

**VERBAL AND NON VERBAL IN INTERCULTURAL
COMMUNICATION BY FOREIGN STUDENTS AT
IAIN SURAKARTA**

THESIS

Submitted in Fulfillment of the Requirements
for the degree of *Sarjana* in English Letters



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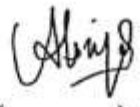
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DEDICATION

This thesis is dedicated to:

1. My beloved parents
2. My beloved brothers
3. My beloved friends
4. English Letters 2016
5. English Letters Department
6. My Almamater IAIN Surakarta

MOTTO

فَبِأَيِّ آءِآلَاءِ رَبِّكُمَا تُكَذِّبَانِ

“So which of the favors of your Lord would you deny?”

(Q.S. Ar-Rahman)

“If opportunity doesn’t knock, build a door.” Milton Berle

We have all got both light and dark inside of us, what matters is the part we choose to act on. That’s who we really are.” (Sirrius Black)

“We can’t choose what we come from but we can choose where we go from there”

PRONOUNCEMENT

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I hereby sincerely state that the thesis titled "Verbal and Non-Verbal in Intercultural Communication by Foreign Students at IAIN Surakarta" is my real masterpiece. The things out of my masterpiece in this thesis are signed by citation and referred in the bibliography.

If later proven that my thesis has discrepancies, I am willing to take the academic sanctions in the form of repealing my thesis and academic degree.

Surakarta, December 1st,
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Alhamdulillah, all praises be to Allah SWT, the single power, the lord of the universe, master of the Day of Judgment, God almighty, for all blessings and mercies so the researcher was able to finish this thesis entitled *Verbal and Non-Verbal in Intercultural Communication by Foreign Students at IAIN Surakarta*. Peace be upon Prophet Muhammad SAW, the great leader and good inspiration of world revolution.

The researcher is sure that this thesis would not be completed without helps, supports, and suggestion from several sides. Thus, the researcher would like to express his deepest thank to all of those who had helped, supported, and suggested him during the process of writing this thesis. This goes to:

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The researcher realizes that this thesis is still far from being perfect. The researcher hopes that this thesis is useful for the researcher in particular and the readers in general.

Surakarta, December 1st, 2020
The researcher,



Dikri Abdul Jabar

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ABSTRACT

Dikri Abdul Jabar, 2020. *Verbal and Non Verbal in Intercultural Communication by Foreign Students at IAIN Surakarta*. Thesis. English Letters Study Program, Cultures and Languages Faculty.

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Key Words : *Verbal and Non Verbal Communication Adaptation Process, Intercultural Communication, Foreigner*

Intercultural communication is an interaction to share information between people who have different cultural backgrounds. It involves interaction between people's perception of culture and different symbols in communication. This research focuses on communication style and factors that influence in adaptation process (1) what are verbal and non-verbal communication styles that are used by foreign students at IAIN Surakarta, (2) What are the factors that influence adaptation process of foreign students at IAIN Surakarta. The object in this research is to show communication styles that are used by the foreign students and factors that influence in their adaptation process.

In this study, the researcher uses type of descriptive study with qualitative method. Descriptive study is used because the researcher explains or describes more detail a process naturalistic inquiry that seeks in-depth understanding of social phenomena within their natural setting. The source of data is six international students at IAIN Surakarta while the data are analyzed based on Stella's theory (1999) *Communicating Across Culture*, and then the data are checked by a validator who is expert in the field.

Based on the analysis, there are 81 data findings that can be classified into verbal and non-verbal communication style and antecedent factors. In verbal communication there are five verbal styles: low/high context, direct/indirect, person/status oriented, self-enhancement/effacement, and talk/silence; four non-verbal communications: emblems, illustrator, regulators, and adaptors; and three antecedent factors: system-level factor, individual-level factor, and interpersonal-level factor.

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CHAPTER I

INTRODUCTION

A. Background Study

Globalization era has significantly changed this world which is we can get a lot of information and connect with people around the world readily because of the information that we easily get from technology advances, and the development of world makes people moving or traveling across different countries for any different purposes like business or even to get their best experience to improve their live. Visiting across different country with different cultural background is always interesting to know about because there are a lot to be learnt.

Person who stays temporarily in a certain time in a new place or different country can be said as a sojourn. Although there are no fixed criteria for defining a sojourn in terms of its duration, 6 months to 5 years are commonly cited parameters. People have sojourned since time immemorial for being international students or international business people. Most of students originate from the developed countries who want to get a better experience in improving their knowledge so they are able to return home with their best knowledge to advance their country through the experience that they have been gained during their study in abroad. Intercultural education could be an investment for a government to reconstruct economic or political development in the future and also it could train scientists, technologists,

teachers and other professionals for employment in their home country. Therefore, International students might be had a responsibility for their country if they study to get involved in a provision of government program or scholarship.

