And they have been in a country for less than 24 hours.
	And they will leave, automatically they will book a ticket, and they will leave.
	Because they could not deal with it.
	So, one advice that I would give to any international students who ever want to study abroad, not necessarily only in Malaysia.
	You have to go with someone.
	You cannot do it alone.
	Unless you're like a guy, a guy may have friends with other people through Facebook and something like that.
	But a girl, not necessarily.
	I actually did not want to particularly study here in Malaysia.
	I wanted to further my study in the UK, with my cousin.
	But my parents were like, no.
	Firstly, with your own, like blood relative, even though he is my cousin, he is my blood relative, just try with your brother.
	And then in the beginning, it was absolutely difficult.
	There were times where I'm like, because I'm so used to something, and then just suddenly you're not seeing that or experiencing that thing every single day.
	You feel like, ok, one day, no problem.
	And then, second day; and then, a week; and then, a month; and then, two months passed by.
	Like you're suddenly starting to cripple.
	Like your mental health suddenly start to cripple.
	So, thank god, I have my brother.
	Thank god.

	Because I really don't think I will be with those people, then I'll just pack up and leave.
	But I got used to it, I got adapted to the situation.
	After like three months, and this is my fifth month now, being here in Kampar, like you get used to it.
	There are instances where you'll like, ah, I want to just leave, you know.
	But then you'll just like, oh, ok, when I wake up the next morning, I'm not going to feel this way.
	But like if a totally new person with…
	Because whenever you start something new, or you going to experience something new, you always have expectations.
	And if a certain situation is not lift to those expectations, it just cripples you.
	You'll get disappointed, you'll get sad, you'll feel terrible and you'll just run away, pack up your things.
	So, if I would to ever try to persuade anyone, I would say, you have to go with at least, not even one person.
	You have to go with, like a group, like a 5 people minimum.
	So that you can experience things together, you can go through hardships together and you can have fun together.
	But if you feel like you're alone all the way through, this is not a good feeling.
	It's not a good feeling.
Do you think you have successfully adapted or poorly adapted to this new environment?	Honestly, I can't say yes.
	Because for anything, it takes time.
	Everything takes time.
	So, all and all, I have to say…
	Have I strongly adapted? No.
	Have I poorly adapted? No.
	It's just I'm like, I'm on the way, on the way…

	I'm right now at a neutral…
	I'm working, I'm working in progress.
	In the learning process, absolutely.
	So, if I were to ever just to assume or to conclude the experience that I'm having here in Malaysia.
	Yes, they were fun, you know something new.
	You know you're in KL, challenging.
	You know, mentally challenging and physically challenging, it's has to be physically!
	Oh my god!
	It is hot here!
	It is hot, oh my god!
	And especially with the rain.
	But what the rain sometimes, it is great.
	Because you got a breeze.
	But then, if it's just sunny rain, it's just a very uncomfortable feeling.
	And you have to have the aisei on, and you'll feel get so hot!
	Cause everything about the States is totally different in here, in Malaysia.
	So, it got to like, we had been shocked, blown out of our mind.
	Like one time, we got a bill of two thousand ringgit.
	We did not know why!
	Cause we're so used to like, living the air-cond on in the house when it's during summer.
	So, it will never go up to something, that's like around 500 US dollar, you know?
	It go up to like a hundred US dollar.
	Here, it's like crazy stuff.

	So, you know there were some learning experiences that had to be dealt with the money and you know your money is like your heart.
	So, yeah, you have to control the desires here.
	You have to like, you know you have to tighter.
	You can't split, you can enjoy, but not all the time.
	There's lots of life lessons learnt.
	Like, don't go out at night, it's not safe.
	Because in here, I noticed something is that, the houses always have like a close gate, right?
	If you were to go to a neighbourhood, you would not see any gates.
	Like it is wide open, and the doors are always open.
	Like in the movies, whenever you watch the Hollywood movies, ya, you always see like someone randomly going inside, if the people are not at home.
	That is so true, there's no fake.
	The door will always remain open because it is that it is.
	Oh my god!
	It is scary!
	Every time we're hearing like the security alarm "di di di di di".
	And you're in a neighbourhood with a security guard.
	I'm like, you're just scared, really scared.
	You know you can't just throw everything away and just being like, oh, you know, I'm just doing this, I'm just doing that.
	(But we're get used to it.)
	Got used to it, you got used to it.
	And especially responsibility.
	You learn that you can't do certain things.
	Even though you may be…

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Like you're may be a boy, but you can't this thing; you may be a girl, and you're absolutely cannot do this thing.

So, have I been happy with my time that I spend here?

Yes, absolutely.

Would I want to go back home?

Yes, but I don't think after…

Cause I have gone back frequently to my mum and dad country, Algeria.

But whenever I go there, I don't see myself living there.

I see myself as just a vacation.

So, do I consider Malaysia as my home?

I do, yes, I do!

But in my heart, America will be…

My second home.

So, Malaysia here is my second home; America will forever be my first home

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6.8 Interview Transcription: Mahir_Bangladesh

Name	Mahir
Age	23
Gender	Female
Faculty	Faculty of
Course	Bachelor of Marketing (Hons)
Year_Semester_	Year 3 Semester 3
Education Level	Degree
Nationality	Bangladesh
Religion	Muslim
Native Language	Bingoli
How long have you lived in Malaysia?	14 - 15 years
Why did you choose to study abroad instead of staying at native country?	Well actually my dad his job is actually… Basically, it has different branches around the world. So, he was being assigned to be in-charge of South East Asia. So, that's why we're here, we moved, because of that.
Why did you choose UTAR?	To be honest, I didn't know about this university. But I got to know it through some of my family, friends those who are lectures from some government university. And they recommended UTAR. And once I actually came to UTAR, Kampar, I actually fell in love with the place. And I really like the place. I mean, I grew up in KL and Klang, and when I went to Sg Long, I mean it wasn't anything of big difference. So, I actually came up here, I really like the place and it was peaceful.

What was your first impression towards UTAR?	Yes, I mentioned earlier that, it was really wonderful. And I really have some sort of like, deep love for this place in a way. (Is it because we are having campus life here?) Ya, you have campus life. And the natural beauty of Kampar is really amazing.
How do you describe your personal and studying experiences in Malaysia?	Actually, when first when I move here, when I was in, still… I wasn't a kid, but I was in primary school. I was finding some difficulties on communicating with the locals and stuffs. But as I grew as times passed by, I learnt the language and the culture and the people, and everything just… It was pitch perfect. So, that's how it is. And as times passed by, things got pretty well.
Do you faced any difficulties when you first come to Malaysia?	Ya, that was actually the language barrier was one of the main problems. Because I couldn't communicate with them neither in the local language. And I wasn't really expertise on English at that time. So, that time I only used to speak my mother tongue and some other languages. So, ya.
Do you feel stress when you try to adapt yourself in new environment?	Ya, I mean… You don't feel stress, but you feel a bit different. Because you're out of your comfort zone. So, ya, I don't feel stress. But I do feel lonely in a way at times, for sometimes. But as times passed by, things are getting well.

	(As you come from Bangladesh, so, the education system there was maybe different from here, will you feel stress for your academic performance?) Actually, not bigger different if you see the education system in general, in Asian countries. So, it wasn't a big… I mean a big step for me to perhaps the Malaysian education. No problem with that.
In your opinion, what factors cause you to feel stress? No?	I mean ya, I do feel stress at times. When I actually can't solve something. And I have a habit of keeping things myself because I don't want to say or share it with the persons that I loved or my loves one, including my family, my siblings. And I don't to put them into a… I mean I don't want them to get worried. So, basically, I just try to solve it myself in a way. And at the end of the day, you know, pray the pain away. (So, it's your personality that cause you to feel stress?) Ya, personality. Because, I'm a person actually, I solely believe in all might God and stuffs. So, I know that if I pray hard and I do see the benefit when I do that. So, I actually see the solution right in front of my face. Maybe it takes some time, but indeed the hardship come ease.
How do you overcome acculturative stress during your adaptation process?	First of all, even when I'm studying in UTAR, obviously it's at time, slightly stressful when you actually can't communicate with your friends in the mother tongue. Especially, UTAR is a Chinese based university. So, even tough I'm not fluent or I do know some words... But even tough I'm not fluent in Mandarin…

	But, ya, as I said that, you know…
	At times when you there's a bonding between you and your friends, that overtakes, even though you don't understand the language and stuffs.
	So, basically other by body language or maybe some broken English or Mandarin in a way, things get along with time.
	(As you mentioned before that you won't tell your sibling or family about your stress, but will you tell it to your friends?)
	No, not at all.
	Because, I mean…
	I mean I do say out, when I need some suggestion.
	But the end of the day, I tried to think, and I tried to pray, and I tried to come out with a solution.
	Because at the end of the day, it is you who was gonna take the step.
	No one gonna help you out to come from that situation.
	(So, do you use body language and some stuffs to help you to overcome the language barrier as well as cause you to feel not so stress?)
	Ya, I mean…
	Yes, obviously body language and stuffs and…
	Often what you have to do is, you do pray and stuff.
	You know, we're living in 21st century, right?
	So, you have technology right on your hand.
	So, with the help of that, you can actually…
	I mean you can actually sort out for many things.
	For example, you watch videos, and you watch motivational speech and stuffs to release stress in many ways.
What kind of resources would you prefer when you are	As I said I'm in Computer Science, so I'm a tech guy.
	So, basically is that our field is related with technology.
	So, we really utilise it to the maximum.

coping with the stress and the new environment? (e.g. ethnic community, family members)	So, obviously I'll use the tech to communicate with my family, my friends, those who are back in the country and other country as well. And I do read articles and recite Holy Books and stuffs. So, through that, I actually gain much more positive energy and actually this helps me a lot.
What are the differences between Malaysia's culture and your origin country's culture? Do you encounter any culture shock when you first come here?	There's nothing much for big culture shock. But yes, one thing it does shock me was… My country is basically, majority of them are Bangladeshi, as if they are like Bigoli. And the major religion of the country is actually Islam, right after that we have Christianity, Buddhism and Hinduism. But all of them are Bangladeshi. But when you come to Malaysia, you see different religions with different races. So, that is something which is really tarnishing and something… A beautiful thing of this beautiful country. When you see different people from different culture and religion and ethnicity, you hardly see people they get along. But Malaysia is one of the country where you can actually to get to see, they bond pretty much well. (So, in Bangladesh, you only have one race?) Ya, one race but they have different religion. But in Malaysia, each of them has own religion as well. So, it's all a mixture of something really beautiful.
Do the culture or practices of Malaysia change the way you behave?	Yes, it taught me really well how to get along with people from different understanding, and background, and culture. You know at times, we often think that when we have our own culture, when we have our own background, we tend to

	establish that instead of thinking what the other parties gonna say out or react.
	But at the end of the day, you have to compromise if you want to go further, you can't go alone.
	So, you have to go as team.
	And to form a team, it's best when people come from different region and stuffs instead of coming from the same background.
Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?	Back in home country, yes, I do have positive.
	I wouldn't say I have negativity.
	But it boosts up more when I see the cultural mix in Malaysia in a way.
	And how people are coping up with the language, sometimes you can say, a mix up language, when you go to some mamak stall or something, order food and stuffs, in a way.
	So, this is something really beautiful and I really appreciate that, which I actually gain a lot from it.
Do you have any personal negative experiences while adapting to the new environment like discrimination or prejudice?	First of all, I want to mention is that, everywhere you have discrimination.
	It doesn't mean you're in Malaysia, you have a different race, you're going to get discrimination.
	No.
	Even in the same country, even in my country with the same race, you have discrimination more or less.
	So, yes, I would said that, that time, yes, I do face that.
	But, it doesn't define…
	Like sometimes, this discrimination happens because they are judgemental, because they had some bad experience, perhaps with another party and then they are thinking that you are among them or you could be like them.

	So, at the end of the day, through social media as I said, that if you could be someone who can actually portrayed yourself to be a good person, not only in physical. A lot of people, they tend to be nicer and be filtered on social media instead of in their real life. So, I would say is that, portrayed yourself, how you want in your real life and same to social media and with body language and with your attitude, with your humbleness, people actually gonna accept you and appreciate you at the end of the day.
Do the personal negative experiences that you undergo have any impact on your adaptation process?	No, not really. I mean, not at all.
What social media have you used during the adaptation process?	Obviously… First of all, I use most is that, YouTube. Because videos it actually sends message much more further than seeing post on Instagram or Facebook. But at the same time when I watch videos on YouTube and stuffs, I do go through posts and status and pictures and other things on different social media such as Facebook and Instagram.
What is the purpose of using social media?	Obviously, the purpose, you know… For me it's to use and utilize it in a good way. So, you know everything has bad and good. And even social media, we're all adult enough and mature enough to choose the correct part and the wrong part. And we're being blessed to think about that. So, at the end of the day, you have to utilize it properly, for your benefit and other people's benefit.

	And do more good through it.
	You know you can reach out to more people through social media than physically.
	So, utilize it in a proper way so that it could be beneficial not only for you, for your society, for the country and for the entire world and all the people around the globe.
	And they get benefit equally.
Will you use social media to establish relationship with local students?	Yes, I did establish quite a lot of, through social media.
	Relationship as if like friendship.
	So, yes, I did.
	And it was really nice on having a little conversation with someone and get to know them through social media.
	And it actually, the task was much easier instead of like going face-to-face physically.
	At times, some people are not extrovert, they are introvert.
	So, they are tended to shy and stuffs.
	So, when you, kind of open up using social media in a way, and they get to know you that know…
	Just by your picture doesn't mean that this person should be those kinds of perspectives or they have those attributes.
	So, they tend to be much more free up and the bonding gets well.
What is the main challenge when you start socializing with the local students using social media?	Not really.
	But sometimes because most of my friends they speak Mandarin.
	So, sometimes they tell me words in Mandarin, then I don't actually understand in a way.
	So, they will like, no, no, Mahir, this is how it is.
	And because perhaps they might communicate among each other in the local language and they tend to mix English and stuffs.

	So, sometimes it's kind of hard to understand.
	But at the end of the day, you learn new things.
Does social media help you during the adaptation process? How?	It does quite a lot. I mean I mentioned this earlier that we're in the technology time, in the era of technology and it's 21st Century. So, everything somehow related with social media in a way to be in a situation where you actually can communicate people from all around the world with the help of it. So, yes, it does, definitely.
In your opinion, what is the role of social media during your adaptation process?	It's actually a middle man in a way that… It's something like… It's a middle man where you, through that, you get to connect with people. IT's as simple as that. (It's a platform?) Ya, it's a platform. Like Facebook, the motto or if I'm not mistaken, the theme of Facebook is to getting people connected in the way or stuffs. So, based on that, I think yes, social media is one of the major that we're highly dependent on it.
What are the knowledges that you gain when study abroad?	First of all is that, I mean, for international students, we came here to study and to make our parents proud at the end of the day. So, it comes to that. So, what we've learnt is that, when we're away from home, we tend to be at times getting distracted and trapped by a lot of things. But, in a nutshell I would say that, the knowledge that I gain is that to discipline yourself to be a person that who can achieve the goal of the life and to make your parents and your loves one happy and be proud of you.

Will you suggest your friend to further their study at Malaysia?	Ya, I mean obviously. Malaysia is a really beautiful country and if they can really adapt well with the culture, people, foods especially. And, yeah, the weather is pretty much ok, I would say. If anyone from Asia, the weather is pretty much ok. Even if you're from the Western countries, yes, at times perhaps the heat might really give you a little bit of trouble. But as time goes by, things will get well.
Do you think you have successfully adapted or poorly adapted to this new environment?	Well, I mean I think I need to thank God. First of all is that, yes, I did adapt to this place really well. I mean in every way and in every scenario. So, I mean I really love this country. But obviously, my country is first and foremost. But right after that, if I have to suggest or if I have to recommend anyone to study or to stay or to shift down. I'll recommend not other than Malaysia

6.9 Interview Transcription: Mosharrof Hosen Jony_Bangladesh

May I know what is your name?	Mosharrof Hosen Jony
How old are you?	28
Which course are you study in UTAR?	Faculty of Business and Finance PHD (QRMM) Quantity and Quality Research Methodology.
So currently is year?	Year 1 Semester 3
Nationality	Bangladesh
Religion	Islam
What is your native language?	Bengali
How long have you lived in Malaysia?	4 years.
Why did you choose to study aboard instead of staying at native country?	Well, actually I have a passionate for my background is like a finance. Then the finance have the new invention like Islamic finance. Islamic finances is only giving a, the main hub is in Malaysia. That time I was come to Malaysia because of that Islamic Finance. I was awarded a scholarship by the bank negara so I come here for the Islamic Finance.
Why did you choose UTAR?	Actually I have applied by the top university like UM. I also apply for UTAR. To be honest, both are offered me a scholarship but UTAR is more than others so I choose UTAR.

What was your first impression towards UTAR?	Campus is very beautiful and the students are very cooperative. Teachers are very helpful. My first impression towards UTAR is good.
How do you describe your personal and studying experiences in Malaysia?	Is was like my two journey my master journey and now my PHD journey. The master journey I would said is stressful, because when I come in Malaysia it is not easy for me to cop up with the new environment. For the UTAR journey, it was like a bit ok. Like I have been here for 4 years, I felt like everything is not new. It was like usual for me.
Do you face any difficulties when you first come to Malaysia?	When I was first come to Malaysia I was in KL. The KL life was like difficult because environment totally new. My previous university is very top because it is like in Malaysia they have the top 5 business school that university is the one of them. Their expectation was so high and their studies totally different from my previous experiences. My bachelor degree I didn't not have any discussion variance My master is totally different from the research that's why I need to learn all the new technics and new research. It was so tough during that time.
Do you feel stress when you try to adapt yourself in new environment?	When you first came to that country you are not familiar with that. They speaking very differently even though you are speaking in English but when you are first come to here you are feel shy to talk with people. When you come alone and you don't know how to talk with people that time.

In your opinion, what factors caused you feel stress?	Environmental, because I still remember when I first come to Malaysia I got a sick. Our weather and Malaysia were totally different and get fever. It was totally terrible that time.
How do you overcome acculturative stress during your adaptation process?	When the things happen, then automatically I will felt ok. It was like sub conscious I would said.
What kind of resources would you prefer when you are coping with the stress and the new environment?	That time I didn't have many friends when I first time come here. I spend s lot of time with my families because I always missing them. I talk through them and there's the way I release my stress. Homesickness of cause, like the human being but we can manage in some way. I change my thinking like I come here for study when I finished I'll back home again.
What are the differences between Malaysia's culture and your religion country's culture?	A lot of different. Like the breakfast is totally different we don't eat nasi lemak at the early morning. We are not used to eat nasi lemak with a lot of things like peanut. We eat bread most of the time. When I go outside the restaurant the food is not suitable for us. I couldn't eat the outside food. I don't have the time to cook also because that time I was rushing my study. Mostly I eat the fast food. We didn't have communication problem or language barrier because the time I was in KL most of them are speaking English.

	If you go outside for buying something they also speak English so that is not difficult for me.
Do the culture or practices of Malaysia change the way that you behave?	I didn't realize any differences.
Do you have any behavior changes of yourself? Any positive or negative changes occurred to you?	I didn't get any affected.
Do you have any personal negative experiences while adapting to the new environment?	When I first time came here like we have also friends. Malaysian Chinese people are less, because Islamic finance is mostly the Muslim students there. That time we have the Malaysian students mostly are Malay. Not discrimination but they always make a group for their friends only. Malaysian people always group with their own friends and speak their own language. They don't want like form groups with other nationality people. (Did you meet same situation in UTAR?) So far UTAR is good for me because I already adapted to the culture of UTAR. It was quite favourable for me.
Do the personal negative experiences that you undergo have	Previously of cause it will affected but that time I some how manage it because we have a lot of international students then I could manage with the other international students. That's why I didn't feel any difficulties even though local people like to have their own groups.

any impact in your adaptation process?	(Because you won't feel alone, you can make friend with other international students.) Yaya, correct.
What social media have you used?	Facebook mostly. Instagram. Whatsapp Linkedin, Telegram
What is the purpose of using social media?	Social media makes our life very convenience like we use it for calling and share a lot of things. Everything we can share is convenience for us. It makes our life more comfortable.
Will you use social media to establish relationship with local students?	Actually, I think in Facebook I have a lot of Malaysian friends. I could not meet them, but when you write somethings they will comment it. Which mean we are friends in social media.
What is the main challenge when you start socializing with the local students using social media?	I think my friend not writing in short form way, but my supervisor write in that way. It would be difficult for me to understand. Maybe they were busy they couldn't write in a full format so sometimes they use this. But in the end I learn, previously I was so difficult to understand. Is ok is good for me also I learn new thing.
Does social media help you during the adaptation process? How?	Without social media we cannot socialize.
In your opinion, what is the role of social media during	As a communication media. We survive without a meal but we cannot survive without social media.

your adaptation process?	
What are the knowledges that you gain when study aboard?	To be honest, when we are here we get something better than our country. In my country there is also have very good university and brilliant students. I am here like get a offered letter to comes here and getting scholarship, this was really attracting me to come here. For the Malaysia it is the trend to become Asia educational hub that means offer a lot of scholarship. Trend to improve educational system and quality.
Will you suggest your friend to further their study at Malaysia?	Definitely I will do that but those they really want they will find out for themselves.
Do you think you have successfully adapted or poorly adapted to this new environment?	Of cause I did. Because if I didn't adapted successfully how can I survive here.