Study abroad will give a great opportunity to learn about diversity of other culture, nation, or race. We will interact with people from different cultural background because there are a lot of people who come from other countries in around the world as nowadays are so many kinds of programs which offer opportunities to students who want to study abroad such as students exchange program or scholarship from the government as many countries around the world have been tied cooperation for academic purposes among educational institutions. Educational cooperation among countries will give many benefits to improve quality of educational provision, increase quantity and quality of human capital and subsequent economic growth and also it gives opportunities for students to participate in international exchange and collaborative teaching and research project.

When individuals move and live in a new environment they will exactly have to adapt with the environment, and of course they will find many obstacles that is going to bring them into a culture shock because their new environment is definitely different with their own culture. Emotional stress, homesickness, and loneliness will be appeared in their feeling. Even these kinds of things will be felt by foreign students so it absolutely has to be prepared or thought before someone who want to study abroad or someone

who will stay in a new environment. Oberg (1960) defines culture shock as an emotional reaction of anxiety which is due to lose their familiar custom toward the displacement from their own culture into different social rules. Culture shock has become a commonplace to find by them who live in a new environment for a long time, especially for foreign students. Consequently, when they live in a new environment they realize that things are different such as the academic condition that isn't based on their expectation. Farida (2005) states that some of the negative effects of the culture shock experienced by foreign students in New Zealand is about academic problems including differences in language and learning system, social issues and private matter. Because basically culture shock is a transition from familiar into unfamiliar things which are bringing them into a surprising emotional feelings because of a new way of life or a culture that they haven't known yet and also it makes an anxiety feeling of losing close surrounding people like family, colleagues, or best friends. And the other crucial things about culture shock are climate and food matter, they will feel uncomfortable about their new weather if they live in a country which has a different weather, they are going to be a bit more harder adapting with their body, and taste of food might be different with they used to eat. Fast food is probably the best choice if they aren't expert in cooking. But these problems are going to be overcome if they are able to adapt with their new environment through spreading the knowledge about the local culture what they are doing or they can look for any information as much as possible to the local friends or people how the culture is about.

However, living in other country or different culture is not easy to live in for some many people, there are a lot of difficulties in the beginning of their live. Language may be the one of the most crucial matter in intercultural communication because we do interaction when we meet with people who have a different cultural background and it can affect to a process of interaction that may cause incomprehension or feedback that is not expected. Intercultural communication will occur in people who have different cultural background so we need to spread our knowledge to know about other cultures to reduce misunderstanding when we interact with people, as we know that every culture has a different style or norm in communication such as when we mean saying a positive thing but in other culture it could probably lead into a negative perception. According to LaRay Barna (1997) sources of cross cultural miscommunication are when people who have different culture communicate or behave as they do it may be the right thing but if they do differently they will judge negatively, and then different language will lead to miscommunication because the same word may have a different meaning, and it also occurs to nonverbal communication.

We are often reminded to be careful when we want to say something because it may be able to offend someone else as we know that many people can be jailed due to they did not think or be careful with what they have been said to. It can be happened because they may not have any knowledge about the culture as in some region speaking rudely can be considered as a common thing but if we speak to people who have different culture will cause

misunderstanding. Beside that the way we communicate will determine our personality. In fact, we know people who are extrovert tend to speak a lot when they have a conversation in group rather than introverts because each of them has different communication style. Such as most of Indonesian people tend to use high-context communication because they think that using high-context communication is more polite than low-context communication. For example when someone is disturbed by his neighbor about noisy thing he will tend using a satire to rebuke his neighbor. *Your son has started taking singing lesson, hasn't he? You must be proud of him, I'm really impressed about his hard working as he has been rehearsing for hours and hours until late at night.* In this case, he tries to use high-context communication speaking to his neighbor because he wants to keep a good relation with his neighbor. If the neighbor understands about the hiding meaning in it misunderstanding will be avoided and the neighbor will apologize to him. That's why it is so important to know about intercultural communication, if we don't have any knowledge about how the way the local communicate perhaps we can't catch the point.

So in this research, the researcher interested to describe about intercultural communication by foreign students at IAIN Surakarta. The researcher uses qualitative study and technique data analysis interview to collect the data. The researcher hopes that this research will be useful for the readers who are dealing with understanding of intercultural communication.

B. Limitation of The Problem

This study focuses on verbal and non-verbal communication style and factors that influence foreign students in adaptation process. This research uses Stella Ting-Toomey's theory which contains verbal and non-verbal communication and antecedent factors of intercultural adaptation. The researcher takes the sample of international students at Instiut Agama Islam Negeri Surakarta who come from the Philippines and Thailand, they who come from the Philippines are Marlon Boderingan Cortez, Sani Eriman Mombas and Ailyn Maharung Sarapil and they who come from Thailand are Sooraida Ma'suman, Maryam Hayisameng, and Pasiyah Tahe. The researcher chooses students from the Philippines and Thailand because most of foreign students at IAIN Surakarta come from both of the country and another reason is the researcher thinks that both of the countries have different religion cultural background with the country where they continue their studying.

C. Problem Formulation

After explaining the background above, then the problem statements that will be examined in this research are:

1. What are verbal and non-verbal communication styles that are used by foreign students at IAIN Surakarta?
2. What are the factors that influence adaptation process of foreign students at IAIN Surakarta?

D. The Objectives of the Study

Based on problem statement above, the object of research are:

1. To know about verbal and non-verbal communication styles that are used by the foreign students at IAIN Surakarta.
2. To know about the factors that influence adaptation process.

E. The Benefit of The Study

Through this research, the researcher hopes ^{that} this research can give some benefits for those who read this research, as follow:

1. In theory, the writer hope that this research is able to be an additional information for them who are doing a research about culture shock in intercultural communication with methodology qualitative study, so it will give understanding how are cultural shocks experienced by foreign students.
2. Academically, this research can be a reference for students to learn about cross cultural understanding because knowing about another culture is necessary to avoid misunderstanding as we know that we live in a world which has various culture and custom.
3. In practice, it can be useful as guidance for foreign students to communicate across culture.

CHAPTER II

REVIEW ON RELATED LITERATURE

A. Theoretical Description

1. Linguistics and Sociolinguistics

Linguistics is a study of language, linguistics is not only study about one language but it studies language in general. Language itself has a function to communicate or express about something ideas or emotion with each other. Richard and Schmidt (2002:283) states linguistics as the study of language as a system of human communication. There are some different approaches to study about language such as Phonology (study of sound system), Syntax (study of sentence structure of the language), Semantics and Pragmatics (study of meaning), and Sociolinguistics (language and social factor).

R.A. Hudson explains Sociolinguistics as a part of the study of language as it studies about language in relation to society. The role of Sociolinguistics study is to illuminate understanding of the language in society because it is so hard to think of any characteristic of a society which is as distinctive as its language, or as important for its functioning. As we know that in every society has their own social rules that can affect to the way they communicate with.

The function of Sociolinguistics is a lot because language as a human verbal communication tools that have a certain rules. In its use, Sociolinguistics gives knowledge about how to use language in certain social aspect, as formulated by Fisherman (in Chaer and Agustina, 2004: 7) *“who speak, what language, to whom, when, and to what end”*. Sociolinguistics provides guideline in communication by showing language variety or what’s type of language that is used when talking with certain people. As the object in Sociolinguistics, language is seen as a means of interaction or communication in society.

2. Culture

a. Definition of Culture

British anthropologist Sir Edward Burnett Tylor, he said that culture is “that complex whole which includes knowledge, belief, art, morals, law, custom, and any other capabilities and habits acquired by man as a member of society”. A more complex explanation was provided by Clifford Geertz, who said culture is “a historically transmitted pattern of meaning embodied in symbols, a system of inherited conceptions expressed in symbolic forms by means of which men communicate, perpetuate, and develop their knowledge about and attitudes toward life” (1973, p. 89). Indeed, definition of culture is vary and complex that’s because we have a lot of social rules in every environment which differ from culture to culture. Since we are born we

have been learnt the rules of our own culture. As a result, our culture rules are ingrained in the subconscious, enabling us to react to familiar situations without thinking. For example when we do interaction we have a few thoughts about what should or shouldn't it be done, because we have a good idea what to talk about and how to behave. This can be happened because we have learnt the proper cultural rules by listening to and observing from others.

b. Components of Culture

We have known about the definition of the culture, then to know more about culture let's see how the cultures are formed, as follow:

1. Culture is learned

We were not had knowledge when we were born and we didn't even know at all about living rules, but quickly we begin to know any information by imitation, interaction, and observation. Our family member let us know how ways of thinking so we get knowledge what's good or bad to behave, we are thought how to eat properly with a spoon or fork, a pair of chopsticks and learned a religion rules that his/her parents embraced such as pray 5 times for a Muslim, go to the church every Sunday for a Christian, or the others religion that they usually do. This learning, often referred to as enculturation, is both conscious and subconscious and has the

objective of teaching the individual how to function properly within a specific cultural environment.