6.10 Interview Transcription: Naomi Azraee-Rattananont_America

May I know what is your name?	Naomi Azraee-Rattananont
How old are you?	23.
Which course are you study in UTAR?	FICT Business Information System
So currently is year?	Year3Sem2.
Nationality	American.
Religion	Agnostic.
What is your native language?	English.
How long have you lived in Malaysia?	About 15 years.
Why did you choose to study aboard instead of staying at native country?	My dad is Malaysian so we moved back here.
Why did you choose Malaysia?	My dad is Malaysian so we moved back here.
Why did you choose UTAR? Since there are so many universities we can found in Malaysia?	UTAR have the cheapest international student fees like compare to KL and UTP as well. That's why I choose UTAR.

What was your first impression towards UTAR?	I guess the culture shock because the majority are Chinese people here and my entire childhood was in international school. We didn't have any language barrier.
How do you describe your personal and studying experiences in Malaysia?	I think is alright. They defiantly more study oriented than in America. That's all.
Do you face any difficulties when you first come to Malaysia?	Ya, because I only know English. All the different languages I tried to learn it but quite headache I guess. Even I can only understand a bit Malay.
Do you feel stress when you try to adapt yourself in new environment?	Not really. Because I just accept it like some sort of challenges that you have to overcome in you life. So, is trouble but alright not extremely stressful. (How about the stress of academic or relationship with you friend?) Not really but slightly in academic like we have to do group work is a little bit stressful when my groupmates not really want to communicate with me. They speak in Chinese and I can't really complaint because there's you native language. I cannot force you to speak English.
In your opinion, what factors caused you feel stress?	I think it would be deadline for the academic stuff.
How do you overcome	I think at first I was kind of

acculturative stress during your adaptation process?	You have to accept it everyone will be speaking different languages. Just to choose see whether they can be accommodating to you.
What kind of resources would you prefer when you are coping with the stress and the new environment?	I talk a lot to my family members and then other will be my friend.
What are the differences between Malaysia's culture and your religion country's culture?	I think the culture shock is probably because one is the languages. The other things is you guys have a lot of different cultures and beliefs I would said the people here are quiet than the America. But there's come cases different when you guys are actually more friendly than general American. Like they will friendly but they will keep the distance but here it like you are now my family we must get along together. So, it a little bit different.
Do the culture or practices of Malaysia change the way that you behave?	Ya, definitely because after that I realized that there's like Malay, Chinese and Indian people. They all behave very differently. When you interact with them you have to take into consideration like their religion beliefs or how they would normally act. Like Chinese people when they have celebration they will openly invite you over. In American we don't do that unless you are like direct family. We don't talk topic like people here don't open discuss.
Do you have any behavior changes of yourself? Any	I think I became more open minded. I accepting others people differences.

positive or negative changes occurred to you?	Not being so upset but I can understand whatever I want to saying is like is in learning process.
Do you have any personal negative experiences while adapting to the new environment?	Because when I came here everyone think I was Chinese. So they just like talk to me directly by using Chinese. I was like no I speak English and they was like oh where are you from. Then they never speak to me again. They won't talk to people when they know you are foreign student. They think their English is bad so they run away.
Do the personal negative experiences that you undergo have any impact in your adaptation process?	I think in a while I felt a little bit depress because everyone I approach with not like reciprocate. But after that I find out if they don't want talk to you, you just find other people. Is not worth in spending your time on the person keep rejecting you. So, just move on and find people who will talk to you.
What social media have you used?	Facebook and Whatsapp
What is the purpose of using social media?	I need to keep updated to the facts. Whatsapp is the main matter of group communication.
Will you use social media to establish relationship with local students?	Ya, there's a lot of people who talk to me through Facebook. But there's a problem they only talk to me through Facebook and they don't really wan to talk with me in real life.
What is the main challenge when you start socializing with the local	I think sometimes you guys use short form that I don't understand. There's like the "bah" "lah" and I was like what does it mean.

students using social media?	
Does social media help you during the adaptation process? How?	Ya, because I communicating through online I can use google translate. I not directly be there and I'll like ok I understand that word write in Malay word.
In your opinion, what is the role of social media during your adaptation process?	You can learn really how people interact here.
What are the knowledges that you gain when study aboard?	Differences culture experiences and I guess I was explore to the variety of people. Not only do they speak on average 3 different languages they also can switch like how they interact with different people. I think that was amazing
Will you suggest your friend to further their study at Malaysia?	Yes, I will. Basically, in American we were in like a small bubble, we only believe everyone speak English. Comin here is really amazing, we would experience different people with different culture.
Do you think you have successfully adapted or poorly adapted to this new environment?	I think I still in the process of adapting but I think in some way in future I can get better.

6.11 Interview Transcription: Illies_Algeria

Name	Ilies Bouchikhi
Age	22
Gender	Male
Faculty	Faculty of Science
Course	Bachelor of Science (Hons) Biotechnology
Year_Semester_	Year 3 Semester 3
Education Level	Degree
Nationality	Algeria
Religion	Muslim
Native Language	English (French, Arabic)
How long have you lived in Malaysia?	I've been here since 2012, so 7 years. This is my 7th year
Do you go back to your country?	I was just there in this sem break, back in Algeria in December.
Not going back to America?	Because personally I have the visit to go back to America but there is no reason for me to want to. Even though I grow up there, my friends are there, I don't really feel motivated. For me family is more important than friends. I would rather be with my family in Algeria rather than just go to see my friends for one or two weeks.
Why did you choose to study abroad instead of staying at Algeria? Because you said family is more important for you.	I agreed with that. But I also have to look out for myself. There is not many opportunities in Algeria. If you want to do business, it is fine. But if you want to have an education, education really doesn't matter there because it's more statis. If your dad is something special, you can always get a better job.

	So I would rather go somewhere where I can work for myself and earn everything myself.
So, Malaysia is your choice?	My father studied here in the 90's. So, he recommended this country to me. And then he moved here in 2011, so he asked me to come in 2012. My entire family moved here, and we've been here.
So, where do you live here?	In Kuala Lumpur.
So, why UTAR?	This was actually a complicated situation. (Because we have a lot of university here.) Ya, so… my parents are teachers. (Oh. Lecture?) My mom is a professor, my father is a consultant. So he has a little thing that he does. But both of them have ties to the universtities. My father is tied to UIA IIUM, my mom is tied to UM. So, what I want it is to stay far away from them. Because I don't want people to said: Oh, your parents help you. Because when I was here during high school, my mom was teaching at international school. I can get in top of the class. Everyone will say your mom gives you the answers. I said, you know what, I'm gonna go somewhere else's, succeed, no one can say anything. And also UTAT has good reputation as well for very reasonable price. I'm not going to go and spend the crazy amount of money on studies that I can be doing in the UK or US while I'm sitting in Malaysia.

What was your first impression towards UTAR?	What did I get myself into?
	(Why?)
	I just arrived in UTAR for my first time on the train.
	And you know that view at the train station is not a nice view.
	It's quite depressive.
	(It's worst if you took a bus, have you taken a bus before?)
	I understand, I have taken a bus before.
	The view is awfulble, when you reach the cities still, but the train station is death, there's nothing there.
	And I was the only one who got off of my stop in Kampar.
	So, I was like, oh, I made a mistake coming here.
	(So, you came here alone?)
	I came alone.
	No, I didn't know anyone, I didn't know anything.
	(Your family members?)
	My family members said go do it yourself.
	My father is a man who valued independence, told me, go do it on your own.
	(So, will you think like why I am here because Kampar is very "kampung".)
	It was worse than Kampung, I thought it wad dead city, to be honest.
	I thought there was no one.
	I was really worry about.
	When I got on the bus and I enter, it was like ok at least I see buildings.
How do you describe your personal and studying experiences in Malaysia compare	So, I don't like it.
	I'm not going to lie.
	Because it is very result based.
	I don't agree with that.

to Algeria or America?	I believe if someone puts in the work, you should also grade in the work that he does.
	And, to be honest, in the United States, I was a A-honoured students all the time.
	When I came to Malaysia, I did my IGCAC and A-Levels.
	I found that I didn't score as well, and I always ask my lectures why didn't I score well.
	Because your answer wasn't exact to the marking scheme, and I would not appreciate that.
	So, I always had a problem with them, mentality, where everything has to at here to the marking scheme rather then you can think outside of the box and present a different answer.
Do you faced any difficulties when you first come to Malaysia?	When I first came to Malaysia, I almost passed off because of the humidity.
	(Why?)
	I literally got off the plane, I'm walking out to outside to get a taxi to go to my uncle's house.
	And as soon I go outside, the air, I couldn't breathe, almost couldn't breathe.
	It was really heavy the air.
	Because in Algeria, it's very dry and very cold.
	Cool, it's cool.
	The heat and the humidity almost make me blank out.
	(So, it's the weather?)
	The weather is really though, but I've grown to like it.
	I hate cold weather.
	I don't like humidity, but I can live with the humidity more rather than the cold weather.
Do you feel stress when you first come	Malaysia I was stress, because I was 15, I didn't know anyone.

to Malaysia or UTAR?	I only had my brother, sister and you know that age you don't like your family, at 15.
	So, I had no one really to converse with, it wasn't really that nice in beginning, but eventually I got over it.
	But UTAR, UTAR I was already maturing, and I was trying to experience life on my own.
	And, just doing the laundry, dishes that's stress me out.
	Just the simple things your mom will always do for you; your dad will always do for you, paying bills.
	All these things started to stress me out.
	Being an adult.
	(Like you have to deal with you own money?)
	Ya, it was really tough.
	I finish my first monthly allowance in four days when I was here.
	My first time, four days.
	My parents give me a one-month allowance, I finish it in four days when I came here for the first day.
	(How did you do that?)
	I was immature.
	You know, it's the first time.
	(How to do that in Kampar?)
	I don't like to stay in Kampar.
	I like to go out.
	I went to Ipoh, and the problem is I grab to Ipoh.
	(You grab to Ipoh?)
	Ya, no one told me there was a bus.
In your opinion, what factors cause you to feel stress?	Loneliness I think will be the first one.
	(Because you don't have friends?)
	Not that I don't have friends.
	Is that I'm quite introverted.

	I'm a social person if I'm in a social background, but I'm never the one to initiate.
	People initiate me, I don't really initiate out there.
	Even when I want to text someone, I'm never the initiator, I'm always the replier, just my personality.
	So, my personality puts me in some pragmatic situations, but also it's just the forceful maturity, like I has to be mature faster than I would normally been.
	I'm on my own.
	My parents are not going to help me.
	They told me straight up, we are not going to help you.
	We'll going to help you what we need to do, we're going pay your bills, we're going give you room, board and food and that's all, you gonna do it yourself.
So, how do you overcome this stress during your adaptation process?	I never work in it.
	I'm still stress out.
	(So, you still can't adapt to this new environment?)
	Right now, the study is still stressing me out.
	The result-based studying, but I've grown to accommodate.
	Like ok if they want the result, I'll provide the result; if they want me to memorise, I'll memorise.
	Just get the grade, and after I go, I can get whatever I want to do.
	But, loneliness, of course you need to meet some people
	My sister now lives with me so that's the huger live.
	At least now she's here, I can take care of her and she takes care of me.
	It's, you know, at least you're not too lonely while you're here.
	So, the stress now is reduced, because now I have someone always reporting me to my parents.

So, I have to study, if I don't study, my sister will call my mom, he's not studying, and I have to go back to study.

(So, maybe academic performance is also one of the stress?)

Ya, I messed up on a pre-requisite and that has been the source of stressful for a really long time.

(Is it because you don't have to take pre-requisite in Algeria or America?)

No, you do have to take a pre-requisite, but the type of class it is, is very general and you can study it on your own.

It's not like here.

(No need to go to a lecture class?)

Ya, if you come here, if you don't go to a lecture class, you're not going to score.

(You'll "die"?)

Ya, exactly, you cannot study on your own.

Because the lectures will give you sort of extra information, they don't provide everything, that's a bit unfair on that part.

Because sometimes they provide the information in Chinese or Malay or in Tamil.

And I'm sitting down there, just…

(So, will you feel like offensive?)

Oh, I don't feel offended, I just feel I need to learn those language.

I'm in their country, I need to learn.

Because that's how the situation is, people are more comfortable in their native tongue.

If I have question, because I have a few friends of different background in my class, I'll be: Hey, what did she said?

It's my fault, I don't know the language, it's not their fault

I came here for 7 years, I should have learnt it by now, right.

	They should be more understanding, I agree with that but I, I was here for 7 years, I should have learnt by now, at least a few things.
	(So, how was your Bahasa Malaysia, Chinese?)
	Boleh cakap Bahasa Melayu.
	I can speak Malay, that's not a problem, 7 years.
	But my Chinese, "siao", just a little bit.
	("siao"?)
	Small.
	I've a couple Cantonese friends.
	So, I can like, when they're talking, I can get what they're trying to say just by the context of the conversation.
	But I cannot really reply, I only know a few bad words.
What kind of resources would you prefer when you are coping with the stress in the new environment? Family members?	I blame UTAR.
	Basically, International Department, when it comes to the exchange students, they're very careful with them.
	They take care of them in a very special way.
	But the one that come here and study for three years, will stuck here.
	So, they don't take care of us.
	So, they treat us kind of, as indispensable.
	They don't really care about us.
	They don't understand that, we're in the situation where we left our family and friends and everything we know behind.
	Like, I've been here for UTAR for 3 years.
	I've only had one international student event where all the international students sat together and that was in my first semester.
	After that, if I meet the students, I meet them on my own.
	It's impossible for me to meet them in an event where it's specially designated for us.

	(So, no event since your first trimester?)
	Ya, and also the SRC, our international representative, I've never met him before.
	(It's a her right?)
	No, she already graduates.
	It's umm Yin Qiang.
	It's a Chinese student.
	I've never met him before, how am I going to tell him about some of the issues I have, etc.
	It's not fair, we never had a situation where we could all sit and vote on who should be our representative or anything like that.
	So, how are we supposed to know how our voices would be heard?
	It's just example of what of the top of my head.
	(So, UTAR treat you all like local students?)
	While we're not local students, that's the issue, exactly.
	Other universities they have events and situations where they can cope and everything like that.
	UTAR don't have.
	I have an example of one exchange student actually who came here, he was an Amsterdam.
	The week before he came to Malaysia, and I'm not sure if, you know what they do in Amsterdam, but it's an illegal thing here in Malaysia.
	So, if they find traces of this illegal thing in your urine, they will not give you the Visa.
	This exchange student had help from everywhere.
	While students, like who come here to study permanently, they take their deposit and just tell them you cannot study here.
	Like that, so, it's quite unfair.

	(So, the resources you prefer to cope with the stresses?)
	Some help from the university, that's all in literally, to be honest.
	(But the university can't help you much?)
	They have a department for us, but they don't really do much, that's the issue.
	They only help put the official on legal issues.
	They don't really do anything else.
	(So, how about family members or ethnic community?)
	I have the ethnic community here, but I do not like them.
	I'm going to be very straightforward.
	Their mentality is to backward, it's not in the situation where I would like to approve.
	So, if I associate with myself to them, it's just a hi-bye bases.
	Because, I'm not sure if you know, the mid of perception of Arabic people is incorrect.
	But we're very hard-headed and stubborn people, and I don't really like that, I'm very go-to-flow.
	So, I don't like to surround myself with too many people of ethnic community.
	And also, the point of view is, I came to Malaysia, I need to associate myself with the locals here.
	Which would be better for me, in case I want to work here.
	So, I have to know the people before I stay in the country.
	(So, how about your family members and friends here?)
	My Malaysian friends are pieces of weird, they are very interesting people.
	But, they're fun, they help me out a lot.
	My family helps me a lot as well.
	They're always there for me if I am bringing they anything.

	They're just in KL, it's just a 2 hours' drive if I need to go there.
	So, everything it's quite ok now.
What are the differences between Malaysia's culture and your origin country's culture?	So, Algeria is a country where there are two majority races.
	The Arabs and the Berbers.
	Luckily, my mom is half Berber; my father is full Arab.
	So, I have roots in everything.
	And their cultures are not too different.
	So, if you see a Berber and you see an Arab, they're not particularly that different in practice and everything like that.
	But, when you come to Malaysia, there are so many different cultures, so many different religions, so many different ethnicities.
	You're afraid of saying something that can offend the group of people.
	So, you have to walk quite threatfully.
	While in Algeria, if I say something, I can say it not for each.
	If I really have something to say, I'll say it, and no one will look at me twice.
	But if I said something here, I'll be burned alive because of the: oh, you're not being politically correct, you're speaking else, sort of things.
	(So, do you experience culture shock?)
	YA, I could say that.
	I couldn't understand Malaysian speaking English for the first year I was here.
	(The slang?)
	No, the English, just the English I couldn't understand, the accent.
	I really couldn't understand.
	(Even though you know how to speak English?)

	Yeah, what they're trying to say.
	(So, it's the language problem?)
	Yeah, so when I was in my international school when I first arrived, I was quite racist.
	That I don't really associate myself with Malaysian students, I just associate myself with the Europeans and Americans students.
	But then after I matured and started to get acclimated to the people I start to associate with them.
	(So, the problem is people here we will speak indirectly, we won't speak out our own mind?)
	Exactly, very passive aggressive, Malaysia people.
	This is the exchange student that was thinking of by the way when we were talking.
	Like you really can't talk, you can't say anything because you're afraid you may say something that's incorrect.
	And you may get in trouble for it.
Do the culture or practices of Malaysia change the way you behave?	(Like you start to speak indirectly?)
	I can, if I want to.
	If I want to be very passive aggressive, I could talk passively and aggressively, but I found I calm down a little bit.
	When I was younger, I was really like, wild.
	I did a lot of things without thinking.
	But, nowadays, I used to like think, because especially now I'm a foreigner.
	My Visa actually also depends on my behaviour in the country.
	If I have police report on me, anything filed, I can get in trouble.
	So, it's better sometimes to just being alone, stay quiet.

	And, I just learn, it's better to shut up once in a while and just listen.
	(So, you have change yourself from a person who like to talk and now you would tend to keep quiet, even in school?)
	Oh, in school I don't talk at all.
	I'm just in and out.
	I go inside, listen, and leave, I don't talk.
	(How about friends?)
	I have one friend in my entire faculty only.
	I don't talk to any one else, except for him.
	(Is your assignment solely individual work?)
	No, it's group.
	(How about group discussion?)
	They distribute the part to me, that's it.
	I do, and I finish it.
	(So, you didn't attend any group discussion?)
	Oh, I never went to group discussion ever since I was in the university.
	Sometimes I'll tell them, just don't invite me, I'll do the entire assignment myself.
	That's how I am.
Do you have any behaviour changes in yourself? Any positive or negative changes occurred to you?	It's positive, I mean if you're quiet, they can't say something that can get you hurt.
	But if you talk too much, you can get in trouble.
	So, I appreciate the fact that I've calm down and being matured, learn how to control myself.
	(So, you keep quiet is to protect yourself?)
	Of course, yes.
	That's the most important person to me, myself
Do you have any personal negative	Oh, a lot.
	(Really?)

experiences while adapting to the new environment? Like prejudice or discrimination?	A lot.
	Just last week, to be honest I was quite discriminated in my own class.
	So, the point is my lecture got really upset at my class.
	It's true that I'm not really friendly with anyone in my faculty.
	They say hi to me, I'll say hi and bye.
	So, my friend wasn't in the same class with me, different practical.
	And everyone was already in groups.
	Because in this class you need group.
	I din;t have group.
	The lecture asked me, do you have group?
	I said, I don't have.
	And he said, who's going to take him.
	Nobody spokes.
	And then everyone starts trying to deflect me and I was just quietly sitting there, feeling offended.
	But my lecture did it for me.
	He was screaming at them for, he was saying this is why a lot of foreigners don't want to come to UTAR because people will treat them like this.
	My lectures treat me all well.
	But the students don't treat me well.
	I have a lot of people calling me a Fuck Boy, here in UTAR.
	And I don't know what I did with this and that.
	If someone says hi to me, I will entertain the conversation, that's it.
	But I guess some people they're very negative and they always assume things about other groups people.

	So, I'm just quiet, just don't get myself involve and don't retaliate.
	(Is it because you don't open yourself to them, so they think you're like, weird?)
	They don't think I'm weird, they just think I'm very antisocial.
	(Because you didn't open yourself to them?)
	I have very close friends here in Kampar, that I'm very close to them.
	But they made the first move.
	They help me out a lot.
	And for me, it takes me a while to be comfortable with the group of people.
	To be honest, I have in Kampar maybe around 10 really people I would called "friends".
	Like I would go out and help them if I had to.
	Other people, oh I'm sorry, I'm busy, I won't help you, that's how I am.
	(Is it because other people didn't put initiative to know you, so you didn't consider them as friend?)
	Exactly, it's their loss.
	I'm unique, you're not going to find me everywhere in Malaysia.
Do the personal negative experiences that you undergo have ay impact on your adaptation process?	When I was here, I had anger management issue.
	So, when someone said something I really don't like, I may explode.
	So, I used to use to fight when I was a kid, a lot.
	But, now I learn how to hold myself back a lot.
	Just quietly, turn it off your chick and just don't bother.
	Well, sticks and stones can break my bones, but words will never hurt me.