2. Culture is transmitted intergenerationally

Culture is hereditary, which is we learn our own culture from family member, people, environment, school, books, personal observation, or even media sources. We learn how to be a good man, what's good or bad to behave, and any other stuff from our previous generations. And we are going to be a source for our next generation. We expect to be a better source for our generation in the future. Culture represents our link to the past and from the past the next generation can learn something that can improve in the future. The critical factor in this equation is communication.

3. Culture is symbolic

Words, gestures, and images are merely symbols used to convey meaning. Symbol is a tool to transmission information from person to another, group to group, and generation to generation. It's a cultural heritage to store information or to preserve what is considered important, and to create a history. This is a road map or a reference to follow by a new generation when they find unknown situations so they are able to reconstruct part of the history that doesn't exist. But the accumulation of past traditions is what we know as culture.

4. Culture is dynamic

Past experiences have changed a lot of things, new ideas, inventions, innovations and discoveries. Cultural borrowing is also a source of change as we can easily find traditional foods from the other countries get abroad in around the world like a Pizza from Italy, Sushi from Japan, and burger from German. And technology advances have changed this modern world as we can use media to get information and communicate easily without waiting for some days to receive a letter. Inventions of the computer chip, the Internet, and the discovery of DNA have brought profound changes not only to U.S. culture but also to the rest of the world. So we clearly know that culture is never static it's transformation from generation to generation.

5. Culture is ethnocentric

The strong sense of group identity or attachment which produced by culture can lead to ethnocentrism, the tendency to view one's own culture as superior to others. Ethnocentrism can arise from enculturation. We think that our way of life is better than other nations or our values are superior than other ethnic groups which can lead to a feeling of cultural superiority, especially among children. Ethnocentrism can also result from a lack of contact with other cultures. An inability to understand or accept different ways and customs can also provoke feelings of ethnocentrism. It is quite

natural to feel at ease with people who are like you and adhere to the same social norms and protocols. We know what to expect, and it is usually easy to communicate. It is also normal to feel uneasy when confronted with new and different social values, beliefs, and behaviors. We don't know what to expect and communication is probably difficult. However, to view or evaluate those differences negatively because they vary from your expectations is a product of ethnocentrism, and an ethnocentric disposition is detrimental to effective intercultural communication.

3. Intercultural Communication

In daily life we can't avoid interaction with people, it something we have to do as we don't live in our own we live in side by side with society who exactly have different cultural background, intercultural communication isn't always communication different language but it can be with people who have different culture background because it occurs across cultural boundaries. Intercultural communication can be defined as "the sharing of information on different levels of awareness and control between people with different cultural backgrounds, where different cultural backgrounds include both national cultural differences and differences which are connected with participation in the different activities that exist within a national unit" (Jens Allwood, 1985). Intercultural communication generally refers to face-to-face interaction among people of

diverse cultures. Imagine how difficult communication can be if the source and receiver are in different context and share few symbols. That's one way of defining intercultural communication. Thus, understanding of intercultural communication is crucial for everyone, based on expert there are some factors affecting intercultural communication:

a. Cultural Identity

Everyone has their own culture that has been bringing since they were child, it is going to affect when two or more people communicate with different culture or nationality because every individual has different perspective or the way of understanding something so this may lead to misunderstand in communication.

b. Racial Identity

According to an article by *Professor Daniel Velasco, published in the 2013 Asian Conference on Language Learning Conference Proceedings*, there are exercises for intercultural training that asks participants to describe, interpret, and evaluate an ambiguous object or photograph. "If one is going to undertake the unpleasant goal of uncovering underlying racism in order to learn how to better communicate with other cultures," Velasco writes, "it is necessary to engage in exercises that confront racism head-on." His method, called E.A.D., asks participants to objectively describe what they see first and

evaluate what they see. "By moving backwards through the process, we are able to confront underlying racism, which will hopefully pave the way for self-awareness, cultural respect, and effective intercultural communication."

c. Gender Roles

Gender can affect communication because men and women have different sense or feeling that may misunderstand in interpreting the meaning as men and women communicate differently, when there is a stereotype which is women have to be more polite in behaving than men, but when we find women do opposite she will be considered as a bad girl.

d. Social Class

Social class can be an obstacle for communication because it's to some extent still creating boundaries between human. For some people they prevent communication with other social class as they may cause a misunderstanding or conflict when the idea can't be accepted. According to professors Judith N. Martin and Thomas K. Nakayama, authors of *Intercultural Communication in Contexts* (McGraw-Hill), "scholars have shown that class often plays an important role in shaping our reactions to and interpretations of culture. For example, French sociologist Pierre Bourdieu (1987) studied the various responses to art,

sports, and other cultural activities of people in different French social classes. According to Bourdieu, working-class people prefer to watch soccer whereas upper-class individuals like tennis, and middle-class people prefer photographic art whereas upper-class individuals favor less representational art. As these findings reveal, class distinctions are real and can be linked to actual behavioral practices and preferences."

e. Age

The role age is so important in affecting intercultural communication because when people are getting older, the more they have experienced a lot so they will have different perspective with the young generation to think about and face any kind of the problems as the way of thinking is totally different.

f. The roles identity factor

Every individual is unique they have their own way to think about and what they want to be. How they affect the communication depends quality of the individual. People who are extrovert will easily communicate with others because they tend more interactive and easily to accept a new thing. But it's quite difficult for introvert because they tend to be quiet and make a space with someone else. This kind of people is difficult to communicate. However, communication between

people is not easy we need to understand and appreciate the uniqueness of different group of people.

4. Verbal Communication

Verbal communication is kind of communication that uses spoken or written words. By words, they are able to express their feelings, emotions, thought, ideas, fact, data, and explaining information. In communication verbal, language plays an important role. (Mardjana, 2007:22). Language is used by human to interact with each other. People are able to communicate with each other if both of them understand about the language that they use for communication but if one of them doesn't see the language, the message can't be conveyed. To understand the language we have to exactly understand the culture of the language itself, Stella Ting-Toomey states in her book about Communication Across Culture (1999:100) there are five types of verbal communication style :

a. Low-context and High-context Communication

Low-context communication is a verbal communication style that emphasizes to how the meaning is conveyed by explicit verbal message. This communication refers to the pattern of direct verbal mode. The speaker conveys the message based on the literal meaning. It is easy to interpret by the listener. In contrast, High-context refers to indirect

pattern it's conveyed by implicit meaning. The receiver needs to interpret what the message is behind.

b. Direct and Indirect Verbal Interaction Style

Direct and indirect styles differ in the extent to which communicators reveal their intentions through their tone of voice and the straightforwardness of their content message. Direct verbal style is enunciated clearly, it is straightforward communication in giving an instruction or asking question. While indirect verbal style tends to camouflage the intention meaning, the ones who use this style will go about it in a roundabout way and they are carried out with more nuanced tone of voice. And this is also considered as untrustworthy or insincere because they are not forthright enough. Mostly this is used by Asian country.

c. Person-oriented and Status-oriented Verbal Style

In person-oriented style emphasize interaction in person or informality this communication style tends more close and casual. But for those who use status-oriented style is respecting of honoring identities, so the interaction will tend more formal and use specific vocabularies or paralinguistic features to accentuate the status distance of the role relationship.

d. Self-Enhancement and Self-Effacement Verbal Style

Self-enhancement style is a verbal communication style that shows quality of self or boasts abilities about one's accomplishment. For example in job interview individuals will encourage to sell and boast themselves about their achievement or ability that they have. Western culture tend to use self-enhancement in communication, when they serve a dish to their guest they will say "*I made this special foods for you, you have to try most of people say it's so delicious...*". It's different with Asian culture like Indonesian or Japanese who tend to use self-effacement they may say "*This isn't very tasty, but you can try it..*" in fact the host is a chef. Self-effacement verbal style is communication style which is humbling oneself via verbal restraints, hesitation, modest talk, and the use of self-deprecation concerning one's effort or performance.

e. Beliefs Expressed in Talk and Silence

Silence is also part of the communication style because silence contains many perceptions or meanings it depends on the situation, type of relationship, and cultural beliefs. It may be positive or negative, it can mean a sign of respecting others, quiet is demanded by others because keeping a secret, or controlling conversational strategy. But for some people they prefer to talk and being forthright rather than hiding their

thought or emotion. Intercultural miscommunication can occur due to different priorities placed on talk and silence by different group. Intercultural clashes arise when we unintentionally use our own culture-bound evaluations in judging dissimilar other's talk and silence.