During the adaptation process, you will need to get information, communicate, so what social media will you normally use?	Malaysians like Facebook, so I guess it was Facebook for me. (How about WhatsApp, Instagram?) WhatsApp? I don't give my phone number to a lot of people. I don't like people calling me and annoying me. (So, it's just Facebook?) Facebook, Instagram. I have an Instagram, generally open for everyone. But I find Malaysians like Facebook way more than they like any other social media platform. (So, you use Facebook because Malaysians use Facebook a lot?) Yeah. (So, this is the reason?) Personally, if it wasn't for the fact Malaysians use Facebook, I would usually just use my Facebook for login, that's it. Sign in for Facebook, that's it. I wouldn't use it for anything else. And also, Messenger actually helps a lot. Facebook Messenger. So, if anyone needs anything, they usually find me through Facebook and that's it. (So, you don't need to use WhatsApp?) Ya, don't need. I don't like. Like my phone number is personal. Anyone who has my phone number is either really close friends or family.
What is the purpose of using?	Communication. Getting some information about things. Trying to get some travel destinations.

Try to go somewhere, see something.

Because I'm here.

So, I might go to see it all before I have to say goodbye to the country eventually.

(So, how many states have you been to?)

All.

I've been to everywhere.

I don't like to sit still.

(So, how do you find Malaysia?)

Malaysia is beautiful, I'm not going to lie.

It's a beautiful country, but you guys need to work on your infrastructure.

There are some places like, it's not fair.

Example, KL, Penang and Johor Bahru are so much more advance than other cities.

That's not a fair thing.

Like if you go to Kuantan and Ipoh, they are way behind than Penang and KL.

(But Ipoh is much better than Kuantan, is it?)

More or less.

Because I go to Ipoh more; I have only been to Kuantan two times.

Kuantan is awful, I'm not going to like Kuantan.

It was awful.

I was looking for a 7-11, I couldn't find one for four hours.

And it was Kota Bahru, I was in Kota Bahru.

It was awful, I don't like it there.

I went there to volunteer, to help when they have a flood.

I said, I will not come back for vacation.

(So, which state do you like the most?)

Perak.

	I like Perak.
	Because it's in the middle of everything.
	If I want to go to Penang, I can be there in 3 hours; when I want to go to KL, I can be there in 2 hours; if I want to go to Singapore, I can just fly there in 1 hour.
	It's in the middle of everything, anywhere I want to go I can go.
	(So, you like Perak the most?)
	Yeah, because I don't like big city.
	I really don't like.
	My growth of my entire life in big cities.
	Huston, KL, I don't want any more.
	It's too loud.
	So, I would rather be in a place where it's a bit quiet, but if I need the excess to the city, I can be there within an hour.
Will you use social media to establish relationship with local students?	Oh, definitely.
	I told you, my friends have something.
	They're group of idiots, that's what I can said.
	When I'm on idiot with them, they bring out the best from me.
	They make me enjoy my time.
	They actually just surprise me that we're going to Cameron Highlands tomorrow morning.
	That's why I said we need to do it today.
	They surprise me this morning that, hey, pack your bags, we're going to Cameron tomorrow.
	So, they're very spontaneous, they're fun to be around.
	And, you know, they make me enjoy my time.
	(So, Facebook really helps you a lot?)
	Yeah, all my groups with them are on Facebook Messenger.
	They all have my phone number.

	But they know, if you call me, and it's not a issue, I'll meet the up probably.
What is the main challenge when you start socializing with the local students using social media?	In general, the main challenge when I'm conversing is, when I'm talking for example right. Let's say, it's me and you have a group of friends, right? I go to say hi to you, right? Hi Hui Wen, nice to meet you, how's your FYP going? All your friends will be sitting here, talking in Chinese quickly and then they will be asking you questions in Chinese and you have to respond to them. And I'm standing there awkwardly, while you guys are having excite discussion in Chinese. You know what I mean? This is my main challenge in conversing over all. While if it's online, it's pretty easy, to be honest. Especially with the one I want to have conversation. If they tell me, yo, you wanna go yamcha? I'll like, alright, I'll see you later. So, it's just a matter of, you have to have time and you have to socialize with the locals to understand their personality and their speaking, tones and everything. (So, they are not understanding as why they speak Chinese when they know you're in the group?) Hmm, exactly. No no no, it's me. That's why I try to stay far away from people and if I see people, I would like, I'm not going to say hi. I don't need to be standing there for another 10 minutes while they're having excite conversation in Chinese. It's not worth it.

	And also, I find Malaysian University students to be like middle school students.
	They're all very childish.
	So, if I say hi to a female, they all assume I like her.
	I had a friend who already drop down of my course, I've got along with her pretty well.
	I always use to wear jacket, in class.
	Because it's cold in the class.
	So, I told you I don't like the cold.
	So, I'm wearing the jacket and she ask me to give her my jacket.
	She's like, I'm cold, can I get you jacket.
	I was like, sure, take it.
	Everyone in the class assumes we're dating for like two months.
	I was like, I can't do with this.
Does social media help you during the adaptation process? How?	Yeah, it makes it easier for communication.
	So, I don't like people calling me, I'm very private.
	When I'm in my room, I don't like too much communication, I like to be relaxing.
	But social media help people, like whenever they need to send me a message.
	I can look to the message, for example, I've messages that I'm looking at since 2:44pm and I don't want to reply it.
	I don't have to open, I can just wait until I ready to answer.
	(So, it's helping you in communication?)
	Exactly.
	(Instead of entertainment, getting information?)
	Entertainment I just Net Flix.
	Because literally, I don't want to socialize with people.
	If I stay home, I can keep watching what I need to watch.

	(So, how about getting information?)
	Getting information, I can go Google.
	(Online newspapers?)
	Ya, I don't really need to ask people for things.
	I can just Google and get the information.
	(How about knowing your friend's' life?)
	I don't care.
	I'll Google what is Chinese New Year and what you guys doing for Chinese New Year.
	I need my red packets, I tell my friends.
In your opinion, what is the role of social media during your adaptation process?	It helps a lot with communication and bridging some gaps when it came to conversations. So, if someone really want to ask me a question, they could pm me very quick rather than having to meet me, sitting down, lit up to the question.
What are the knowledges that you gain when study abroad?	You learn how to deal with the different group and mentality of people. Because, no countries are the same. Everyone has different history, has different sensitivity levels. For example, when I went to Algeria last time, this December. I found, I can say whatever I wanted to say, without offending anyone. I really enjoy that, because that's my personality, deep down. But while I'm here, there's something I have to be quiet about; something that I cannot say. You know, you have to be very careful. So, I guess when you're in a different place, you will learn the mentality of the people and you will be able to adapt to the people as well.

Will you suggest your friend to further their study at Malaysia?	My sister is with me; my cousin is coming.
	I have friends who will coming also to work here.
	I recommend Malaysia for everyone.
	I actually love Malaysia, not going to lie.
	(Why? What's good about Malaysia?)
	You Malaysians always complain about the money issue.
	There's no money; there's no opportunities.
	I agree with that to the extend.
	But, you guys have a better than a lot of other people.
	You guys do have to understand that.
	Malaysians always: Australia is better than us.
	Yeah, they are.
	But, you're better than this guy over there, you're better than Thailand, you're better than Myanmar, You're better than Vietnam.
	So, you guys should always be contempt of what you have.
	I find Malaysians are never contempt.
	Everyone wants to drive a BMW; everyone wants to have a Rolex…
	I agree, those are nice things to have.
	But, life is more about other things than just the material things.
	(How about the culture? As Malaysia is a multicultural country.)
	Oh, public holiday every month.
	I love that!
	The public holiday every month…
	(So, it' just because of the public holiday in Malaysia?)
	No, but the multicultural affects that.
	Even the Sultan win the football; and the next day is the Sultan's birthday.

	I was happy, that was a lot for a weekend!
	We had Friday off, we had Monday and Tuesday off.
	It's amazing, for me.
	(So, you don't have so many public holidays in Algeria?)
	No, we got Raya and National Day, that' s it.
	(How about New Year?)
	New Year? Nothing.
	New year is, come to work, there's no class.
	That's it.
	New Year, come to work, get your 4 percent raise and go back.
	That's how it is.
	(So, you think Malaysia is great with those public holidays?)
	It's great with everything, to be honest.
	It is just, people don't seem to understand where they're lucky and where they're not lucky.
	So, that's the issue.
Do you think you have successfully or poorly adapted to this Malaysia?	No.
	(You're poorly adapted?)
	I'm quite comfortable in here.
	But the issue is, I'll never adapt to the looks that people give me whenever I'm walking in the campus or anything.
	They'll always stare at me, like that.
	I don't like it.
	I don't like being stared at.
	I like to, just be in the background and then go back home, do what I need to do.

6.11 Interview Transcription: Nguyen Trong Song Dao _Vietnam

Name	Nguyen Trong Song Dao / Billy
Gender	Male
Faculty	Faculty of Science
Course	Logistics Year 3 Semester 1
Education Level	Bachelor's Degree
Nationality	Vietnam
Religion	No Religion, but family is followed Buddhist.
Native Language	Vietnamese, but I feel very comfortable with English as it is our second language that we have studied in Vietnam.
How long have you lived in Malaysia?	2 and half years.
Why did you choose to study abroad instead of staying at native country?	There are many reasons. (Maybe you can share your story to us.) First I want to mention is about the environment. In my country, the university is most stay in one area. They have the university area. It is not university building all around the country but stay in a big city. So the environment there is getting more and more crowded. And it is not really suitable for studying. And it is too much outside distracting. The education there, I think is keep updating, but it's still a problem. Lacking of expertise. Their studying is mainly still in Vietnamese, so after my graduation, it is hard to apply to work abroad. (So you wish to work abroad after you graduate?) Yeah. I want to work abroad.

	(Where you would like to work abroad?)
	Right now maybe is Malaysia.
	I try to learn more about your country business and other.
	(You would like to stay in Malaysia to continue working?)
	Yeah.
	(So do you like Malaysia?)
	Yeah, I like it.
Why did you choose Malaysia to study?	Before I come, my sister have used to work here.
	She worked at KL.
	At first, I just visiting her, and go around Malaysia for travelling.
	I like travelling.
	I like Malaysia at first.
	Then my sister introduce me to study here.
	She said the environment is better.
	(When you start to know Malaysia?)
	I think it was four years ago, about 2015.
	I know about here but when I start to consider to study here, is about 2017
	(You just knew Malaysia from your sister or you have done any research?)
	Mainly is from my sister as I visit her before, and start to travel around Malaysia.
	And the research, yes, but it is when I start to study here.
	(Do your sister introduce to you regarding Malaysia is a multicultural country?)
	Yes.
	(How do you think about multicultural country? Does it have any different compare to your own country?)
	Yes, really different.
	We have different ethnics, the main ethnics is still same.

	And we have one main culture, it is not diversity like Malaysia.
	At here, you have three big races.
	The occasion, festival, ceremony of different cultures is still keeping like not only focus on one culture.
	Everything is quite equal.
	I think is interesting that you can approach many cultures at once in one country.
	It's like I travelling to three country in the same time.
	(Before you know the details of Malaysia, how was your impression towards Malaysia?)
	Before I just knew about it. It is an Asia country and different from our ethnics.
	Basically that's all.
Why did you choose UTAR to further your study?	First, I searching for course.
	Before I entering UTAR, I don't have any particular aiming course.
	I have a bit confusing when choosing course.
	I don't really have any big directions.
	So I approaching the course in university, then the system suggests for UTAR.
	Because UTAR is in a high rates, and the fees is affordable.
	That's one of the reason too.
	Then I choose Logistics to further study.
	It is one of the new industry in my country, actually it is available but it still very weak.
	So I want to study it, to have a potential to work.
	(So Vietnam is start to have more chance in transportation?)
	Yeah.
	It is developing and we are really lack of knowledge and experience in that area.

	(If you want to working abroad regarding the logistics work, I know the Singapore is really good in this area, so did you considered to work there?)
	Yeah, probably.
	I am not really aiming for anywhere yet.
	Right now I need to fulfill my study and start to access working.
	At first, I think Malaysia is really good.
	Maybe I will start here, and after that I can go anywhere.
What is your first impression towards UTAR?	First impression is good, but let me think about it.
	(Is it very shocking?)
	Yeah, it is bigger than my country.
	First impression is in KL also, everything is different.
	(I think you found that UTAR campus is really big.)
	Yeah.
	I like UTAR first is from the campus.
	The view, and the environment is really nice.
	Malaysia is more straightforward.
	The words they use is very direct.
	Everything you need, you just go and check and you buy it.
	It is very convenience here.
	In my country, if you want to find something, there are some kinds of hint.
	You have to know someone.
	(I think it is the different because of the technology.)
	(Malaysia's technology is a little bit better than Vietnam so that you think that it is more convenience for you to find out something needed.)
	Convenience, and more professional.
	(How was the people that you meet in UTAR?)
	Yes, there are friendly.
	Most of the people I know is very friendly and helpful.

Can you share any personal or studying experiences in Malaysia?	At first I get a bit shocked because of the studying that the studying system is different from my country. So I need to adapt to the new system here. (How differences is the system?) Our grading is not only on 4 but is on 10. The lecture is something like read and write. (Is not really professional?) Yeah. Studying there is like reading a book. You have a people reading for you. (Still have any other things that can tell us?) What I mentioned that is like the whole study system, from the bottom. We have three different grades, which is primary school, secondary school and high school. I think Malaysia only have two grades, right? (Yeah, we have only primary and secondary school.) Our high school is something like your diploma.
Do you faced any difficulties when you first come to Malaysia?	Yeah. I think the first problem is communication. Everyone is speaking English but don't really communicate. It just speaking, that I asking the question and they just answer it. (What you have asked, they just answer you back on the question but they don't further asking more.) Yeah. They just don't have further communication. (Yeah, this is the typically Malaysian's style.) It's kindly difficult for me to have a further discussion. (Sometimes, when you want to have a next stage to be friend with someone, but you find out that people was so passive.)

Yeah, it is.

(Is it because of language like most of the Chinese they don't really like to speak English and can't speak English well?)

Yeah, I think it may be one of the reason.

Language, and maybe different culture as well.

Our interest, and also the perception maybe different, I think will be the reason also.

(Do you find out that our English is really different with your English?)

I cannot standardize it because my English is different from Vietnam's English.

I am just speaking English to everyone I meet.

Malaysia's English is seems general for everyone, I can understand.

But the things is when I replied back, they might not understand.

So it is quite difficult for me to communicate like what I trying to say but they might not understand.

(Maybe you need to simplify the words you use?)

Yeah, more simplify.

I need to simplify a bit and try to adapt the way they talk, and the accent, then will be more understand to what I am talking.

(Are you used to the food when you first come to Malaysia?)

Yeah.

Food is okay because Vietnamese's food is quite similar with Chinese food.

And here we have Chinese food, and Indian's food is okay too.

(Do you like spicy food?)

I don't mind.

(So you should be adapted very easily with the food.)

The food for me is quite okay.

	(Maybe is because of the country because we have interviewed some people of the Western country, they can't really adapt to our food.) (Because our food is heavier.) Because we are on rice basis. For the Western, they don't really eat rice. (And they use knife and folk at all, but here is spoon and folk.)
How do you adapt to the stress?	(Do you feel stress regards the communication problem?) Yeah. (How long you take to adjust to our language?) Around one year. (You come here alone or you have any friends to come with you?) Alone. (That should be a hard process, but you still manage to adapt it.) (So how do you try to adjust to our language?) First, I just listen. Listen what they are talking, and I will try to guest. I will ask some words when they are talking whether what is that means. And by the time, I just connected everything together to understand more. I have managing with some friends, that sharing a lots of experience with me. (So you used how long to meet your first friends, that can share something with you instead of those hi-bye friends.) First friend is just mate, and talk. Actually there are a lots of hi-bye friends. But for the first close friends is during my first month. I am quite open that I can go to have dinner with everyone.

	(So is it friends are one of the way that you can adapt to the environment.) Yes, it's really important. (Sometimes the international student is quite open but not the local students.) (Because we are not alone, we are in a group.) That is one of the difficulties when I want to approaching someone. (Yeah, maybe sometimes you would like to approach to that person but they are in a group, so you are shyer.) Not really relate to shy, but let out. But it's okay. I understand the students that I not really speaking in their language, and the subject they talking is like they have already speak in a long time. So they have story to tell for the whole week. But I just jump in and don't know everything to start. It's like a kind of difficulties when we approaching them.
When a group of people that talking another language in front of you, will you feel like a bit discriminate or prejudice?	(Like you get offended sometimes.) Sometimes, yes. (For example, people were talking and you were like observing.) (But then they are looking at you and have some eye contact and gesture, will you guesting what are they talking about?) Yes, sometimes. (Do you have any story that you can share with us?) (Do you like sometimes you will be let out from your friends?) Yeah, sometimes. When we are talking, but not really let out, it is like the conversation is already over. The conversation is ended suddenly.

	Actually I have the point that I want to ask, but there are not further discussion regarding this.
	They don't really understand that how I make the story.
	For some people, when they start to talk, they like to approach some kinds of story and linked it to another things.
	But then when I start for the first story, the second story is never come.
	For them, it is hard to understand.
	Maybe is the way I said is unpredictable.
	(Maybe they cannot get the point or the joke that you are trying to say.)
	(Do you mind it?)
	No.
	(Sometimes, when you have problems to ask, but they don't understand what you are talking about, so you have to solve the problem by yourself.)
	(Do you have this type of experience?)
	If I have problems, they will tried to answer me.
	If there are somethings direct, it will be okay.
	But sometimes when I want to have a chat, I talk about some story, but it just stop.
	Maybe they don't understand the way I link to the story.
	Sometimes, it is quite predictable.
	That may be my personal problem.
Is it this kind of personal negatives experiences will impact you during your adaptation process.	Yes, it's slowing down.
	Sometimes, you don't have any mood to share.
	Because no one to share about your experience, then you will no conclusion about that experience.
	It slower down the process that you want to figure out yourself.

	Normally when you want to learn somethings, you want to have experience with that, then you asked someone who know that, they can tell you whether is right or wrong. But I have no one to share it, so I have to find it by yourself.
What kind of resources would you prefer where you want to overcome the stress?	(When you are facing this kind of stress, will you find someone you are very close in your hometown to talk about the story, share about the experience?) Sometimes, but I will no mention the whole things. I just mention the things from top to the middle. (So how to you overcome with the stress?) I just get used to it. (Time goes and it will pass by.) Yeah. Before that, you have the experience that you are familiar to everyone in hometown. Every day you can have the conversation with everyone. It's a big changing when I start moving to KL and I have no one to talk for the first few months. But I start to use to it. So now it's okay.
What are the differences between Malaysia's culture and your origin country's culture? Did you feel any culture shock?	Yes. The differences is Malaysia is a multicultural country. For our country are more focus on one main culture that apply for the whole country. It is quite difficult at the first time but it is quite interesting. Because of the different culture and language. It is quite difficult to understand how people actually talking. How the culture actually work as here has three different races and they have different kind of cultural and uniqueness. At first there are quite many things to learn. (So until now, do you think that you have adapted to it?)

	I still learning about it. I think I have a little bit adapt to it. So it's okay right now.
Do you think the culture or practices of Malaysia have changed the way you behave?	Yes, it's change. I think it has changed in a positive way as I adapting to more culture right now. So my ability to adapt to a new environment has improved. It's helping me.
Did you use social media?	Yes, I do. (What social media that you have used it?) Normally Facebook, WhatsApp and also Instagram, but mostly I using to interact with them, and keep in contact. (You means that you will use social media to interact with them, contact with them.) (Do you have any entertainment upon in social media?) Yes. Sometimes, it is quite entertain. And also I like to use social media to collect news, and information like everything around. Sometimes I use it, but not all the time.
Is it the social media is useful for you to establish relationship with the local students?	Yes, it also helps me because it is my main way to contact with them. And interacting with them. It is the main way to contact with them but sometimes it is more prefer to meeting. (So you means that you are more prefer to face-to-face meeting?) Yeah.
What is the main challenge when you start socializing	I think is because I am not using social media frequently. Sometimes I like to use it at all but sometimes I will not keep updating my privacy.

with the local students using social media?	(Before that you didn't use social media frequently but now you have enter to it?) Not really. When I wish to socialize with them, I will use social media but not all the time.
Do you think that social media really help you during the adaptation process?	Yeah. Like what I say, it is a platform for me to know more information. I tried to know more about the Malaysia's culture. When I look it up on social media, it is quite a lot of events, news and everything. It helps me a lot.
In your opinion, what is the role of social media during your adaptation process?	It is a platform for information, news. It helps me to learn more culture and also meet more friends.
What are the knowledges that you gain when you study abroad?	Well. The culture here is a lot differences from my country. I know more cultures in one place. I think it is useful for me to further working abroad. Then I think I need to learn more language and the way that the people do business and the way they manage a business. (So you are learning any other language now?) I am learning Chinese and Malaysia Bahasa.
In your opinion, will you suggest your friend to further their study at Malaysia?	Yes. If they have the option to go anywhere, I think I will suggest them to come. (Will you suggest UTAR?) I am not sure. I am not sure about UTAR programme.

	(You means maybe the programme that UTAR provide is not suitable for your friends?)
	If talking about the environment and culture, I will suggest my friend to study here, but I am not sure about the programme here.
	In UTAR, they can more focus compare with my country.
	The location and the campus area is really nice.
Do you think you have successfully adapted for poorly adapted to the new environment?	I have adapted to the environment and culture, but not fully. I am still in the learning process. I still need to improve myself. I need more chance to fix myself. Because I quite understand the environment and the culture here, but then I need to change myself. (Thank you. That's all for our interview.)