5. Non Verbal Communication

Non-verbal communication includes facial expression, tone of voice, body movement, eyes contact, and the other non-verbal behaviors that don't use words. The role of non-verbal communication is so important to understand human behavior because it strengthens what is conveyed verbally. (Liliweri, 2003:139) For example in an appointment a man suddenly cancels his meeting with his girlfriend whereas she has been waiting him for quite long time, even though she says no problem with that but her facial expression can't lie she will show disappointment or annoying expression. So that's why understanding non-verbal communication is more crucial instead of just merely understanding verbal communication. According to Ekman and Friesen (1969) in a book *Communicating Across Culture* by Stella Ting-Toomey there are four categories of non-verbal communication Emblems, Illustrators, Regulators, and Adaptors.

a. Emblems

Emblems are included all hand gestures codes that is used for nonverbal communication within a culture. They have a direct verbal referent and can substitute for the words that they represent, such as peace sign, hitchhike sign, and etc. every culture has their own emblems with variety of meaning and it may be able to be different with others. For example in US rising hand and make a circle by thumb and forefinger means OK but it's different in French that kind of sign means zero. So if we use it in the wrong culture it will lead us to intercultural miscommunication or conflict. Many emblems across cultures that have contradictory meanings in different culture, so we have to figure it out before we share that kind of nonverbal communication.

b. Illustrators

Illustrators are nonverbal hand gestures that are used to complement or illustrate a spoken word. It can also be used to illustrate direction or a picture of the verbal meaning. This nonverbal style usually occurs spontaneously when we have a conversation with other or when doing presentation. Most Europeans tend to use hand gesture style when having conversation than Asian because for some Asian people think that too many hand gesture is distracting, rude, and undisciplined.

c. Regulators

Regulators are nonverbal behavior that regulate, monitor, maintain, and control conversation. When we are listening someone else we are not passive we may nod our head to indicate we understand what is someone talked about, or make a linguistic sound like “mm..” or “uh ..” . Regulators are vocalic and kinesics behavior that we learn at a very young age, we use that at a very low level of awareness. Sometimes the use of regulators with different rhythms and punctuations can lead us into an intercultural distress and misunderstanding.

d. Adaptors

Adaptors are nonverbal habits or gestures that are reactions to internal or external stimuli and are used to satisfy psychological or physical needs. Adaptors usually happen automatically, for example when we cough or sneeze we will cover our mouth by hands or we will scratch something when we feel itchy. However, adaptors also can be negative, for example winking one eye for some culture is considered an insult or sexual proposition and chewing gum in public is impolite manner in France.

6. Antecedent Factors of Intercultural Adaptation

People come to abroad or a new environment have different roles, they can be tourists, visitors, sojourners, refugees, or immigrants which

have different goal. But there are similar adaptation processes among them. People make interaction with different cultural background and they learn to adapt and change from that. In this chapter we will emphasize to the needs of both host society and newcomers to learn each other. There are three sets of antecedent factors that influence newcomer's adaptation process based on Stella Ting Toomey's theory(1999: 234).

a. Systems-Level Factor

System-level factor is the elements of environment factors that influence newcomer's adaptation in a new culture (Y. Y. Kim 1998, 1991, 1995). The first element is host culture's *socioeconomic condition*. If the host culture is affluent they tend to more tolerant or hospitable toward the newcomers, but if they are poor they are going to be scapegoat of local economic problem. Second, a host culture's *attitudinal stance*, societies with an assimilationist tends to be intolerant rather than pluralists. This is due to retention of traditional heritage. Third, *local institutions* such as school, place of work, social services, mass media or etc. this is how the institution facilitates the newcomers to help them in adapting process for example at school teacher help them to feel like at home or teach them the language and the culture because unknown language and unfamiliar signs could be overwhelming for them. Fourth, host culture's *meaning definition*, this is how the hosts culture consider strangers as an outsiders or insiders if they view them

as outsiders they are likely to be hostile, but if they view them as a family member they will treat them with dignity and respect. So the newcomers experience identity validation and inclusion by the host culture. Finally, the *cultural distance* refers to the degree of psychological adjustment that is needed to bridge the dissimilarities between the culture of origin and the culture of entry (Ward, 1996; Ward Searle, 1991). This is how the newcomers control the different culture of their own with the new one. It can include differences in cultural values, in self-conceptions, in language and communication style.

b. Individual-Level Factor

There are four individual-level factors to influence intercultural adaptation; motivations, expectations, cultural and interaction-based knowledge, and personal attributes.

People who leave their hometown and stay for a long period in a new culture have *motivational orientation* and it will determine in adaptation process. The ones who voluntary go abroad have fewer adaptive problems than individuals' involuntary motivation like refugees or immigrants because those who are voluntary motivation have a specific goal (e.g. international business person or students). The most motivation reasons why the ones will accept the offer going to abroad is personal growth experience or to know about other cultures and

financial reward to get money. And also the reason why the individual will reject the offer is because the location, the most logic reason it is located in a bad place such as occurring war or unsafe country.