6.12 Interview Transcription: Heera Khan _Pakistan

Name	Heera Khan
Gender	Female
Faculty	Faculty of Arts and Social Science
Course	Psychology Year 3 Semester 3
Education Level	Bachelor's Degree
Nationality	Pakistan
Religion	Muslim
Native Language	Urdo, English is my second language.
How long have you lived in Malaysia?	I have been Malaysia 4 years ago.
Have you frequently use English in your hometown?	It is 50:50, like mixture. (It's also like us as normally we speak in Chinese, but sometimes also mix with other language.)
May I know why did you choose to study abroad instead of staying at your own country?	Because I grow up in a country called Saudi Arabia. My dad were there and over there, there wasn't many opportunities or many university for girls. There was like not enough courses and the course I want to do wasn't available. So I knew I need to leave the country and go somewhere else.
Why did you choose Malaysia to further your study?	It is a good story. I have a friend, she moved from Malaysia to where I was staying. She is my neighbor. When we was eight years old, she was sitting outside when I played with her. She was so sad and I was asking why you so sad? She said that I miss home. I said where your home is. She said is in Malaysia.

	She told me all about it.
	She said it is a green country, people are very nice and there is always rain.
	Saudi Arabia is not green, and it never rain and I don't like the people.
	(Is it very hot there)
	It's very hot.
	I was like Yes, it sounds like a very perfect place and I need to go there.
	So since I was eight years old I was impressed with Malaysia.
	Anyone who ask me where I want to go I will said Malaysia.
	Yes, she attracted me for coming here.
You seems like very impressed with Malaysia. Is it has hit your target or any requirement?	Yes. People are nice and great. It's green.
There are many universities in Malaysia. How did you found UTAR?	I have applied to every university in Malaysia. I've got a lot of admission notice and I have to decide. But my dad wasn't willing to let me come to Malaysia. So I have to sell my case. Within all the university that I have received admission notice, UTAR is the cheapest. To convince him, I have to say "See. It is not that bad" This is one of my selling point for my father to let me come here by myself. UTAR is the most affordable.
Based on your experience, what is the different between the	I don't have much information of university in Saudi Arabia because I haven't been there and never seen. I have only seen there is a few medical university.

university in Saudi Arabia and UTAR.	When I came here, I was expecting a lots of Malays but when I came, there was a lots of Chinese.
	It's kind of scare me because it is different from what I know.
	(I think it is because you have come to a more affordable university that have more Chinese student.)
	Yes, exactly.
	This is what I never expect before.
	(For Malays students, there are more to government side.)
	No. I wasn't looking for Malay people.
	It is just an idea foreigner, when you say Malaysia, you don't think about Indian, you don't think about Chinese, you will just think about Malay.
	So I came with what I was expecting but it was different.
	It was so shocked for me.
Before you came to Malaysia, did you do any research regarding Malaysia so that maybe you will know Malaysia is a multicultural country?	No, I don't know it before.
	I knew there were a few. I just never thought it is like expand. I thought there were minority, just very little people.
	Even where I come from, there are a little bit of differences races.
	But here, I feel like there was a very large portion from difference races.
	(Yes. actually is quite balance)
What is your first impression towards UTAR?	Like I said, I was shocked.
	And also the studying.

	I feel that it was more raging that I thought because like other university that I heard from my friend as all, there was a balance between extra co-curriculum and study. But here, people was so focus on study. Because I first came into the science program. I didn't come here. I did a well there. And what, they not talk about anything. I tried to have other conversation with them such as books or movie or something, all they ever talk about even the free time was assignment, and studying. (Even girls also?) Everybody. (You didn't gossip such as Korean drama or anything?)
	I thought it was but what I didn't watch Korean drama. It was very hard for me to bond with people as like I don't know what to talk. (Maybe is because of the course.) Yes, and when I left and come into FAS, it is totally different. (Because for FAS student, is more focus on social and there are more talkative.) It's true. I agree with it. (Besides, is there still have anything that impressed you such as environment?) Environment is actually quite nice. It like that as it is a campus, it is not a building. People were generally very nice like when you come, people want to get to know you because they know you are not from Malaysia. People were generally very approachable and very nice to get to know each other.

	That made a little bit easier.
Did you travel around another place in Malaysia such as Ipoh, KL, Penang and other?	I have been all around in Malaysia. Penang, Melaka, here and there. (I think you have been go around more place than us. Even we are Malaysian, but we didn't been to the tourist.) Because when other of my friend from Saudi Arabia to visit, or my sister came, I take her around. And my other sister came, I took her around. So I have been many tourist spot. (You drive here?) No. I never got a car, I don't know how to drive. (So you visit the tourist by taking public transport.
How do you describe your personal and studying experiences in Malaysia?	Overall I feel like it was a good experience because anytime when you leave home and come to a different place, you learn many things on how to be your own all that. Malaysia is a country that I don't know about other country but what I heard from my friend's experiences, I think this is a more welcoming place, and easier to adjust place because people will always help you, they will always guide you, they will always be. Even there is different from home it will take some times but it is easily adjustable.
Do you faced any difficulties when you first come to Malaysia?	When I first came, yes, obviously. Because I am not very outgoing, I was very shy, I was very reserved. It was very hard for me to approach people. Even when someone come to me, I have so much social anxiety. I was so scared all the times. And also the food. It is so hard to get used to that taste over here.

| | Being a Muslim, it was hard to find halal food because there were only Mamak.

The first three weeks I've been here, I only spend eating McDonalds.

Because I don't know anyone, I have to go out by myself and there were scared me.

So I would like eat only once a day and I will plan my time so I will like arrived before sunset, I will packed my bag and look down.

(So did you cook?)

I don't know how to cook.

In Westlake, we won't even allowed to cook.

When I lived there I was so confused on how to I eat.

(So you only can take away?)

Yes, I take away.

(You was so confused on how to you live in Malaysia?)

Exactly.

It is like a little bit confusing what I eat.

(Maybe you can try economy rice?)

But it is no halal.

It is Chinese food, right?

But slowly I understood mamak have this, Domino's and whatever.

I found the place but it takes a while.

(So you takes a little time to adapt to the Malaysia's food?)

Yes, adapt to the food.

Even the tastes, it's very different.

You guys don't eat cheese.

No! As compare to my home, we eat a lot of cheese.

(Actually we do like to eat cheese, but cheese in Malaysia is very expensive.) |

	Yes, exactly.
	I missed cheese.
	Everything that I ate have cheese inside, we put cheese on top all the way.
	I used cheese all the way so when I come here I can't adapt it.
	(So you should be like very like Western food.)
	Yes, I like western food but now I like Malaysia's food.
	I love Malaysia's food and Korea food also.
	(So you can adapt to Malaysia's food now?)
	Yes.
	Now I love it now I missed it when I go back home I was just like I want my Tom Yam.
	(When you go back, do you need to adjust to the food?)
	Now I can eat everything, I can eat this, I can eat that.
	(That's good for you.)
	(What is your favorite food in Malaysia?)
	So many.
	I can eat anything in mamak.
	First of all I can eat anything.
	I love Tom Yam.
	(Have you tried Nasi Lemak before?)
	Of course, man.
When you feel stress with the people, food and anything. So how do you adapt with the stress?	Honesty, it took a very long time.
	That's why I need to leave my first course, in Faculty of Science.
	Because it was very hard, there was very stress there.
	(Maybe it's because of the people.)
	People as well, the course as well.
	(And the subject is very hard.)
	The subject was very demanding.

	And I was having a hard time in adjusting so I can't focus on study.
	My study were going down.
	(Do you find that the lecture teach in a very different way?)
	The different things is I didn't do foundation.
	I came straight in the degree, they accept me in the degree.
	(But actually it's very hard for you to adjust it.)
	Exactly.
	So a lot of time they will like "oh, you did this in SPM" "you did this in foundation"
	Then I was like, I don't know this.
	(Yes, they will think like you should know this, it's like basic for you.)
	I didn't know that.
	Because of that, people always knew what it going on and I was always behind.
	And I was always stress, I was adjusting.
	Because of all this things, my grade was falling.
	I don't like my grade was falling.
	I like my study go well.
	I like good grade.
	When the grade was falling, I couldn't bring my grade back up.
	(Because you come from very far, if you didn't performed well, you will get very emo.)
	Exactly.
	So I was like how to get my grade up.
	Everything is falling.
	So I has a lot of stress.
	I think I just calling home a lot.
	And when I leave this course and go to another course, I met better friends.

| | Friends that you can communicate with others things.

(You see your brighter future.)

Because with my science's friends, I cannot talk about emotion.

I cannot talk about "oh, I am so sad" all this.

Because they were just like studying.

(I think science students are more stress than us right?)

(As I think their assignments or anything are more difficult than us.)

(Based on this situation, maybe they have no time to discuss about other things.)

(Science students are shyer, they don't talk at all.)

That's the things I was trying to communicate with them.

And also I wish I knew about the counselling service.

I did not know.

I think if I knew it will be a help for me.

I just felt very alone and I didn't have anyone to talk.

Until I have changed my course and I have friends.

Because of friends, I think it is easier for me to deal with the stress.

And calling home.

I called home all the time.

My mum, my sisters, my brothers and whatever.

(Did you go back home frequently?)

In the beginning, I went back every semester break.

Because I was so homesick.

But now I go back in the longer semester break.

Like this time, my break was very long.

It was like at least one month because my exam end earlier and also three weeks holiday.

(How about your internship?)

Internship I did in Ipoh. |

	If the breaks is like four to five weeks then I went back home.
	If there is only two or three weeks, my dad will like "you stay there"
	It's expensive going back home.
	(Yes, the flight tickets aren't cheap.)
You have mentioned that you have been always calling home, is it very expensive for the call?	No, we called through WhatsApp.
	(Oh, social media.)
	(It's really suit to our title.)
How do you overcome acculturative stress during your adaptation process?	It think it was the same thing.
	Through social media at first.
	After that you change course, so slowly you start to meet more friends.
	(Do you still keep contact with your friends in Saudi Arabia?)
	You have to.
	Things is that my friends is not just in Saudi Arabia.
	I moved.
	For most of my life, I was at Saudi Arabia.
	Then I moved to Bahrain.
	Most of my friends were like me.
	There were international people in Bahrain.
	So there went to different country.
	My friends are in England, Australia.
	My friends are in everywhere.
	(So did you guys always Skype?)
	We always video call.
	You know, calling was the only way to keep contact with them.
What kind of resources would you	Mostly is like family members, hometown friends.

prefer when you are coping with the stress and the new environment? (e.g. ethnic community, family members)	
What are the differences between Malaysia's culture and your origin country's culture? Did you feel any culture shock in Malaysia?	Yes. (You mentioned just now is like people, and Malaysia is a multicultural country.) (Still have any other culture differences?) Even the Malay, I had a feeling that the Malays will be like exactly people in my country. Because both are Muslims. But it is very different. Their views on things are so different from my views on things. Like when I came here and I touched the dog, then everybody go crazy like why you touched the dog. (Yes. Muslims cannot touch dog right?) You can touch the dog. I was like I can touch the dog, nothing is going to happen. (It won't be harmful at all.) It's nothing. (That's means that Muslims in Malaysia are different from Muslims in Saudi Arabia?) (I think that Muslims in Malaysia, they are narrower.) They are stricter. (Your country is more open-minded.) I don't know. Maybe the people I do around were more open-minded. I was a little bit shocked the way they were treating me when I would do things they were like why you doing this.

	(They are too excessive.)
	Yeah.
	I was like I am allowed to do this things.
	I can do.
	It's fine.
	Relax.
	Then obviously in the other culture, like Indians, Chinese.
	It is not like cultural shock.
	It just like took a while for understanding, to adapt and learn.
	But it is exciting.
	(Because they are different things, totally different.)
	(For example, Muslims need to pray for every Friday.)
	(So do you find out the place to pray over here?)
	Yeah.
	I even pray at home as well as.
	It's not a big deal.
	(I thought you should go to a specific place to pray.)
	No, you don't have to.
	For women, you don't have to but men.
	(Women is not necessary to go out right?)
	Yes, you can pray at home.
	(Still have any other culture shock that you can share with us?)
	(Actually I am more interest to know the different of Muslims' culture between Malaysia and Saudi Arabia.)
	Even here, technically you are allowed to touch dog.
	Then you have to wash your hand.
	That's it.
	It's really that simple.
	If the dog licks you, then you have to wash your hand.
	That's it.
	(It's normally what we do also.)

Yeah, it just normal.

But anyway, things that I feel like culture shock?

Maybe the way we dressed.

Because in Saudi Arabia, the hijap is more, not strict but women preferred themselves to cover.

Even they are clothing wise.

They like to be more covered.

Even they are not told to do that, but they were like preferred to wear big clothes.

Here, I seen that they wear hijap, and then they wear half sleeves.

Which is also fine, it's their choice.

It just like something is different.

(Some Malays they just like tie their hair, they don't cover it.)

It's their choice.

(Is it because the weather of Malaysia?)

No, no.

Saudi Arabia is hotter.

It's just their choice.

But the thing is, in both country, I just feel like no matter what anyone does, you should just let them.

But that never happened.

You got like why she not wear that, she shouldn't do that.

(Yeah, they will talk that "you are Muslims, you cannot do this, cannot do that")

If tomorrow I want to wear this then I wear this.

It shouldn't be a problem.

In Malaysia, I feel like clothing one is more relax.

But Saudi is more like strict, but there is still more styles to be wearing where they like it.

(That's why they got a lot of fashion.)

	(I think is because Malaysia is a multicultural country, most of our culture has been already mixed up.) Exactly, true. (I think maybe it's the reason, that's why the Muslims in Malaysia have some difference compare with other Muslim's country.)
Do the culture or practices of Malaysia change the way you behave.	Changes the way I behave? I don't think so. It just makes me more open-minded to different culture. (But I think is not in your attitude, but in other way such as food, or any behavior?) (This one is based on your own attitude also.) (Not we mentioned that the culture change you, like what you said that you are very used to Malaysia's culture, does it bring any changes in your behavior or lifestyle something.) I guess the way I dress has changed. But then my behavior, I think is pretty much the same. Because it doesn't means to much of different. It doesn't means a shocking change. It just small things and those things I was just learnt to accept. (Is it in Malaysia that have made you more open-minded because like we have more different culture?) But I feel like I was always open-minded for different things. That's why I came here and it was easy for me to accept. It was like I knew more and I learnt more but I am always open-minded that there are different people with different culture. (I think is because of you spend here for four years.) (So maybe you are easier to accept different things.) (But if we are interview a new people, maybe it is harder for them.) Yeah, you are true.

	(The duration is also affected.)
Do you have any personal negative experiences while adapting to the new environment? You can give example that any people discriminate you or prejudice.	That was happened.
	It does happened everywhere.
	(Maybe you can share with us your story?)
	I feel like the smallest things is like when people is sitting in front of you and talking with the language you don't know.
	You don't know Malay, you don't know Chinese, and you don't know what they are talking about.
	(Do you get offended?)
	Yeah, obviously.
	Because you need to understand the body language is also a things.
	Because was like I don't understand the language you are talking, but sometimes the gestures, I will know that you are talking about me and that is so rude to sit in front of someone and talk about them.
	(You will get uncomfortable with what they behave.)
	Anyone, sometimes is the people you hang out with, sometimes is the rest one.
	(Yeah, it's like for example, I am talking in Chinese and I am looking at you.)
	(Those eye contact, body gestures you get very sensitive.)
	Yeah, even is the smallest things.
	People do that a lot.
	I think that was a smallest things but I know big kind of discrimination I didn't face but I know my friend from Africa has faced.
	(Because you guys come to Malaysia is considered as minority, so you will get more sensitive because you don't know the language at all.)
	Yeah.

	(But do you learn any language here?)
	Right now I am learning Mandarin.
	I just took my third class.
	(Oh, you go for class in UTAR?)
	(So do you know any word?)
	I don't know anything yet.
	But I learn that there are four tones.
	I didn't know that, I feel like it was so hard.
	(Actually Chinese is very hard.)
	Yeah, it is so hard.
	(Even for us, our level is only for communication.)
	(It is unable for us to go through more formal.)
	I just want to learn basic so I can communicate with people.
	(It is really a good experiences to know other language.)
	(You know for Chinese, Malaysia's Chinese and China's Chinese was totally different.)
	(Because we have the "slang" while talking Chinese.)
	(For example, "Walao Eh", this word is never been in China, but only in Malaysia)
	(So if you go to China or other place, people will know that you are Malaysian because of your "slang".)
	(Because we are in multicultural country, all of our cultures has been changed by each other.)
	(The Malays changed Chinese changed Indian.)
	(It becomes a symbol for us so people can recognize it well through how you speak.)
	(It is really very special for us because how do you find a country with this much diversity.)
Do the personal negative experiences that	Yeah.

undergo have any impact on your adaptation process?	I do feel like it would be easier to talk to people if I don't oversee like you know that "maybe that people were talking about me". I don't know. That was it. I means because I already have social anxiety, I don't know how to approach people. When you go to a group of people and they were just talking about themselves. (So you are more sensitive with how people observe you.) Yeah, and they do isolate. They will make the effort to approach you but they will not make the effort to include you. Once you go, you were sitting with them in a table, that's it. And they are talking among themselves. And you will just like what did he said, what's that. (It's like the example that black people and white people.) (So they will like discriminate.) They will think that like it's not same level. (But I don't think it is about discriminate people.) (Because when one batch of people going out, sitting down and eat things.) (But we also talking with some people only.) (So I think maybe it would be personal problem.) Yeah, it could be. (Yeah, it can be anything.) True, I don't know what they are thinking in their head. (It's okay, you meet new friends now.) (Like in the beginning, you found out that why the Malaysian is so weird, why they are looking people like that.) (But now you are used to it.)

	(Actually Malaysians are very shy.)
	(We don't really willing to approach and talk with other people.)
	(So when you are new to an environment, everyone is experienced the adaptation process.)
	(But of course international student need to adapt more compare with us.)
What social media have you used in Malaysia?	Mostly Facebook, Instagram, Snapchat, WhatsApp.
	(So you used this materials to communicate with your friends?)
	Yeah, to keep in touch.
	(So is it the same social media you used in Saudi Arabia?)
	Yeah, it's same.
	(Same social media such as Facebook, Instagram, Snapchat and other?)
	(So it didn't bring any affect towards it?)
	Yeah, but the things is when I was Saudi Arabia, because it was like four or five years ago.
	I wasn't in Saudi Arabia, I was in Bahrain.
	I was already left Saudi Arabia.
	Over Bahrain, Snapchat is the most popular.
	When I came here, nobody knew about Snapchat.
	(We are still very new in Snapchat.)
	And I was asking like "sorry, do you have Snapchat?"
	And they were like "No".
	(It takes a while for Malaysians people to know Snapchat.)
	So I was only send "Snap" with my friends back home but no one over here.
	But now, everyone is on Snapchat.
	They took so long.
	(The trend here is slower.)

What is the purpose of using social media?	It was like communicate, to keep in touch.
	Assignment purpose.
	Facebook is for assignment purpose.
	Everything happened on Messengers so you can send file, or this and that.
	I would not use my Facebook if I wasn't for UTAR right now.
	(So when you were first knew new friends, you were like straight away get their number or other else?)
	No it is stranger things.
	When I meet people, I would talk to them.
	When I went home, there are already friend request on Facebook.
	Because it is easier to find me as my name is different and it's unique.
	(So you no need to go to approach people as people will come to approach you themselves.)
	Yeah, in the beginning is like that.
	I were had a hard time because honesty there were so many people.
	It was also very hard to remember who is who.
	I was like overwhelmed.
	I would just meet them and there were fine.
	Then slowly maybe I will in a friendship with them.
	Then I will get their number and also social media.
	But when I go home, they have already find me.
	Then I was like, okay, that's better.
	It is easier for me.
	(So you contact with your family through WhatsApp, contact with your hometown's friends through Snapchat and contact with your local friends through Facebook.)
	Yeah, that's it.

	(Did you guys use Skype?)
	I don't use it.
	You can but now WhatsApp have video call also.
	(I thought people prefer to use Skype to video call.)
	But now everything has video call even Instagram has video call.
	(How do you think about the Wi-Fi in Malaysia?)
	I had such a big problem.
	It is slow.
	The first year, I were like in Westlake, they didn't have Wi-Fi when I came.
	There were no Wi-Fi but only the line cable.
	My laptop was a new laptop as it didn't have the cable.
	So I need to go buy extension.
	When I went back, it said that you have to install it.
	I was like how do I install it?
	I bought it from KL.
	I went back to KL, he installed it for me, I came back and I only can use it.
	And it was so difficult for me, it was so slow.
	(Why don't you find any accessories shop in Kampar?)
	They didn't have.
	Even in Kampar I bought one, and it doesn't working at all.
	It is such a problem and I was new.
	I need to travel to KL by myself and I was so scared.
	But now, in the beginning I have Digi.
	Digi bad in everywhere.
	Now, finally they have a new tour.
	It is so much better even in the class or lecture.
	It took a while for the internet to come to my level because over there, internet is everything.

	When I back home or go outside, it almost connected
	(Yeah, you come here you will get stress to the internet.)
	Exactly.
	I get stress when I am not connected.
	I need to be connected all the time.
	My 3g is always on because I need to always to be in the internet.
	Then when I came here, the Digi won't working and all of this.
	(This one has become your life, you have to stay connected or else you can't survive.)
	Because my friends and family are everywhere.
	Like my sister is at different country and my other sister is at another different country.
	(Because like you need to keep in touch with other people.)
	Sometimes is their morning is my night, my morning is their night.
	So I have to connect internet all the time.
	But the internet here is not stable.
	But now better.
Did you join any other UTAR event?	(Do you enjoy event?)
	Not anymore.
	Because when the beginning, it was very excited.
	I want to meet new people.
	But now I am so done.
	I am so tired.
	Now was enough, I need to focus on my FYP.
	(You just need to do your FYP and wait for graduates.)
	Exactly.
	Even now that the international people was like "oh, can you do this for us" and I was like I don't have time.
	But now I am doing my last event, at March.

	It was something for international student.
	Because there are not many international student, very few.
	That's why they keep asking can you do this, can you do that.
How do you know the event?	The international department approach you, they tell you about it.
	Others is just like recruitment drive so that you know society.
	And from society, there are events.
	(Did you organize any events in UTAR?)
	Yes, psychology exhibition, the Guardian Angel.
What is the main challenge when you start socializing with the local students by using social media?	(Did you meet any challenge when you start socialize with them?)
	I guess is like language in the sense as their "slang".
	You just said the "slang" you guys have, it was hard for me to catch up with that even though is in social media.
	(Did you find it is difficult to understand our language?)
	Yeah, that also.
	It does because this was a different accent.
	Even if like you speaking properly, for me, it's different.
	(Actually you will find some of the Chinese, their English is not very good that they have some broken English.)
	It's not only the broken English, it's the way the words have pronounced.
	It is different for me.
	People don't understand me also.
	And when the beginning I came here, I talk very fast and they never understand what I am talking about.
	So now I've learnt to slow down a little bit.
	(You will see they are really confused on what you are talking about.)
	And even also the taxi uncle.
	You have to talk very slow.

	So now I learn, you only say the important word, you don't say a sentence.
	You say "Uncle, 5 o'clock, this place" that's it.
	You don't say "Hi uncle, can you pick me up from Westlake…" they will not understand.
	Only the keywords, they can understand.
Does social media help you during the adaptation process?	It does help you know like because you get to know people on social media, you know there is a way to contact them.
	There is a way to get to know them.
	Because you cannot sit with everyone and talk to them.
	It does help obviously.
	(I think at first is like we talk to each other through social media then only you get to know more with each other.)
	(Actually Malaysian is quite weird, they choose to use social media to get to know each other, after chit-chatting only you go to know that person in the real life.)
	(Actually social media is very important for us because we use social media a lot to contact with each other.)
	It helps people who are shy to communicate.
	And also, in UTAR, you only see people as university student.
	But you at the social media, you can also learn more about their family and their culture.
	People post picture and all that helps to learn more.
	It is also a learning process that helps you to learn.
What are the knowledge that you gain when you study abroad? Not only talking about the education	Obviously you learn how to take care of yourself.
	You learn how to do things independently.
	So many things that you don't know and you don't realize that you have to learn about that but you learn it even is the smallest things.
	I even know how to do the cars.

knowledge but everything.	Although I don't know how to drive the car but if the car spoiled, I know how to do the battery.
	The small things like that.
	And obviously you learn about people because when you are home, I have the same friends since I was kids.
	You don't make new friends.
	Now I make new friends so you also understand about people.
	Some people can be weird, some people can be nice.
	You can disappointed with people, people can lie to you at all.
	People that have different motives to be friend with you.
	So you learn to be conscious.
	You know you cannot be friends with everyone.
	(You know different kind of people, how they behave, and then how you react.) Obviously that different culture, different experience and all that.
Will you suggest your friend to further their study at Malaysia?	In Malaysia, yes.
	In UTAR, I don't know.
	In UTAR, it is very hard for international student.
	It's not for everyone.
	Just because I find that I can adjust doesn't means that everyone can adjust.
	I think that UTAR need to help up international students more than they do.
	Like the international offices obviously.
	They need to make them feel more comfortable.
	They don't.
	(Did they help a lot?)
	No, at least not me.
	I think maybe now they are trying but it is not enough.
	They don't understand what is like for the students who come from so far and adjust.

	They need more community.
	(Because we have approach many international students, I find out like they are so friendly.)
	(I thought they will be like very scared with us.)
	(But I find out like they were so happy when we talk to them.)
	Even international student, we don't know each other.
	Because UTAR didn't do anything to bring us together.
	If they did, it could be easier for us to adapt.
	(They didn't encourage any international student to join.)
	(I thought they were a group for international student?)
	They do, but it is like for announcement.
	Because you know, not everyone will chat in the group.
	Not everyone can approach people and talk to them.
	Because if you do more event, you can come together and know more friends.
	They used to do it.
	Every semester, they used to do lunch for international students.
	Like my sister, I asked my sister to continue study here and she came for one year.
	She cannot adjust and she went back.
	(They are just introduce the basic things to do but didn't understand your difficulties well.)
	So I would suggest in Malaysia but I would suggest the university with more international students.
	You know when I first came, there were more international students than now.
	People was leaving because they are not help you.
	They not help you to adjust to Malaysia's culture.
	Now is getting lesser than four years ago.
	And for Kampar is harder while is easier in KL.
	Because there are many international students over there.

	They need to make extra effort for international students at Kampar to not get depressed by homesick.
	They don't do that.
	(I think they should have more events for international students so that they can have more chance to know new friends to get away from depressed.)
	They have International Friendship Society.
	But I feel like even in the society, there were like not many much support.
	(They just group the international student but I think they should mixed with other UTAR students because there is no way for you to know other students.)
	(Actually I think interaction days are more helpful compare to events.)
	(Because for interaction days, you'll play games, you will group with other people so that you can have chance to know other people.)
	(Event, is only bonding between the department and you also get stress.)
	This is what UTAR can improve for international students.
In your opinion, do you think that you have successfully adapted or poorly adapted to this new environment?	Yes, very much I feel like I can stay here.
	(You are already become Malaysian.)
	If I get a job, I will stay here.
	That's why I am learning Mandarin so that I can get in to communicate with the Chinese.
	I feel like it is easier for me as it is more freedom to be my personal at all.
	So I like staying here.
	(Do you still feeling homesickness?)
	Obviously, because I was very attached to my family.
	I think not as much as the place but the people.

	For my family, I do feel homesick.
	But then I feel homesick no matter where I go.
	Because I never stay in one country.
	I stay at Pakistan, Saudi Arabia, Bahrain, and here and there.
	So when I was here, I missed there.
	When I was there, I missed here.
	So I am always homesick.
	(But actually I think you have successfully adapted to the Malaysia's culture like you have already used to it.)
	But I like it.
	I like learning about new so I don't mind being homesick.
	It's okay.
	(So do you like Malaysia?)
	I love it.
	I actually become a Malaysian.
	(It's very rare to find someone is a fans of Malaysia.)
	(Because even ourselves, we also dissatisfied with our country.)
	(Because you will think that the government is bad, the weather is hot, the Wi-Fi is bad and so on.)
	Everywhere you go to will be some problem.
	So I like to appreciate with what I get.
	(Yeah, you see Malaysia in a very positive way.)
	I do. I like everything about that.
	(Okay. That's all for our interview session. Thank you.)

6.13 Interview Transcription: Rumali _Sri Lanka

Name	WWD Rumalichamathka / Rumali
Gender	Female
Faculty	Faculty of Science
Course	Food Science
Education Level	Bachelor's Degree
Nationality	Sri Lanka
Religion	Buddhist
Native Language	Sinhala
How long have you lived in Malaysia?	1 year.
Why did you choose to study abroad instead of staying in your own country?	Actually UTAR was the only university give the Food Science in degree with the cheapest price. Rather than other university. (So Sri Lanka don't have Food Science?) They do, but it need to take more times. Maybe four years or five years that I cannot spend that much time. So I came here. (So the fees compare between here and Sri Lanka is almost same or any different?) No, it's quite expensive here. But compare with other country or other university in Malaysia, UTAR was the cheapest. (Compare with Sri Lanka, it is cheaper, but it only takes one more years. So why don't you choose to study at there?) Actually I just want to get different experience in different culture. I want to feel the cultural shock actually. (So did you feel any culture shock?)

	Yes, it did.
	(Before you come to Malaysia, did you done any research regarding it?)
	Actually I have come to Malaysia during 2017, for vacation.
	I stayed for five days here.
	I really like to travel.
	I have been visited to many countries.
	That's one of the reason why I choose UTAR.
	(Before you come to Malaysia, what is your impression towards Malaysia?)
	Actually I never been Kampar or Ipoh, I just went to KL.
	The environment is quite similar with Colombo, which is capital of Sri Lanka.
	The temperature and all the things are okay.
	(It is more similar with your country.)
	Yeah.
What is your first impression towards UTAR?	I really love the environment.
	I really enjoy it and it's quite peaceful and special.
	It is a good place for studying and to be with.
	Then I was going to internet, the students there have mentioned that they have a lots of work to do.
	Actually, Sri Lanka is engaged with more activities and studies.
	So I think it was okay for me.
	(Where did you stay?)
	I stay at MH Unilodge.
	(How do you come to campus?)
	By the shuttle van services.
How do you describe your personal and studying	Quite harder than Sri Lanka, to be honest.
	Especially in UTAR.
	(Yeah, because they said UTAR is the most difficult university in Malaysia.)

experiences in Malaysia?	Yeah, one of the tougher university in Malaysia I guest.
	My personal experience is being tough actually.
	It's been tough but so far I can manage.
	I am try to do my study and the other stuff together.
	(Because the teaching style between Malaysia and Sri Lanka is different, can you adapt with it?)
	Yes, actually for the first two weeks, I was fully blurred and I couldn't understand their accent and they are speaking other language.
	I was completely lost.
	But eventually I got to know what they are saying, what they are trying to explain at all.
	(Can you describe with us how the difference of teaching style between Malaysia and Sri Lanka was?)
	It's actually quite similar, but when some students asking from the lecture in Mandarin, I cannot understand that.
	But it's still happening and the lecture also answering in Mandarin.
	It's okay but in Sri Lanka, when there are international students in the class, they never use mother language.
	They used to have only English language.
	(You have been go to university in Sri Lanka?)
	Yeah.
	(So why don't you further study in Sri Lanka?)
	As I mentioned earlier, it is taking a lot of time.
	Maybe four years to five years.
	So it is better in Malaysia.
	(Did you experienced the situation that the students and lectures are talking some jokes and they laugh about it but you didn't know what's happening?)
	Yeah, it's happened.

	(Did you feel like been discriminate or excluded?)
	Exactly.
	(Do you have any story to share with us?)
	Yeah, actually I got two friends in the first trimester.
	I don't know why, I was feeling isolated.
	Actually I am a very friendly person, and I really like to help other.
	I came here after two weeks the study start, because my letter was delayed.
	When I asked some notes or lectures from my friends, she just told me to do my own.
	I just wondering why people are like this.
	And another things happened few days ago, I forget to bring my bottle.
	So I just asked from my friends, can I have some water please.
	But she said that you just go and buy.
	I was ashamed by myself why they did like that.
	(Until now you experienced this situation?)
	Yeah.
	(Do you feel uncomfortable?)
	It is very uncomfortable actually but I think I do my study alone.
	I don't hate them.
	When they talked I will replied them.
	(You just don't care about what they said.)
	Yeah.
	Even that they treat me like that, I treat them better.
Did you faced any difficulties when you first come to Malaysia?	Yeah.
	Actually I was the only students who came from Sri Lanka.
	I didn't have any friends for the first few weeks.
	I met some friends and were working as a group.

	They will talk in Mandarin and I couldn't understand anything.
	Even that I said please talk in English, they used to speak in Mandarin.
	(This has happened in every international students.)
	Yeah.
	(Because sometimes, our English is not that good, so we prefer to use Mandarin to communicate.)
	It doesn't matter to use any broken English.
	Let's talk be fine.
	Even you can speak few English words, it doesn't matter.
	(Yeah, at least you can know what they are talking about or else you will feel like be excluded.)
	Even that I am not so good in English, but I tried to speak.
	(Maybe Malaysia's students are more passive, they are already been in group, so they don't really want to approach other people.)
Do you feel any stress when you want to adapt to the new environment?	Yes, exactly yes.
	Because I am taking studio alone.
	I am the only one in there.
	I cried a lot first few weeks.
	I missed my family.
	(It's okay that everyone takes time to adapt to new environment.)
	I missed my family, my friends, my environment and all.
	So it took a long time to adapt.
	I am still trying to adapt here.
	I am still trying to adapt people who studied with me.
	I am still trying to get there.
	But sometimes, I don't know why I will feel like so isolated.
	Actually I am still managing my study, my assignments and all the stuff.

	But I am still talking with my friends, getting with them.
In your opinion, what factors cause you to feel stress?	Loneliness. Homesickness. The people here are more passive that don't really like to approach new people.
How do you overcome acculturative stress during your adaptation process?	I have no idea how could I managed that. I called my mother, I called my friends. I listen to music, some more rational speeches and songs. So still I don't have friend from UTAR. (It's okay because it has many similar situation with other international students also.) (I have interviewed one Vietnam guy, and he said still feel loneliness, but he had already used it.) (He has adapted with it.) (I think is a human nature that is not easy for one person to change the behavior of whole group of people.) I have my international friends to chat with me, talk with me, we share everything to each other.
What social media you used to contact with your family, friends?	WhatsApp, Messenger calling. Sometimes I was using 'Viber' as well. It is an apps for calling. It is same like WhatsApp. (You use 'Viber' to contact your hometown's friends?) Yeah.
Did there any differences between Malaysia's culture and your origin country's culture?	Yeah. (As what you mentioned, your religion is Buddhist right?) (So did there any differences between the Buddhists here and there?) There are many differences. (Did you go any temple in Malaysia?) No, I didn't go many places.

	I have been to Gua Tempurung and Ipoh theme park.
	Yeah, there was the place I have been.
	There are many temples among Sri Lanka but I just saw very few temples around here.
	(Yeah, there are temples in Ipoh but in the specific area.)
	(There are one specific area, and around there are three to four temples together with it.)
	In Sri Lanka, people are very generous and friendly even they cannot speak in English, they really love to help you.
	But my experience over Malaysia, the original Malaysians are very friendly.
	But I when I asked help from the Malaysia's Chinese people, they are not much friendly.
	(You means that they are not really willing to help?)
	I cannot said like that, it just they aren't much friendly.
	(Do you still feel any culture shock?)
	Food is very oily but still very tasty.
	So I used to prepare my own food by myself.
	(You cooked in your hostel?)
	Yeah, I cooked every day.
	But I really loved to try other cuisine as well.
	(You means that Malaysia's food is heavier compare to Sri Lanka?)
	Yes, it's heavier.
	(So did you taste any Malaysia's food?)
	Yeah, the curry chicken bread, and pan mee, nasi goreng, nasi lemak and some more.
Do the cultures or practices of Malaysia change the way you behave?	Only the good things.
	I will be learning the good things.
	(Because we can't define that the cultures of practices is good or bad.)

	Yeah, maybe a little bit.
	I really love to see the cultural changes and how people deal peacefully with other people.
	(But currently you still haven't fit into Malaysia's culture right?)
	Yeah.
Do you have any behavior changes in yourself no matter in positive or negative way?	Not yet.
	I think the time I stayed at here is not long enough.
	Because I lived myself, so I don't think my behavior will have any changes.
	Maybe in future, I will get into the Malaysians' speaking way.
Before that you have told us that you have some negative experienced. Do the negative experiences bring any impact on your adaptation process?	Yeah, actually I really wished to go back.
	It is really frustrated.
	Sometimes I was out of my mind, I really need to go back to my country but what my friends said, no, you just stay here and take your degree.
	And you will get more fun here.
	So in that case, I was still staying here.
	But I hope to join the student exchange programme, to go other university.
	So maybe next year, I will go to other university.
	(I think is good that you can experienced more culture in different country.)
	I loved a lot of experiences to meet different people, different culture, different thought of people and some negative experiences.
	It's okay.
	I am still okay with that.
	(But you still can manage it.)
	Actually I used to be strong because of that negative experiences, I am become stronger.

	(Do you have any changes in yourself?)
	Yeah, I was hot tempered.
	But when I came here, I saw the other students, my friends, how they behave.
	I got more patient. Now I was like it's okay.
	How they react, how they do, I was like okay with that.
	(Do you have any communication barriers with your friends?)
	Yeah, language problems like the local students always speak in Mandarin.
	Since the lecture are conducting in English, I think it's okay that I still can understand.
Did you use any social media?	Yes.
	WhatsApp, Viber and Facebook.
	(Did you use Instagram?)
	No, I don't like that, I don't know why.
	(Did you use Facebook frequently?)
	Not frequently.
	Because of the study, and the assignments at all, I cannot use that much.
	(For one day, you spend how much time in study?)
	From 8am to 6pm, I was in the university.
	When I go back to my hostel, I sleep earlier, maybe 830pm or 9pm, but I woke up earlier, maybe 430am.
	So I plan my day, I study.
What is the purpose of using social media?	I use WhatsApp and Viber to contact with my family and my friends.
	Facebook for entertainment purpose.
	I watching some interesting video through Facebook, some moderating speeches and some silly posts that sharing by my friends, and gossips.

	(Do you feel more relax and comfortable when using Facebook?)
	Facebook?)
	Sometimes.
	But I feel more relax and comfortable when I talking with my mother, and my friends, and my boyfriend.
How do you communicate with the local students when you want to discuss assignments or something?	Actually is pretty formally. (You just discuss the assignments through WhatsApp?) WhatsApp, and Messenger as well.
Will you use social media to establish relationship with local students?	No, I don't have that much relationships with a lot of students. (So if later you meet some close-relationship friends, will you use social media to establish relationship with them?) Depends. Because I don't like using Instagram, but I still like using Facebook. So I don't think it will become a communication barriers with them. (Do you aware there are some UTAR activities promote in Facebook.) Yeah, I join with some activities, and program such as cultural exchange program such as CARE. (Do you join any events?) No, but I have already join two clubs, Asian Cultural Society and Agricultural Society. (So later on if the clubs have organized some events, will you join it?) Yeah.
What do you think is the main	Still I don't get much friends, there was only two or three local students in my Facebook now.

challenge when you want to start socializing with the local students by using social media?	But now I still not yet think about it.
Do you think social media can help you during the adaptation process?	Yeah, it's kind of a way. Just forget about myself, if there are few international students and also local students, they can interact with each other by using social media, and promoting their events, program and they can interact with each other.
In your opinion, what is the role of social media during your adaptation process?	It was the only media for me to communicate. When I was stressful in Malaysia, I use social media to get away from my pain. Stay contact with my family and friends. I used to watch movie sometimes. When I get a free time, I talk with my friends, sister frequently by social media.
When you first come to UTAR, does it any UTAR staff to guide you.	You means the international department? Yeah, they have guide me. (So they have introduce UTAR for you?) They have appointed one of the international students to guide me. Because I missed the orientation then there are one people to guide me. Do you know Mr.Seva? He helps me a lot in the first two weeks. He helps me to find out the block, the faculty and more. (Is it easy to contact the stuff if you have any problem?) Yes. I can contact them.
What do you think that UTAR policies	Maybe they can take care of international students more.

can improve for international students?	(Because from the interview with international students, we received many complaints from international students about how they are no satisfied with the UTAR policy.)
	(They mentioned that UTAR more concerned on the exchange students that come here for few months instead of the international students that will come here for few years.)
	(The international students will faced more difficulties than that but they think UTAR didn't solve this type of problem.)
	(There are quite less activities for international students but there are a lots of activity of exchange students.)
	Yeah, actually I was so confusing when I was in my first trimester.
	Why didn't they called me because I am very stressful.
	The only person who talked with me was Dean.
	The language barriers was huge problem even sometimes the lecture using Mandarin with students?
	(Is it when the students are not understand with it, then the lecture will explain again with Mandarin?)
	Yeah, it's not fair.
	Because in Sri Lanka, it won't happened.
	When you go to university, if you are asking the question with Sinhala, the lecture will not reply you.
	They supposed to let the lecture for just using one language even students asking questions in Mandarin, please ask them to ask in English.
What are the knowledges that you gain when you study abroad?	First of all, I could learn how to stay alone.
	How to be independent.
	I could know how to respect other perspective.
	And I am more patient.
	I could become stronger more than before.

	Other than that, how to work as a group, I means teamwork and leadership. I have went to few program of leadership.
Will you suggest your friend to come to Malaysia to further study?	To UTAR? No. Malaysia, yes. It's okay if he or she has a friend to come with because I don't have any friends to talk about myself, to share with. I was so sad about that. (It's really hard to study abroad alone.) Yes. It's okay if there are few students in the same country. But if you come alone, I will say no. (Is it because the person you meet in UTAR are more passive?) Sometimes, they are not accepting others. I do accept myself as I am, and I do accept others as they are. But sometimes, they completely ignore. I saw that, I felt that, I cried a lot. Malaysia is okay, but with partners will more encourage. Don't be alone.
Do you think you have successfully adapted to the Malaysia's culture?	I can adapt but sometimes even in my class, they don't talk to me. (Maybe is their personality problem.) (So you think you are just half-half adapt to the culture?) Yeah. I think if in KL, I can almost adapted. I like city and there are many students who came from Sri Lanka is in KL. One of my friend from Sri Lanka is also study at KL. (So you means you are adapted with the culture but not the people?)