One of the crucial factors in intercultural adaptation process is *individual expectation*. Expectation refers to predict about something in the upcoming situation. Individuals who think realistic tend to have a better prepared to deal with adaptation problem than who think unrealistic and individual with a positive expectation tend to create a self-fulfilling prophecy in their successful adaptation while negative expectation tend to produce the opposite effect.

Cultural knowledge and interaction based knowledge are also important in adapting process. When we make a contact with local we have to know about the culture knowledge to avoid intercultural misunderstanding the culture knowledge can be sets of information about situational norms, religious and spiritual belief, value, cultural and ethnic diversity history, geography, politic and economic system. While for communication we need to know interaction based knowledge it includes language, verbal and nonverbal styles, and communication issues. If we are fluent in the language and master in interaction based knowledge will develop our relationship with other and it's kind of positive impact in sociocultural adaptation.

Personality attributes such as personality profile as high tolerance for ambiguity. Ward (1996) states that it emphasizes the importance of a good match between personality types (such as extroversion and introversion) of the acculturations and host cultural norms. We speculate that independent person is more compatible with individualistic cultural norms and interdependent person with collectivistic cultural norms, it is going to produce a positive adaptive experience if both of personality types and host cultural norms are synchronized.

c. Interpersonal Level Factor

Contact network is a sort of way in adaptation process in a new culture. Contact network includes combination of personal and social ties. Studies on immigrants and sojourners network patterns have yielded some interesting findings. Ethnic-based social and friendship networks provide critical identity support during the initial stages of immigrants' adaptation process (Mortland & Ledgerwood, 1988). International students' friendship network typically consist of monocultural friendship is compatriots friendship who have similar cultural background, bicultural friendship is bonds between sojourners and host national in which a local culture information is acquired, and multicultural friendship is acquaintances of diverse cultural group for recreational activities. (Furnham and Bochner, 1982).

Ethnic Media also plays a role in newcomers' adaptation process because media provide a lot of information about something happened and give information about the local culture. Media is also able to be an effective way to learn about the language because the media is the center of information that is required by most of people. By reading and understanding about stuff in media newcomers are going to be fluently in the local language. According to research, of all the variables, language competence plays a significant role in host media consumption (Chaffee et al., 1990; J.K. Kim, 1980).

Interpersonal skill is to maintain a relational interpersonal interaction with host national. There are five steps to make improving interpersonal skill in the new culture (Brislin and Yoshida, 1994): identify skill or set of skill to make a better communication with people from a specific culture, understand the important of this skill by pairing specific cultural values with this skill, understand the situation where and when this skill is exactly used, every individual has their own uniqueness so we need to know the individual that we are interacting with, and the last one is apply into daily life interacting with people from new culture.

Successful intercultural learning process will depend on collaborative between the hosts and the newcomers. The hosts have to be gracious and helpful to them who are learning their host culture,

likewise the newcomers should play the mindful discoverer role. So if both of them are intertwined a good collaborative it's going to create a good relationship and respect each other.

7. Transcultural Communication Competence (TCC)

Transcultural communication competence refers to apply theory that we have learned about intercultural knowledge into a process of communication practice appropriately and effectively. In managing intercultural communication skill let us see components of transcultural communication competence, there are three parts, knowledge blocks, mindfulness, and communication skill.

a. Knowledge Blocks

Knowledge is the most important part that we need in intercultural communication, knowledge here refers to a process of in-depth understanding intercultural communication concept. How's the specific communication style that we use such as verbal and nonverbal style and how we interpret the message to be replied. We have to absolutely understand about these kind of intercultural communication knowledge to avoid misunderstanding. The important understanding of cultural value will make us knowing that the identity of individuals such as the culture of individualism and collectivism, by understanding the points of that value we can understand the low and high context

communication to reflect the identity of individuals value. Individualists tend to use low-context, direct ways because of their priorities of interpersonal efficiency and self-identity assertion, while collectivists use high-context, indirect ways because of their preferences for relational harmony. Learning of the cultural knowledge is the first step to be competence in intercultural communication because it's the provision for us to know how the communication culture is about.