	Yes, even though I am a friendly and social girl, it was very difficult.
	(Because most of the students that come from FSc and FBF, they faced the same situation, but in FAS, it's still okay.)
	(I think there were different within the course and the personality of different people.)
	(Thank you. That's all for our interview.)

6.13 Interview Transcription: Aamna Batool _Pakistan

Name	Aamna Batool
Gender	Female
Faculty	Faculty of Business and Finance
Course	Business Finance
Education Level	Bachelor of Marketing (Hons) Year 1 Semester 2
Nationality	Pakistan
Religion	Islam
Native Language	Urdo
How long have you lived in Malaysia?	1 year.
Why did you choose to study abroad instead of staying in your own country?	My father is in UTP. So my family plan to move to Malaysia (So your whole family already moved to Malaysia?) No, only me and my father. My mother is going to come, and my brother is study in US. I came to Malaysia for the summer. My father said come to UTP but there is no marketing there. So I say I received UTAR. My family were like, UTAR is really nice for marketing. So at first I went back, to continue my study there. Then I got in UTAR, then I came back. (Before you come to UTAR, did you heard about UTAR?) My housemate was my friends before. I used to come to Malaysia.
What is your first impression towards UTAR?	The first it was like 'Oh, it's amazing'. It's huge, beautiful and the campus is really nice. (Does it fulfill your imagine as a campus?) Yeah, it's beautiful.

	UTAR campus is really nice.
	(Yeah, only UTAR has such huge campus, most of the university in Malaysia were just two building.)
	Yeah, UTAR is really a huge campus.
How do you describe your personal and studying experience in Malaysia?	So far is good.
	It is a bit difficult in the class because there are 99% Chinese.
	So they don't really communicate.
	It was really tough in the first semester.
	But now is little better.
	(You means that you can't communicate with the students?)
	Yeah.
	They don't really communicate because they have their own groups.
	For international student is really hard to fit in with them.
Except of this, did you still faced any difficulties when you first come to Malaysia?	Missing home a lot.
	(So have you ever been went back to your hometown?)
	Yeah, I back to US.
	My mother will come here, in March.
Do you feel stress when you want to adapt to a new environment?	Yes. I feel stress during the first semester.
	(How was your study?)
	Study was okay.
	(So you can adapt to the teaching style in UTAR?)
	Yeah, there are good.
	When I go to tutorials, they help me a lot.
	(Do you dealings good with the local student?)
	The first, second week is really hard, because we don't know each other.
	But later on, everything is fine.
	(Then I think its fine as everyone need time to adapt with new people.)

How to you overcome your stress during the adaptation process?	I used to call home a lot.
	I wanted to go back.
	I used to stay home a lot with my housemate like maybe go out to eat everyday.
	(So your housemate help you a lot?)
	Yeah, a lot.
	Because of them I settle really quickly here.
	And I made some foundation friends and some international student friends.
As you mentioned that you calling home a lot, what social media did you use?	WhatsApp video call.
	(Did you use Skype to video call?)
	No.
	Normally WhatsApp video call, Facetime.
	(Did you still use any other social media?)
	Snapchat, for friends.
	And also 'Botim', which is a calling apps.
	(Did many local students use this apps?)
	No, I don't know.
	Because in UAE, in Dubai, there is no WhatsApp call.
	So I did this for my friend there.
	(Oh, so you use this to contact your friends over there?)
	Yeah.
	(So you will use many different social media to communicate with the particular people?)
	Yeah.
Is it convenience for you to communicate with the local students by social media?	Yes.
	We use WhatsApp to communicate, for assignment
	(So you can establish relationship with them by using social media?)
	Yeah, sometimes.
	(Do you use Facebook?)

No, I am not on Facebook.

(So how you get the information?0

For what?

(Like example, because most of the Malaysians like to use Facebook for sharing information.)

(There are also a Facebook group for international students, so how you get those information if you didn't use Facebook.)

There are a WhatsApp group for international student.

(Do you think that the information they share in WhatsApp group is usable?)

Not really.

(What they share?)

I don't know.

They share there is a bicycling contest.

(Like the UTAR staff will share many different activity there but no one reply.)

Yeah.

They said there is a tournament going on and send the video to us.

And also some international things.

So I will go for the international events.

(So when you first come to campus, is there anyone to guide you?)

The first day they was, but after that no.

(They just introduce to you whether where is here, where is there?)

No, my friend do that.

(Then what they introduce to you?)

When I came, they came to the airport for the visa everything.

Then my father drop me off UTAR.

	The next day I went to the medical, I went to the office for the form.
	They just asked me to fill the form.
	The first day someone took me to my block.
	She just took me to Block H and told me 'that's your block'.
	And then she told me there's your class.
	The first day that's it.
	Then I need to figure up by myself.
What can UTAR improve in this particular area for international students?	They help at first day but they should help more.
	Because until now I still don't have my bank account.
	I don't have a bank account and it is so hard.
	I complaint every day and I call every day.
	Every day I call they tell me is in the process.
	I said maybe until I graduate then I only can get my card.
	(So you are registered the bank account through UTAR's bank?)
	Yeah, from UTAR bank.
	She said because your nationality is very difficult.
	So I don't have a bank account.
	(But it shouldn't take so long time to process?)
	So long.
	It is very inconvenience for me.
	I keep telling them about it because I can't bring cash everytime I come.
	That's one thing that I don't like that I don't have a bank account yet.
	And now I don't even ask, I don't even bother.
	(Still have anything that you can suggest to the UTAR staff?)
	Maybe for like the US citizen, do something for the card.
	Make the process a little bit faster.
	(What can they do when you feel loneliness?)
	I think they have counselling.

	(Do you know where the counselling center is?)
	Yes, Block C.
	(Because many student don't know about it.)
	(They can't find the way to help them when they really need help.)
	Yeah, I know.
	Many people are struggling there.
	But I think when the international students came, they called me a lot.
	For counselling.
	Then she just asked me how things going on and I just answered it's okay.
	Because I just came, I don't have much struggle in that time.
	They keep calling me in the first and second week, but after no.
What is the differences between Malaysia's culture and your origin country's culture?	There are a lot of international students in US.
	But in Pakistan is all Pakistan people.
	Because like over here is all Chinese people over there but my country is all Pakistan.
	So you know, when you being with you country mates is very nice..
	You could talk to them with your native language.
	My family is always go out to different places.
	In Malaysia, students like to focus on exam, assignments, presentation.
	(You means that US people or Pakistan people they like to travel everywhere?)
	Not travel, it's like socialize.
	They help each other.
	(I think the main factors will fall into the course.)

	(Because most of the Science students or accounts students are more focus on their academic as they don't really need to rely on others to finish the assignments.)
	(As I think FAS students are more socialize.)
	Yeah, obviously.
	I have more friends from FAS.
	(Still have anything that might cause culture shock in Malaysia such as the food, language, people or anything.)
	Food, at first is the food.
	I wasn't used to different food yet.
	(How do you think about Malaysia's food?)
	I like it.
	Such as Nasi Goreng Ayam and others.
	I like it a lot.
	(Because Malaysia's food is heavier compare to other country.)
	Yeah, I like the food.
	There are really nice.
	(Did you found any difference between Pakistan's Muslims and Malaysia's Muslims?)
	There have Surau in UTAR, it's fine.
	(So how about the practice?)
	(Is it that Muslim's girl in Pakistan has any different in Malaysia?)
	No, it's almost same.
	You just have to pray, that's it.
Do you think the culture or practices of Malaysia has changed the way you behave?	No, I think not yet. Because it still not a long time.

Do you have any behavior changes in yourself, no matter is in positive or negative changes occurred to you?	A lot of stress here. It was stress in the beginning when you want to adapt with it because I used to go to campus, assignment, presentation, go back home. I wasn't used to it. But now I am okay. (How was the education in your hometown?) In Pakistan, I used to have one or two classes per day. So three hours classes per day. That's it. And we did not have tutorials. In US there is tutorials, but Pakistan no. But US is really tough.
Do you have any personal negative experiences while adapting to the new environment? Such as any discrimination or prejudice?	Discriminate a little bit in class. I means even in the group assignments, they will talk in Chinese, and write in Chinese. I cannot understand Chinese because if you want me to do my part, you have to talk in English to let me understand. And I would not do my part because I don't understand Chinese. I tell them to write in English then they keep telling me if you don't do the assignments, we all will get a bad marks. And when I tell them to talk in English, if they explain to me, maybe I can do the assignments quicker. Then I used to go to tutorials every week and ask the teacher whether can I retake? I actually don't have part of my own assign. The groups they talk in Chinese. It's a discrimination for me. I am sitting with them, but they all speaking Chinese. So it's feel little bad.

	If I have a Pakistan friends, and we are talking with Urdo, obviously the person will feel like down right? Yeah, this is the things. (So currently do you still experienced the things like this?) Currently I have a Sri Lanka friends. Now is getting better. (Currently do you have any assignments group with local students?) Yes. (Does the things happened again?) No. It's fine. Things getting better. Because I talk with them in class every day. (Do you have any communication barriers with them?) Yeah. They might not able to speak with me in English. So they asked people to explain or they tell me to go to tutorials, and she will explain. So I said okay. Because I don't know about the APA format of assignments. Because I didn't go foundation at all. They will tell me if I am wrong, so I am try to settle with it.
Do you think you have successfully adapting to the new culture?	Yeah. (Do you think it is a successful adaptation process?) It's okay.
Will you use social media to establish relationship with local students?	Only WhatsApp, for assignments. (Sometimes, there are some news or notice that will announce in Facebook?) My friends will tell me. (Or any event that they organized and promote in Facebook.)

	(When you want to know more details about that event, you need to go through their Facebook pages.)
	If my friends are going to the event, I will go with them, but not alone.
What is the main challenge when you start socializing with local students by using social media?	By using social media, no problem.
	I talk with my friends on social media.
	(What if, in future you get a friends that really like to use Facebook, will you start to use Facebook?)
	I really don't like Facebook to be honest.
	We can talk through WhatsApp maybe.
	Because Facebook is not necessary.
	I done before with Facebook but not now.
	I see a lots of fake news and accounts on Facebook.
	It's not safe.
	So I use Instagram and Snapchat.
	(Currently I think Instagram is more famous than Facebook.)
	Yeah, it's the same things, so I choose one.
	(Because Instagram is more welcomed for the younger as the age range of Facebook has already raise.)
	Yeah.
	Some more is the language.
	(They use Chinse, but you use English?)
	They use English.
	But, I don't understand the aggregation.
	Like "ady".
	I didn't know that.
	I never heard "ady".
	Never in my life.
	Never in US.
	Never in Pakistan.
	For the first semester, I was like, what is "ady"?

	But now, I know.
	Use is different as well.
	The English, the way they type and the way I type, it's different.
	I haven't heard "ady".
	My friend told me it was "already".
	I was like, ok.
Does social media help you during your adaptation process?	Yes, it did.
	Talking to family.
	Taking help from my friends for the assignment, for presentation submission.
	We have WhatsApp group.
	So, we present and submit everything on the WhatsApp group.
	And if there's any mistake, then we all change it together as a group.
	(So, does social media help you to communicate with you family members to cure your home sickness?)
	Ya, definitely.
In your opinion, what is the role of social media during your adaptation process?	I think is awareness about what's going on.
	It tells students regarding the events going on.
	(Not only Facebook, because social media also include WhatsApp, Instagram and more.)
	Yeah, WhatsApp group.
	They tell us about the international events something.
	(So you using WhatsApp to communicate with your family and friends in your country right, this is also a role of social media to help you to adapt to the new environment.)
	Yeah, definitely.
What are the knowledges that you gain when you study abroad?	Independence, being alone.
	It's a huge things, because in my country there was my mother.
	My family over there.
	Being with family, you get cooked food, you get everything.

	But being here, you need to be independent.
	Take care of myself, take care of everything.
	It's pretty nice actually.
	It improve when you living alone.
	You are not kids anymore.
	Some more, practical life here.
	Like in my country, I was doing media studies.
	I was in media, not in marketing.
	So, we had photoshoots, video shoots and everything.
	It was never that stressful.
	So, I don't have that degree and I'm doing marketing now.
	So, it's different, the exposure.
	(So, why do you change media to marketing?)
	Because, UTAR Kampar here didn't have media.
	And we have different courses in Pakistan and here.
	Nothing would be transferred.
	I have to start again.
	So, I started marketing, my second option.
	(Because, I thought we have broadcasting?)
	In KL.
	(You don't like KL?)
	I do, but it's the courses transfer.
	If one or two courses are being transferred, there is no use for me.
	So, marketing was always my second option as well.
	I was always interested in marketing, that's why.
Will you suggest your friends to further study at Malaysia?	Yeah, they should come to Malaysia.
	Anywhere in Malaysia.
	(Why is Malaysia so attractive for you?)
	The city in KL, that side is more attracted.
	There's more social life there.

	My friends from Pakistan, they are in APU, they are in different universities over there.
	And they have a lot of funs and they are settled.
	I was born as a city girl.
	I lived in a busy city.
	I loved to be in a big city, busy twenty-four hours.
	I like KL more.
	It's city life.
	I've always lived in a city life.
	A busy city life, there are buses, there are trains everywhere.
	And Kampar is very quiet.
	(So, you won't suggest them to come to Kampar?)
	No, not Kampar.
	Maybe if there's a group of friends, then Kampar is fine.
	But if alone, not to Kampar.
Do you think you have successfully adapted or poorly adapted to the new environment?	In the middle, I guess?
	Average.
	(You're still struggling?)
	Ya, still tight.
	I'll get used to it.
	(Thank you. That's all for our interview.)

6.15 Interview Transcription: Evans Desantos _Kenya

Name	Evans Desantos
Age	22
Gender	Male
Faculty	FEGT
Course	Petrol Chemical Engineering
Year: Semester:	Y3S2
Education Level:	Bachelor's Degree
Nationality:	Kenya
Religion:	Christian
Native Language:	Swahili
How long you have lived in Malaysia?	From 2015 up to now, around 4 years.
Why did you choose to study abroad instead of staying at native country?	Because the president of UTAR came to our country, so he came here offers a scholarship. So, the main reason that I came here is because of the scholarship. (Scholarship for you all or like for the students in your country or what?) No, is not all but some. It depends of the result.
Why did you choose Malaysia?	I can say is like I did not know UTAR is in Malaysia, but because of the president of UTAR, he came here to introduce of UTAR and I just noticed that UTAR is in Malaysia.
Why did you choose UTAR?	In my country, there has a Malaysian Chinese guy that working at there. So, he knows the president of UTAR and bring him to our country and introduce UTAR to us. So, because of the scholarship then I came here.

What was your first impression towards UTAR/ Kampar?	I can say like coming here is something different between here and the Kenya.
How do you describe your personal and studying experiences in Malaysia?	So far, I can say that not that bad but UTAR is tough comparing to my country. In my country I have well performing but here I am more care about my result. My country also tough, it was based on the British education style so it is tough but there have family members, teachers can explain in our own language so it is okay. But here is different.
Do you faced any difficulties when you first come to Malaysia?	The biggest problem I can say that is communication. Because I remember that in practical class, I supposed to do the practical but I cannot conduct it. It is because my group members, they could like cannot speak English, they communicate in Chinese and it is tough to me. So, I just wait them and take the answer and go home. I could not do anything in lab. (so, your difficulty is the language problem?) Yes, is the language problem.
Do you feel stress when you try to adapt yourself in new environment?	Yes, I can say is like coming here some of the people generalize that all black people are Nigerian people but actually it is different. In Africa there have many countries not only Nigerian. So, I hard to explain to them I am Nigerian. It is the main problem when first came to here.
In your opinion, what factors cause you to feel stress?	People like to generalize all African are like this. I very hard to sit down to explain to you what is the difference. I feel like stereotyping.

	But what I noticed is like after explain to them let say one day two day, they get knew to me, then they will know.
	(how about the academic performance, will you feel stress because you think you want to have a good result?)
	Yes, because that I say I need the scholarship.
	For us, we no need to get 3.0 but we are supposing to get pass which is 2.0.
	So, if you fail, you need to pay by your own and we need to maintain in 2.0 and above.
	So, I need to work hard a lot, study a lot, no get 3.0 but I also sleep late to make sure the result is maintained.
	So, I can say UTAR is tough.
How do you overcome acculturative stress during your adaptation process?	Mostly I can say I play football, join the futsal.
	I little bit free then I will go to play and release the stress.
	I also listen to the music.
	(how about like you have share to your family, talk with them about your stress?)
	No, I no tell about this to my family members.
	(how about the friends?)
	Yes, but may be the friends that in Malaysia not my country.
	Because my father already expecting I mature enough to handle all the thing here.
	So, I will choose to share with my friends like housemate and some of the local friends in Kampar.
What kind of resources would you prefer when you are coping with the stress and the new environment? (e.g.	For me I can't say is family members may be my friends.
	(how about like ethnic community, would you join any society?)
	I no join any society because I felt like left little time and most of the time I will spending on study in the hostel.
	Saturday and Sunday, I did no go out, so I spend my time in study.
	I think that community or society event take a lot of my time.

ethnic community, family members)	(so, you just prefer friends be one of the resources for you to coping the stress?) Yes, exactly.
What are the differences between Malaysia's culture and your origin country's culture? (Culture shock)	I can say my country culture is like more respective. For example, I meet my elder sister I cannot just call her by her name, I should call her in respective way such as sister. But here is difference, you move from the respective background you also need to adapt to get the more friend at here. (for example, Malaysia is the multicultural country how about like your country only one of races?) No, there also have a lot of races. There have Indian, Chinese also. Because for our country, there are 42 types, we are all African but we are in difference religion. (do you have any culture shock when you come to Malaysia?) No, because before I come here, I already know that Malaysia is the multicultural country. But, there have something that I do not know such as in Chinese New Year, there have the lion dance that I no watch it before. For example, in my country is most respecting like I say you are stupid, this kind of action is showed you are not respect to that person and I will get punish. But in Malaysia, you guys would not get punish. In my country, we more like to eat maize, but coming here is always eating rice. So, we need to adapt the culture here.
Do the culture or practices of Malaysia change the way you behave?	Yes, I came here and do what kind of thing that can do at here and understand that what is cannot do in Malaysia. I felt that Malaysia is more open than my country. So, I came here and I become more open.

Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?	Yes, I can say that in my country, my father was totally cannot let us to drink the alcohol, but came here when I go to party, I will try getting involve in the party and I will drink the alcohol. At my country, I will no join this kind of event because my family is not allowed. So, it may say that I came here become more socialize.
Do you have any personal negative experiences while adapting to new environment? (e.g. discrimination and prejudice)	Yes, like what I said before, some of the people stereotype the African people are the same. I had to keep explaining but actually I felt no good in my heart but I try to open and explain to them. Yes, it says is discrimination. Sometime I will be felt left out but I try hard to adapt into this new environment too.
Do the personal negative experiences that you undergo have any impact on your adaptation process?	For me the adaption process is tough. Sometime, some of the people approach me and start to ask me a lot of questions. So, sometime I just keep myself far to avoid that kind of childish questions. Actually, Africa is having a lot of country but some of them think that Africa only has one of country. For me I can say that it is no impact for me just need to explain to them clearly then should be okay. I am open, when you ask me a question I go straight and answer you. Let say you just keep it in your heart and you no say, then it will keep stressing you. So, I just split out later.
What social media have you used?	Before it was a Facebook, but now I change to the Instagram. For me, I using Whatsapp is to contact with the person that in my country because it is quite cheap than normal call. It will help me to contact with my family members and friends.

	Instagram, normally I used for fun and watch the video.
What is the purpose of using social media?	It is a part of communication. Whatsapp like a bond with each other. I use Facebook is most like to know what going on of my country. Read the international news to update the information. For entertainment, mostly I will be using the Instagram to follow my friends and see their photo or video.
Will you use social media to establish relationship with local students?	Yes, for the person that we do not know before, meet them before, we also can add he or she as a friend. (do you prefer face-to-face or by using social media?) I prefer face-to-face. Because I cannot see your attitude in Facebook, so face-to-face at least I can saw it what is your expression. (for example, local students here are like to use Facebook or Instagram, so is this one of the reasons you using Facebook or Instagram so that you can more things to talk with your friends?) It cannot say like this way, because I was using Facebook started from my country. Instagram, I used it here. I can say that Facebook also help me because sometime I can add the friends and chat with them to stay connection when we no saw each other. I using the Instagram is because most of the local friends here are using it then I go to install. Because I can know more about the local friends what they doing through their photo or story.
What is the main challenge when you start socializing	Yes, because here the English language is the big difference, you guys like to shorten the word, you do not put the sentences in full, I cannot understand it.

with the local students using social media?	When I saw the message, I will take a long period to understand what is the meaning. Here also like to use a lot of emoji, for me, I did not like. (how about like you will meet some of the classmate or friends here that having a group conversation, would they like speak in Chinese or Cantonese then language that you did not understand?) Yes, that one I faced a lot, I think up to now I was also faced the same problem. But actually, I also no feel good about you are chatting together in the same group and just like to change the language and speak in your own language. So, I will feel like offended because I do not know what they talk. So, I just need to be the positive and try to accept it.
Does social media help you during the adaptation process? How?	Yes, it is helpful. I will try to make friends with the Indian students instead of Chinese student is because Indian friends is more talking about English. So, we started to change our Facebook account then from there we can start to communicate to each other through social media. They helping me a lot throughout this adaptation process.
In your opinion, what is the role of social media during your adaptation process?	It mostly in communication when using the social media. Sometime, we using social media changing the note with each other.
What are the knowledges that you gain when study aboard?	I know about the Malaysia culture. For example, I came here I know about the Chinese, what they like and what they did not like. In my country, I could not know all of these.

	I learned many extra knowledges at here.
	When I go to Johor, I saw that people every Sunday are going to church.
	(so, in your country you no need go to the church every weekend?)
	We will go but now my parents were giving me a freedom, so I can choose by myself, is it need to go or not.
	But here is like every week end they should go to church.
Will you suggest your friend to further their study at Malaysia?	This will be like half half.
	Because education level is tough but when you graduate the certificate that you get is quite good.
	The study is tough and I cannot get my expected grade.
	I can suggest my friends to come study here because UTAR ranking is quite high.
Do you think you have successfully or poorly adapted to this new environment?	No, because I most of time is just spend in school or hostel and study.
	It not like go to trip and I cannot say that I have fully adapted in this new environment.

6.16 Interview Transcription: Gum Lueth _ South Sudan

Name	Gum Lueth
Age	24
Gender	Male
Faculty	FEGG
Course	Chemical Engineering
Year: Semester:	Y4S3
Education Level:	Bachelor's Degree
Nationality:	South Sudan
Religion:	Christian
Native Language:	Arabic
How long you have lived in Malaysia?	I have been Malaysia 4 Years.
Why did you choose to study abroad instead of staying at native country?	I chose Malaysia is because previously my cousin was studying in Malaysia. When I am studying at high school, he was studying at UTP. He suggested me come to Malaysia as well and it is cheap and study was good. Malaysia is more affordable.
Why did you choose UTAR?	I actually was going to UTP, but then the admission there is more difficult. Because the admission is tough, so I came here. The stuff there applied to me here (UTAR).
What was your first impression towards UTAR/ Kampar?	I was surprise, is like the village is not like the KL. At first it was bad, but then I get use it then okay. At first it is tough, because I lived in the city and here is no many entertainments.
How do you describe your personal and	Actually, it is quite normal.

studying experiences in Malaysia?	I have a lot of local friends, because we are start with the same batch until now, we still in same course, same lecture, so we know each other, so I had a lot of friends here. Yes, I am quite social
Do you face problem in communication?	First when I came, I faced the communication is a big problem. It hard right, when you come the new place first time, it will have a litter communication problem. Year 1, year 2 it was tough, but after start year 3 and I open out. So, I became very good in communication and I had joined some soft skill programs and events also.
Do you faced any difficulties when you first come to Malaysia?	Yes, the language problem. Because most of the students here are Chinese and they said Cantonese or Chinese and that is the problem for international students. For example, in my individual, when go to lab and sit in the group and usually they communicate in Chinese and I feel left out. They will speak in Chinese and one person will come and translate to me.
How you try to adapt these stresses?	It depends to every international student. For me, I like to go approach them, I like to initiate. Student here are they shy, they would not come to start first, at least you go and ask they would be okay. So, usually it depends to the person, sometime the international student they do not go first and they faced problem.
In your opinion, what factors cause you to feel stress?	I will say may be is the system of UTAR, it is very tough, it will cause me stress sometime. It is very result based, so it is very stressful, I need to study vert hard and catch up.

	I remembered last year some of the international students are came 1 year then they changed.
How do you overcome acculturative stress during your adaptation process?	In this place actually is no many places can go to. I will be watching some video, movie, I find entertainment for myself when I am in hostel. So, I quite active in social media.
What kind of resources would you prefer when you are coping with the stress and the new environment? (e.g. ethnic community, family members)	I think most of the international student here are not really rely on family, we are much independent. But I more rely on friends, close friends. Actually, I have a lot of close friends in Malaysia-Kampar. I have one classmate, he is malay and more sincere, usually I like talk to him when I feel stress.
What are the differences between Malaysia's culture and your origin country's culture? (Culture shock)	It is very big difference. My country only has one race. For food, people here are like to eat rice, but at my country, we no eat rice, we eat bread instead of rice. May be the number for me to eat rice in my country is was like 6 times per year. So, I came here usually I felt culture shock. Second, people here are very shy, the culture here are shy or conservative. But in my country, it was very straight and direct. The communication in Malaysia also very tough and difficult to understand.
Do the culture or practices of Malaysia change the way you behave?	Yes, in term of the communication, it is not very active so I also became more conservative. At my country, I am very direct but here because the culture is people like to sit back so sometime, I also change it to sit back.

	I try to become one of the Malaysians actually.
Do you go to other state in Malaysia except Kampar, Perak?	Yes. I went to Penang, Pangkor Island, Ipoh, KL, and Melaka with his local friends. KL is my favorite state in Malaysia, KL is more convenience because is like city town. When semester break or holidays, I will go to KL because I have cousin study in KL. I only go back to my country one per year because the flight ticket is quite expensive.
Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?	I may say that in positive way, I came here for study, I had learned how to multitasking. The negative thing, may be is I became not active, not talkative because of Malaysia culture. In the beginning, I also feel loneliness but now is not.
Do you have any personal negative experiences while adapting to new environment? (e.g. discrimination and prejudice)	For me, I no feel any negative experiences even though people looking me in different way I also no care so much. I think may be is my personality. But I have one of the friends that he was staying in the KL and he sit in the train and he get shout from the people "get out" in the public. I think this is the discrimination. But I go to KL a lot and I did not have this kind of experience.
Do the personal negative experiences that you undergo have any impact on your adaptation process?	Not really.

What social media have you used?	Usually Instagram and Facebook.
	But I used Instagram a lot.
What is the purpose of using social media?	For me usually is more to entertainment, find the new friends.
	Yes, I also using YouTube a lot.
	I watch one girl that teaching the Malay language in her YouTube channel.
	I can spend a lot of time for using social media, because here is no more entertainment.
Will you use social media to establish relationship with local students?	Yes, I chat a lot with local friends here through social media.
	In the assignment also we use social media for discussing and sharing the information.
	Yes, social media helps a lot for me in adaptation process.
What is the main challenge when you start socializing with the local students using social media?	I think I not faced any challenges by using social media to communicate with local students.
	I had joined the presentation and I was presented my country to the local students and after that they came to me to get my Facebook.
In your opinion, what is the role of social media during your adaptation process?	I think social media is quite huge.
	Mainly the role is the communication, keep the connection with the person and also keep in touch with each other.
What are the knowledges that you gain when study aboard?	What I gain at here is self-confidence.
	For me, doing a presentation to the local students is like the sharing section and I gain the self-confidence through the process.
Will you suggest your friend to	Yes. I will suggest to who that can adapted easily.
	I think the culture is the one that more difficult to adapt in, you must become so open when you come to the new environment.

further their study at Malaysia?	Have a strong mind set also very important. It is also one of the learning processes.
Do you think you have successfully adapted or poorly adapted to this new environment?	Successfully adopted.
Do you think to find the job in Malaysia after graduate?	Yes, if I found the good organization, but if not I will go back to my own country too.

6.17 Interview Transcription: Komora Benedict _Kenya

Name	Komora Benedict
Age	23
Gender	Male
Faculty	Faculty of Business and Finance
Course	Financial Economic
Education Level	Bachelor of Economic (Hons) Financial Economic Year 3 Semester 3
Nationality	Kenya
Religion	Christian
Native Language	Swahili, Pokomo
How long have you lived in Malaysia?	4 years and above
Why did you choose to study abroad instead of staying at native country?	Just like you Malaysians, sometimes go oversea to study. The main reason is exposure. Another reason is education of Kenya is not that good. The moment that come to here that have people coming for me. So that's the reason for me.
Why did you choose Malaysia?	Just like I said before, it is because of exposure. Of course to learn new culture. To expose to different source of lifestyle over here compare to my native country.
Why did you choose UTAR?	UTAR, my choice. I choose UTAR the reason is because there are my friends here that studying in UTAR. It was much better for me because in term of settling, I won't have any problem. Because I have guys here, at least they can take me round, make me familiar to here.

	(You came here with your friends or you already have friends over here?)
	William is at here, but I have seniors here but now already go back.
What was your first impression towards UTAR?	At first, I was felt amazing because the environment is very strange.
	The building was strange.
	Because it was the first time in all this things.
	It's like everything is new to me.
	But thanks god I have my friends.
	I have my own orientation compare to the formal orientation that organized by UTAR.
How do you describe your personal and studying experiences in Malaysia?	At first, actually when you going to a new country, first thing is there having some source of challenges because you have to adapt to the current situation.
	In Kenya, I was used to different standard of education.
	But when I came here, I have to start over.
	So, that was my challenges at first, copying with the studies.
Do you faced any difficulties when you first come to Malaysia?	Yes.
	First thing is food ways.
	That was very first because I was not used to some kind of food.
	The Malaysia food was spicy foods, rice and the egg are a bit throat.
	I couldn't eat it actually.
	At first, I was like, be very chosen.
	The food style was very different between here and my country.
	That was my major challenge actually.
	The other thing is, I have the problem in getting friends.
	At first, you approaching somebody, he or she get used to take time to knew you and you are tough because you have to depend on each other.

	That was my challenges, communication.
Do you feel stress when you try to adapt yourself in new environment?	At first, yes. Because I can go to a restaurant, I cannot order unless I see the menu. And sometimes I see the menu and look at the food, I don't know what it is. So you just have to look at that nice picture and said "this". It was stressful because of the communication.
In your opinion, what factors cause you to feel stress?	Basically, it was friendship to local friends. That was during my first time.
How do you overcome acculturative stress during your adaptation process?	I am kind of fun guy. If I have to approach you, I will approach you. Whether you understand or didn't understand, it is okay. So, I tend to approach my friends or whoever it is trust to me, I talk to him. I try to be loved the relationship. I was like talk to you continuously until you get used to me. That's what I used to do and I have success in that until now.
What kind of resources would you prefer when you are coping with the stress and the new environment?	The only best thing is rely on your friends. You share with your friend. With my local friends, and my housemate also. I shared with them. I have a lot of local friends, Chinese and more. I have a lot of Chinese friends, Indian maybe few. My course is all Chinese. So, all my friends are Chinese actually.
What are the differences between Malaysia's culture	Well, over here, the first thing is food. Food is like all of the Malaysians like to eat. They cannot disclaim.

and your origin country's culture?	They came to a restaurant, they said "the restaurant is very nice" and more.
	In my country, we really don't mind eating.
	We can eat but we don't have so many varieties of foods.
	Malaysia have a lots of food because multicultural country, you have Chinese, Indian, Malays.
	Of course there are some foreigners such as Bangladesh.
	Maybe they have their business, they bringing their recipe and so on into here.
	That is the major differences.
	But I like the food here, I can eat everything.
	At first, I was fussy, very choose.
	But now, I can eat spicy, Chinese food, TomYam and more.
	Normally I go out with my friends, we organized and meet up for dinner, for lunch, for breakfast.
Do the culture of practices of Malaysia change the way you behave?	Not truly but I think I have more influence in my language.
	That "lah lah lah" slang.
	(Yeah, sometimes you speak like a Malaysian.)
	Because I used to with my friends that always use "lah".
Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?	I have both positive and negative.
	Positive in the sense that I have learnt a lot from you guys.
	I have learnt how to make with people from different races.
	I have learnt to interact with them, I learned to coordinate and maybe working on some project to make it success.
	And negative is that is only one, instant that I feel very bad.
	I went for a group assignment in Harvard area there.
	When I went there, and I was waiting for my friends to come down to open the door for me.
	One of the housemate, a girl was coming out.
	So she came down, when she saw me I think she was scared.

	I don't know she hasn't seen African before, then she ran back. Honesty speaking I was very angry. I was like why she running, I won't going to eat her. (You feel offended?) That was my worst experience actually. I still remembered until todays although it is three years ago. I don't talk about it.
Do the personal experiences that you undergo have any impact on your adaptation process?	It doesn't have a negative impact but I am careful to who I approach. I can't anyhow to approach you. I approach you with valid reason. Because you never know their reaction. If it's a familiar face, I am okay to approach you. That means that I am not caution person, I take a lot of precaution.
What social media have you used?	I used a lot of social media. Facebook, WhatsApp, WeChat, and of course I rely on YouTube. YouTube is because I like to know what's going on, in the whole over things that we look to get update, so I have to rely on that. And of course Instagram. In fact, Instagram I have so many pictures there. Facebook is just read through news, updates and so on but more active in Instagram.
What is the purpose of using social media?	Information is very important. You have to know what's around you and outside you. So that is the main reason that using social media. Like me, I have to know what's going on in Kenya. Not only in Kenya have you had to know, at least few parts of world that hot topic issues.

	That is the main reason I use social media.
	Especially Facebook.
	I also know about the Malaysia issue.
Will you use social media to establish relationship with local students?	Yes, because like we have a group for our batch.
	In that group, in case of any information that maybe is important to all of you guys in same batch, I have to inform them or they have to inform us.
	So it is very important on using social media to inform them, at least the people around that they know what's going on.
	Especially on matters that affect you.
	I have a lots of group chats.
	(You like to socialize?)
	Yes, I do.
What is the main challenge when you start socializing with the local students by using social media?	Sometimes, compare with inbox chatting with you, but sometimes that have the feeling maybe you may not response.
	Or maybe you have your own prejudgment about me.
	So I have that feeling but of course you have to bond with them.
	If you respond me then I go, if you don't respond, it's okay.
Does social media help you during the adaptation process? How?	Yes, because through social media, we can send message during a conversation.
	Before we met face-to-face, but maybe later on you will agree to each other and get to know each other later.
	That's the most importance things.
	(You get close to someone easily.)
	(It can be not very friendly through face-to-face but very nice in social media.)
	Exactly.
	Sometime we don't know each other and feel awkward and don't know how to start the conversation.
	So, the social media was helping us a lot.

In your opinion, what is the role of social media during your adaptation process?	To me I think is, it is one of courage to approaching somebody. Talking to someone if you haven't meet each other. Then, another thing is it is a connection building a strong bone between two or more parties. Not necessary you have to meet each other but at least there will be that bone.
What are the knowledge that you gain when study abroad?	Over here, firstly you learn to be independence and very judgmental. You make choices by yourself. No one will stop you to do anything. Another thing is you learn to be self-discipline. You have to think whatever you do, you have to think that impacts that you may bring and the positive or negative effect. Another thing is you learn to live with people from different races. For example, I did my intern in P-Deposit, which is a multinational firm for accounting purposes. I did my internship in Johor. So over there, it's combine of Chinese, Malays and Indian. In my job, I have to go through the clients. The clients can be Chinese and sometimes in Malays. They speak Malay and I don't understand anything. So you learn to appreciate, whether you understand or not understand, you have to appreciate and try to cope up with them. Those are major lessons for me for my stay at here four years.
Will you suggest your friend to further their study at Malaysia?	I welcomed them to here. That feel like they would come to here. Actually Malaysia is very hospitably group, it is very welcomed to the visitors. It's a very safe country. You don't feel lonely actually.

	So any foreigners that want to come, should come.
	It is a lot of freedom here.
	In Kampar, I can walk in 3am, I don't mind.
	It's safe.
	For my country, it is safe also but you still need to be caution and careful.
Do you think you have successfully adapted or poorly adapted to this new environment?	I am fully adapted.
	Only that I was struggling with the language issues.
	I know some but coming out with the grammatical correct sentences.
	Very difficult to come out with the correct sentences.
	But I can try.
	I know a lots of Chinese and Malay words, but cannot make a correct sentences.
	India I really don't know anything.
	(When you come out with a group of friends, they all speak in Chinese.)
	Of course, but I get used to that lifestyle.
	When I come out with my friends, they speak to each other in Chinese, they switch if something is general to be understand and they switch to English.
	(They are one person to translate to you?)
	Yeah, definitely.
	I am okay, I don't feel bad.
	It's normal.
	The only good thing is, during lecture, the lecture only speak English.
	They try not to speak Chinese.
	(That's all for our interview. Thank you.)

6.18 Interview Transcription: William_Kenya

Name	William
Age	24
Gender	Male
Faculty	FICT
Course	Information System Engineering
Year: Semester:	Y2S3
Education Level:	Bachelor's Degree
Nationality:	Kenya
Religion:	Christian
Native Language:	Swahili
How long you have lived in Malaysia?	4 Years
Why did you choose to study abroad instead of staying at native country?	Just same like what Evans told you. Because of scholarship and also, I wanted to see how other country look like. Before that, I was work hard to get this scholarship and come to Malaysia.
Why did you choose UTAR?	I did not choose UTAR, just because the president of UTAR came to Kenya and talk about UTAR and then I came to UTAR.
Why did you choose Malaysia?	So, when I came to UTAR and UTAR was located at Malaysia, so I was in Malaysia.
What was your first impression towards UTAR?	When I came to UTAR, I saw is very beautiful university. I like the UTAR in Kampar, I did not like the UTAR in Sungai Long. I like here because there have the futsal court, football court and because I like to play football. So, my first impression is very good towards UTAR.

How do you describe your personal and studying experiences in Malaysia?	I finished my secondary school at 2012. So, I was at outside doing some community services may be around 2 years. So, at that time, I was no study at all just helping people in the community. When I came here in May 2014, it was like I forget how to study because I almost 2 years did not study. I was trying to catch up with the study and how to study and so on. It was a little bit challenging for me in first semester, but know I think was be okay.
Do you faced any difficulties when you first come to Malaysia?	No, because when I came, I found the people who are from Kenya and they were living here already long time. So, it is easy for me to adapt, because they were showing me around, tell me what should do and what should not to do. (do you feel that have any language problem or communication problem?) I just go to class and sit beside anyone and start to talk with them. But the people here are more passive so I want to start the conversation first then they will talk to you. They want someone to start the conversation first.
Do you feel stress when you try to adapt yourself in new environment?	Yes. Firstly, UTAR like to ask you to form a group, so unless you have friends in that class then it was easy to me to form group. But, here most of the students are Chinese, so most of them speak Chinese and they scare to speak with someone that only can speak in English. I only have few of friends that can speak English with me. The rest, all of them are speak Chinese. So, sometime it was tough for me to form group for assignment.

	That is the main challenge for me.
	At here, people are studying in group.
	But for me, I prefer study alone.
	(do you have any stress in maintaining the result?)
	Of course, because if you fail, the immigration cannot renew our student's VISA.
	So, we have to work hard.
In your opinion, what factors cause you to feel stress?	I think is different environment.
	In my country, I have a lot of thing to do.
	I playing football, I go the beach, I go to visit my sister and there was a lot of thing I can do.
	I feel more freedom in my country, if I have stress, I can do others thing.
	But here, I no do so much, only came back to hostel and watch the movie, play the game.
	But stress, mostly is in the study.
	Because need to find the way how to study, there have a lot of assignments and presentations.
	(do feel any stress or afraid in your first presentation?)
	Yes, is because it was using English to talk to the public.
	English also is not our first language; we also learn the English here and I also scare to talk in front of people.
	But now, I think was okay, I can talk too.
How do you overcome acculturative stress during your adaptation process?	When I feel stress I just sleep, then the next day everything will be forgot.
	I also playing football, watching movie.
	I also to visit the UTAR counselling office when I feel stress and I will talk to them about my stress.
	(how about like talk your stress to your parent or brother or sister or your friend?)

	I no talk with my mother because she will worry about me and might be sick, so I just keep it myself.
	Yes, I tell my sister when I feel stress and the problem that I faced, then they will give me some advices.
	I also share with my friends, local friends, housemate about the difficulties that I faced
What kind of resources would you prefer when you are coping with the stress and the new environment? (e.g. ethnic community, family members)	I had joined some society in UTAR.
	For example, international friendship society that dealing with the international students.
	I also joined Asian cultural society and joined the activity that organize by those society.
	I go to the event such as Chinese Musician, Indian activity and feel enjoy to know their culture.
	(do you join any ethic community at here?)
	Yes, I go to the church with my friends.
	I also go to the orang asli village because I have friends is orang asli and then they bring me go.
What are the differences between Malaysia's culture and your origin country's culture? (Culture shock)	In my country, there was no a single culture, everyone in Kenya have their own culture.
	For example, this type of people like to eat much of food but that type of people just eat a little bit or this type is tall and that type is short.
	I think the relationship with couple is different between Kenya and Malaysia.
	In Kenya, people like to cheat a lot.
	For example, one girl cheating many of guys.
	In Malaysia, I just observe in differently.
	I see so may of my friends and their girl friends in relationship for very long time.
	So, this is one of things that different between Kenya and Malaysia.

	(do you feel any culture shock?)
	Yes, I will shock because in Kenya, there was no gay or lesbian.
	Even though they have gay or lesbian but it is not allowed.
	If someone see you are practicing in gay or lesbian, people will beat you.
	So, in Kenya I can go to the washroom with some boys together, no thinking any negative thing in my brain.
	But when I came to Malaysia, my mindset was change.
	Because last time I was with a friend and there were have female friends also at that time but I no talk to the girls, I only talk to the guy.
	So, his friends ask him is me is gay?
	Because I just talk to him and no talk to them, then they think I am a gay.
	I just say that I just try to avoid because I think that if I talk to them, they will think something else in differently.
	And also, the costume is different between Kenya and Malaysia.
	In my country, we can wear any cloth and any color, nobody thinks anything about you.
	But in Malaysia, you have to choose what to wear.
	If boy wear pink color, they will think that you in differently.
Do the culture or practices of Malaysia change the way you behave?	Yes, of course, it was changing my mindset.
Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?	I think yes. Now I know I can speak with the other people from other places, I can speak with the Chinese or Indian people without fear. Because when I was young, I see any European or Chinese people, I will run away.

Do you have any personal negative experiences while adapting to new environment? (e.g. discrimination and prejudice)	Yes, the discrimination is always there. In my country, people also discriminate other people or another race like that. For me I faced but I no care too much about it. One time, in my lecture class, there is a guy he asks me you people chase by the lion, so you can run fast. Because Kenya people are good in running and always get champion, so he asks me this kind of question but not everyone in Kenya are goof in running. Next, he also asks me, is it has ocean in your country? I said stop asking me these kinds of childish, silly question and he make me angry. Because all the countries are separate by sea, why he wants to ask me like these kinds of question. In my foundation class, one of the lecturers, he said you foreigner like come to Malaysia and married with the girl in Malaysia and bring them back to our country, what is he means.
Do the personal negative experiences that you undergo have any impact on your adaptation process?	No, because I no care too much about this. I have my own country, I just came here for study, anyone discriminate me, I just ignore. The security guard also stop me because I forgot to wear my ID, and he say you should not do that because it is not your country, this is Malaysia. I just smile and say sorry and I no think too much about this.
What social media have you used?	Facebook, WeChat, Instagram WhatsApp, YouTube.
What is the purpose of using social media?	Communicate with the people in my own country. I no using call because it is very expensive just used WhatsApp to call and also used it do a group discussion of assignment.
Will you use social media to establish	Yes, because the more you talk to the people then you know more about them.

relationship with local students?	For example, if the person that we everyday chat in Facebook, then I will remember her/his name easily, if not I will forget it. Mostly is for communication. (is it people here are using Facebook or Instagram, then when you came here then you open the account of Facebook or Instagram?) I create the Facebook account before I came here, but Instagram I used it recently just to post the photo. In my country people are no using the WeChat but here people like to use WeChat. Mostly Facebook and WhatsApp people are using a lot. I used Facebook to saw the photo that upload from my friends, knowing their life, and also follow the UTAR group. I always check news from YouTube.
What is the main challenge when you start socializing with the local students using social media?	Firstly, I will talk to someone first before I sent friend request to them. (do you facing any challenge when you using social media to communicate with the local people?) The language problem. It was a little bit different because they no use the complete word, correct sentences when in the conversation. So, I need to think what they trying to say. Just only some of the people they are good in speaking English then I know what they say.
Does social media help you during the adaptation process? How?	Yes, I have friends in UTAR, they also will create the group of playing football or futsal and then they added everyone in the group. Then, they will send me the message that let's go out for dinner or playing football.

	Because most of people are shy to talk face-to-face and they will say it in social media, plan the activity and inform us through the social media.
	And most of them are staying in Westlake area and we living more far with them, so we need the social media to make a connection with them.
	(so, social media is helps you to become more socialize)
	Yes.
In your opinion, what is the role of social media during your adaptation process?	To communication and more convenience.
	For entertainment, watching video, getting information, and also relaxing purpose.
What are the knowledges that you gain when study aboard?	Mostly, I was learning the difference culture in Malaysia such as Chinese, Indian, Malay and also Orang Asli.
	I also adapted the food in Malaysia.
	There are many holidays in Malaysia.
	To see how other country look like.
	Changing my mindset when I came here and know more about the culture here and notice that it is most different that it showed on television or in social media.
	I think Malaysia is safe country
Will you suggest your friend to further their study at Malaysia?	Yes, I will suggest my friend come to UTAR.
	Because UTAR is nice and it was in high ranking.
	Some of the university you just pay the money then they will make sure you can graduate and no so hard.
	I think I go other university I can get the good result also because I study performance at my country is not bad.
	But I came to here, I need to study every day.
	So, I can advise them to come to Malaysia and study at UTAR, just need to follow the rules that it.

Do you think you have successfully adapted or poorly adapted to this new environment?	I think I have adapted well at here.

6.19 Interview Transcription: Abdulrahman Saleh _Yemen

Name	Abdulrahman Saleh
Age	24
Gender	Male
Faculty	FBF
Course	Banking and Finance
Year Semester	Y2S3
Education Level	Bachelor's Degree
Nationality	Yemeni
Religion	Islam
Native Language	Arabic
How long have you lived in Malaysia?	3 years
Why did you choose to study abroad instead of staying at native country?	I wanted to experience different culture. I wanted to travel abroad. I always wish I can live alone in a different culture.
Why did you choose Malaysia?	Because of the different culture here. There is like 3 different ethic living here so I suppose wanted to experience it. I have heard about it over the internet itself. It was a good attraction here and location for students in Asia
Why did you choose UTAR?	I actually recommended by my friend.
What was your first impression towards UTAR?	I was actually good in the beginning. Because of the environment, I don't like the hectic life and the city. It is more peaceful.
How do you describe your personal and	I have a very positive in my personality in general.

studying experiences in Malaysia?	I learn many thing especially my English I learn in here so it really help me to overcome a lot of barriers, contact with my other friends who are from oversea.
Do you faced any difficulties when you first come to Malaysia?	Maybe socializing is a bit of the problem especially people are shy to socialize with you because we are more friendly.
Do you feel stress when you try to adapt yourself in new environment?	I think I am kind of used to it because I am from Yemen but I mostly live outside like in South Arabia. Is not only the communication problem but the people themselves sometime the culture impact on them, how they react to different people and culture. Some of them they are little bit of afraid or shy. Sometime I feel some stress being a bit alone.
In your opinion, what factors cause you to feel stress?	I think life itself sometime I mean away from being abroad country, sometime when you can't cope to the new system or environment especially for me I stop studying and I graduated from high school 2013 and then I came here 2015, I study English until 2014. In the age of 2014, I love Malaysia so until I came back here it 2017 so is a huge gap here. I work with my dad helping business and stuff so is kind of stress me when I want to go back to study and really get back to it or cope with the study. It is the academic stress.
How do you overcome acculturative stress during your adaptation process?	I think by knowing people, socializing, know their culture, teach them your culture through food and try to be more open.
What kind of resources would you	Sometime you try to develop with some hobby and practice with people around you.

prefer when you are coping with the stress and the new environment?	I would say feel contact to your family and this will help you overcome a lot.
What are the differences between Malaysia's culture and your origin country's culture?	Let say the food, the people, people have different mind-set compared to my country.
Do the culture or practices of Malaysia change the way you behave?	Being in abroad country, trying to get out of trouble and follow the rules. I will try to adapt.
Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?	I would say is positive. I have all my time for myself so I can focus things that can develop myself like doing more exercises, going jam and reading more. In my country, being home is a lot thing to do.
Do you have any personal negative experiences while adapting to the new environment?	Sometime you feel alienize. I mean everyone will look at you differently. This is the only thing I hate. Sometime I wish nobody can see me. You feel different or weird. People will think who the hack is these.
Do the personal negative experiences that you undergo have any impact on your adaptation process?	I wouldn't say has a negative impact I would say it create barriers between people to communicate.

What social media have you used?	I used Facebook, Instagram, WhatsApp and Snapchat.
What is the purpose of using social media?	Mostly is communicating and keeping in touch with everyone.
Will you use social media to establish relationship with local students?	One of the way to help communicating and trying to be open with each other especially like nowadays when you know new friend you will ask do you have Facebook. So sometime they want to stalk you first and want to know who you are.
What is the main challenge when you start socializing with the local students using social media?	I never faced any challenge. Sometime you write something but they understand something else like some slang but they wouldn't tell they don't understand it. I think that is the main problem with local people, they are shy to admit what they did. Something you say something, they laughed but that is not even what to laugh about.
Does social media help you during the adaptation process? How?	I would say yes.
In your opinion, what is the role of social media during your adaptation process?	I wouldn't say is a major but is a very handful tool.

What are the knowledge that you gain when you study abroad?	To be honest, it is a countless benefits from studying abroad especially you discovered yourself. Sometime is because you live with your parent, you are controlled by them but once you are abroad you try to gain the value. Sometime you see stuff that you never seen before. I think I would recommend people to go abroad to study.
Will you suggest your friend to further their study at Malaysia?	Yes.
Do you think you have successfully adapted or poorly adapted to this new environment?	I wouldn't say fully but I have adapted. Some stuff is very hard to adapt with it regardless of the culture because is opposite of your culture so either you follow your own culture or you follow the opposite culture. Sometime you stuck to your own culture but partly adapt to the other.

6.20 Interview Transcription: Ahmad Ali _Yemen

Name	Ahmad Ali
Age	27 years old
Gender	Male
Faculty	FSC
Course	Food Science
Year Semester	Y2S2
Education Level	Bachelor's Degree
Nationality	Yemeni
Religion	Islam
Native Language	Arabic
How long have you lived in Malaysia?	5 years
Why did you choose to study abroad instead of staying at native country?	Is actually because of my cousin's experience. My cousin studied before but not in UTAR. He is studying multimedia in Melaka. Is just want to try to study outside and the level of education of my country is bad.
Why did you choose Malaysia?	Actually the main reason is cheaper compared to Canada, Australia is more expensive. Maybe it is because Asian culture so we are little more used to.
Why did you choose UTAR?	Actually I was looking for private university, trying to avoid public university. And then I found that UTAR is the cheapest among the university, it is affordable.
What was your first impression towards UTAR?	Actually I like the environment, is like for study and is no more like KL. KL is busy with everything and more crowded.

How do you describe your personal and studying experiences in Malaysia?	It is a new experience and sometime is tough because you know we came from social community society. We can be very social but is a little bit different which is like the people here like just go being in their own race but it okay, we can cope with it.
Do you faced any difficulties when you first come to Malaysia?	Of course, first is the language. And then the food is completely different. The way the food served is very different, is cold but for us is like we have to eat it hot or not exposed to the air for a long time. So is unacceptable for us.
Do you feel stress when you try to adapt yourself in new environment?	In the beginning but after that it is okay. Yes, it's takes time.
In your opinion, what factors cause you to feel stress?	Maybe you meet people that have different perspectives, different opinion. You will find the difficulties in there Because everyone have different kind of thinking and mind set so do concern of how people feel.
How do you overcome acculturative stress during your adaptation process?	Actually it takes time When I first came, I couldn't find local friends mostly is international friends especially apps Of course, with the help of apps you find friends easily. I don't know They feel like shy to talk, to speak, to interact and more passive Maybe because of the language barrier, they are not comfortable speaking in English since they are using their own native languages. More Malay, Chinese and Indian.

What kind of resources would you prefer when you are coping with the stress and the new environment?	Friends at the first place and then social media. Sometimes you wouldn't say the problem to your family because they will get worried. So I prefer to not to say but only talk the positive one.
What are the differences between Malaysia's culture and your origin country's culture?	As I say, If you are a foreigner came to my country, you wouldn't feel is like your home but in my country the people are so socialize. Maybe you will have friends from the first place and the first time. Maybe at the same day, I will take you as a guest to our homes, treat you well but here you are, but I have expect that but it is something different. It get slowly. The culture shock maybe the food. The weather is a lot of stories. Sometimes you don't feel the sun, is dark always and cloudy. In my country, the sun is almost you know. I miss the feeling especially in the morning you woke up the sunrise, you feel like energetic but here you feel like more moody and cloudy.
Do the culture or practices of Malaysia change the way you behave?	Everybody have advantages and disadvantages. So I mean I found Malaysian like they try to avoid problem. My country is sometime the people creating problem from nothing.
Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?	Positive way you have to be more hardworking, relying in yourself because when you with your family, a lot of thing will be done by your parents is like rely on them. But here you have to take your responsibility. Negative way maybe homesick. The homesick is like just release the homesick for 1 month only.

	In here, you feel like more free and your family you feel like a little bit restricted.
Do you have any personal negative experiences while adapting to the new environment?	Ya, because you know sometime you trying to look for something and you ask people to help the difficult then they try to avoid you not to talk with you For me is a bit offended while if you ask anyone in my country, basically he will guide you and try to help you. Maybe he will fetch you to the place but here is like people are always scare for foreigners. They have misconception and have a gap. Even is just a question to ask for yes or no, they will not to say anything just walk away This is the most shocking that I faced.
Do the personal negative experiences that you undergo have any impact on your adaptation process?	Yes, sometime you feel like you want to take two steps back when you making new relationship or friendship. You wanted to be more social but the real situation you choose to stay away. Maybe this thing need a longer time. Sometime you feel more loneliness. I don't have very close friend is like I can invite them to my house but here none.
What social media have you used?	Mostly Facebook, YouTube, Instagram and WhatsApp just for contact.
What is the purpose of using social media?	Just as an entertainment.

Will you use social media to establish relationship with local students?	Yes, of course. You know Malaysia they like to press phone so can talk through social media but they will get shy if communicate face to face.
What is the main challenge when you start socializing with the local students using social media?	Maybe the way they think a little bit different. Try to explain in a way of they don't understand especially the shortcut.
Does social media help you during the adaptation process? How?	Yes because some people is more comfortable using social media.
In your opinion, what is the role of social media during your adaptation process?	I can say is the tool to connect with each other.
What are the knowledge that you gain when you study abroad?	Is how to adapt to a new culture, new respective, new environment. Is like a learning process.
Will you suggest your friend to further their study at Malaysia?	If they have the ability to study abroad then no, if not then okay. Some people cannot adapt to Asian culture. So more people choose KL, because KL has more international students.
Do you think you have successfully adapted or poorly	Somehow.

adapted to this new environment?	

6.21 Interview Transcription: Ameir Eltigani _Sultan

Name	Ameir Eltigani
Age	24
Gender	Male
Faculty	FEGT
Course	Environmental Engineering
Year Semester	Y2S1
Education Level	Bachelor's Degree
Nationality	Sultanist
Religion	Islam
Native Language	Arabic
How long have you lived in Malaysia?	4 years
Why did you choose to study abroad instead of staying at native country?	Can try something new, can have more freedom, and sometime is because of the financial so these are the reason.
Why did you choose Malaysia?	My dad choose it not me.
Why did you choose UTAR?	My dad choose it as well.
What was your first impression towards UTAR?	It cannot judge something by it first look. Different tradition, different people, different ethnic and some culture shock. Overall it was upside down.
How do you describe your personal and studying	When the time goes back, I won't come here especially in UTAR.

experiences in Malaysia?	
Do you faced any difficulties when you first come to Malaysia?	The food and the living standard dropped.
Do you feel stress when you try to adapt yourself in new environment?	Yes, sometimes. I have a lot of friends but very few people I called them as my friends and I have a lot of hi bye friends. This country is very weird but not my country. For example your neighbours what their jobs and what they are doing but in this country you do not know your neighbours Even your course mate take the same subject with you the moment you leave the assignments everything is done. Some of them don't even greet you. Sometime I feel sad and awkward.
In your opinion, what factors cause you to feel stress?	Maybe for us engineering students or science students, the situation is quite different compared to other universities. You know a lot people shifted to other universities. It can tell you, their academic performance increase very high, less stress and less headache so I think something wrong with the system over here. I don't feel shame or fear to anyone in UTAR. They tried to increase the ranking and many of us don't like this. For example I have a friend from EPU, he shifted last year now is 3.9 CGPA in engineering. For example you have 6 chapters subject, first midterm cover 2 and second maybe one, so final only need to study the rest like 3 chapters. So you have more time to study certain part, for sure you will scored.

	I don't believe that academic performer is a clear image of a person.
How do you overcome acculturative stress during your adaptation process?	Well there is no way out you got to do to overcome but when time goes you when used to it. You like it or not, you need to succeed.
What kind of resources would you prefer when you are coping with the stress and the new environment?	Of course going out with friends is a good thing but for me personally I like to go to gym. So when I do gym I forgot about it. I spent 90 minutes and 5 days, I just be in myself.
What are the differences between Malaysia's culture and your origin country's culture?	Well for my culture is more open, more clear and transparent. There is no hidden things. For example if you spend 5 minutes with someone, you can know the history but here we spent for years with someone you still don't what is his dad's job.

Do the culture or practices of Malaysia change the way you behave?	No. For example over here I see here nobody help only a very few person of the society. For example like many times we see some people on the road walking to school in our country we will pick them up and I still practice this. I won't follow Malaysian's culture but I will follow my culture. We help people on the road is not a bad thing but of course be caution like I heard a lot of bad cases. Once you have the chance to help I will never say no. And here people are a bit more calculative and selfish. For example I pay the bill is fine but usually we fight for paying the bill. Sometime they asked if I pay for you what I will get.
Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?	Ya of course maybe I some point I loss the life I went to a very dark side, no doors no keys but at the end you learnt from your mistakes and become more responsible rely to yourself.
Do you have any personal negative experiences while adapting to the new environment?	Most of the time is get cheated in the market, once you start speaking in English the price for the food will increase but sometime it happen to the local. Not to talk about racism, racism is everywhere because it was taught in your house. The first 5 minutes in your life you don't have a religion or a race because your parents gave you everything. If you are going to blame someone, blame the house or parents.
Do the personal negative experiences that you	Not really.

undergo have any impact on your adaptation process?	
What social media have you used?	WhatsApp yes because is the cheapest way to communicate and Facebook for assignment groups. I am totally against of Facebook because of privacy but it is also one of the way to keep in touch with all your old friends.
What is the purpose of using social media?	Just to communicate.
Will you use social media to establish relationship with local students?	For me I prefer face to face relationship because is awkward to receive message from Facebook like "Hi my name is…" I feel something is wrong. Like in the first sentence I will be like can we go out and talk a bit more openly better. In our country people will ask for contact number but here no because they scare someone will black me.
What is the main challenge when you start socializing with the local students using social media?	No, everything is okay.
Does social media help you during the adaptation process? How?	Not really because cyber is a stimulation of physical life If you know new friend from social media you would not feel true, you will feel like a fake friend
In your opinion, what is the role of social media during	I don't really like to depend on social media. I like to practice the traditional way if not I will use the social media because nowadays people were following.

your adaptation process?	
What are the knowledge that you gain when you study abroad?	I learn what is right to be done, listen to my feeling. I don't trust very easily. You might be my friend but you wouldn't gain my trust very fast.
Will you suggest your friend to further their study at Malaysia?	Malaysia is huge which have more than 50 universities. Is not bad in Malaysia but you need to choose where. Don't choose because of financial, you need to ask some people of their views and experience but you don't just follow is cheap here.
Do you think you have successfully adapted or poorly adapted to this new environment?	Ya very used to it. You see now there is not more international student. Most of them go to KL.

6.22 Interview Transcription: Saif Hararah _Jordan

Name	Saif Hararah
Age	24
Gender	Male
Faculty	FSC
Course	Logistic and International Shipping
Year Semester	Y2S2
Education Level	Bachelor's Degree
Nationality	Jordanian
Religion	Islam
Native Language	Arabic
How long have you lived in Malaysia?	2 years
Why did you choose to study abroad instead of staying at native country?	The quality of education here is more ok than my country was. My course I can't find it in my country or in one unit and the university you need to pay more than one hundred something, is because of the price and course.
Why did you choose Malaysia?	Firstly is because Malaysia is far from my country but in the same time it is Islamic country different 3 races, see different culture something like that. Then when I come here is totally different.
Why did you choose UTAR?	It is not my choice I came here I do not know I will be studying in Kampar. I know that I will be studying in Ipoh. But I came here I am surprise My friend suggested me to come UTAR.
What was your first impression towards UTAR?	Bad in term the students the first thing. Then the food the second thing. Then what you hear from the people.

How do you describe your personal and studying experiences in Malaysia?	Is nice. I like freedom, no one control you. The environment here very relaxing but don't very like the food. No entertainment at all.
Do you faced any difficulties when you first come to Malaysia?	No problem. I very brave one and I don't care
Do you feel stress when you try to adapt yourself in new environment?	Feel loneliness. Only have academic stress.
In your opinion, what factors cause you to feel stress?	Maybe when fighting but other no.
How do you overcome acculturative stress during your adaptation process?	-
What kind of resources would you prefer when you are coping with the stress and the new environment?	-

What are the differences between Malaysia's culture and your origin country's culture?	Everything is different. For example, the Muslim here wear the hijab differently. Is very stupid because you want to wear then wear properly or either you don't wear at all.
Do the culture or practices of Malaysia change the way you behave?	I don't want to be combine with this culture because this culture is not my culture. Sometimes is not personal but you need to behave like them.
Do you have any behavior changes in yourself? Any positive or negative changes occurred to you?	More depend on myself.
Do you have any personal negative experiences while adapting to the new environment?	People do not talk with me just because I am international student. Is like people talk to you today but they don't know you tomorrow.
Do the personal negative experiences that you undergo have any impact on your adaptation process?	Yes, sometimes. I will stereotype everyone. Being racism cause you only group with your own races like Chinese with the Chinese.
What social media have you used?	Facebook, Wechat, WhatsApp, Instagram and Snapchat.
What is the purpose of using social media?	Communication is the most important with my friends and families.

Will you use social media to establish relationship with local students?	Yes social media is better because they were more ok when talk through social media.
What is the main challenge when you start socializing with the local students using social media?	The language. Sometimes we do not get it what they mean.
Does social media help you during the adaptation process? How?	Ya but I rely more with my own local friends.
In your opinion, what is the role of social media during your adaptation process?	Connection between people.
What are the knowledge that you gain when you study abroad?	Nothing.
Will you suggest your friend to further their study at Malaysia?	Come to UTAR of course no because when we came here there are 20 of us but now only 5. They all failed then drop.
Do you think you have successfully adapted or poorly	Ya can adapted.

adapted to this new environment?	