b. Mindfulness

Mindfulness is the mediating step in linking knowledge with skillful practice. We need to master in knowledge about intercultural differences to communicate mindfully with others. To be mindful of intercultural differences, we have to learn unfamiliar behavior of the culture and stylistic in communication process. According to Langer (1989, 1997) to act mindfully we should learn to: 1. See behavior or information presented in the situation as novel or fresh; 2. View a situation from several vantage points or perspective; 3. Attend to the context and the person in which we are perceiving the behavior; and 4. Create new categories through which this new behavior may be understood. (Langer, 1997, p.111).

c. Communication Skill

Communication skill is our ability to communicate with others appropriately, effectively, and satisfactorily. In communication skill we need to understand mindful observation it involves Observe, Describe, Interpret, and Suspend evaluation (O-D-I-S). We should observe what kind of verbal and nonverbal signals that is going to be exchanged in communication process, then describing the behavior (e.g. “he isn’t offering handshake to me”), after that we interpret the things why is that so (e.g. “maybe in his culture handshake is considered impolite or taboo; from my culture handshake is signed a nonverbal greeting”). To make sense what we have observed and described we may decide to respect the differences and suspend our ethnocentric evaluation.

In intercultural exchange we need to *listen mindfully* to see something from personal perspective and understand identity salient issues from nonverbal signs such as rhythm, gesture, movement, tone, pause, and silence. *Identity confirmation skill* is also important to be paid attention because we can see individual from personal experience. Calling other by title, name, label, identities or whatever they want to be called is part of supporting their self-image.

To act competently in intercultural communication we need to improve our knowledge, increase our mindfulness and practice in adaptation interaction skill in a variety of intercultural situation.

B. Previous Related Study

Before doing the research there are some researches that have been done related to culture shock. The first finding research is by Ella Asfira (2017) entitled, "*Culture Shock Experienced by Foreigners in Makassar City*" this research aimed to describe the process of culture shock experienced by foreigners people who have been living in Makassar city. The method of this study used qualitative research. She interviewed four respondents of the people who have been staying in the city. After collecting data of the respondent by interviewing them she analyzed the data using Collen Ward's theory. In the theory explained that someone will experience four phases when entering a new environment; the first is honeymoon stage is when person feeling excitement staying in the environment, the second is crises stage in this phase person in the tough period because of cross culture differences in how people communicate, the third is recovery phases where they began to accept, resolve and adjust their cultural differences, and the final one is adjustment they are success to pass through all the process.

Ernofalina (2017) conducted a research on, "*Culture Shocks Experienced by Indonesian Students Studying Overseas*" this research aimed to investigate culture shock experienced by Indonesian student studying overseas, how it

affects to their life, and how they solve the culture shock problems. This study used qualitative which is data collecting acquired by distributing a questionnaire to 40 respondents and interviewing some informants which has been selected based on the criteria. The result of this study revealed that the most significant problem is language skill, because language has affected any kind of aspect in their life such as lack of confident to make conversation or participate in class. To overcome the problems students solved the problems through various activities, such as by interacting with Indonesian people staying in host country, communicating with family and friends, consulting lecturers, academic advisor and counselor, tolerating with cultural differences, understanding host culture as well as introducing Indonesian culture, having positive attitude towards culture shocks, writing journals, and keeping physically and mentally healthy.

Stefanie Theresia Baier (2005) this research entitled, "*Culture Shock and Adaptation to the U.S Culture*" the research is about international students adjustment to U.S culture at Midwestern Community College and this study focus on degree cultural background, gender differences, language proficiency, self-confidence/self-efficacy, and social support networks and how these aspects influence to the adjustment process of international students. Method of the study used quantitative and qualitative which is interview technique and questionnaire to collect the data. She used Oberg's theory. The result of the study revealed that western students reported more positive cultural adjustment

(M=29.0) than non-western students (M=29.0). Males adjusted better (M=29.4) than their female peers (M=25.4). A significant positive correlation was found between cultural adjustment and the experience of culture shock symptoms. English usage of English as a primary language in the students' home countries accounted for a stronger social support network.

Farah Belhadi (2016), this research entitled, "*Culture Shock among International Students: A Case Study at The University of Tlemcen*" this study is about phenomenon culture shock who experienced by international students from Africa and China at The University of Tlemcen, it focuses on the strategy which used by the students to cope culture shock phenomenon and acclimatization in the host country. The researcher used both qualitative and quantitative approaches which are interview technique and questionnaire to collect the data. As a result of data analysis, it has been revealed that almost all international students experienced culture shock in both social and academic life. Another important finding is that the main factor contributing to this phenomenon among them is language barrier. In addition to this, the false expectations of international students about their destination, and the unfamiliar social and academic conditions are other factors that negatively affected their adjustment to the new milieu. Hoping to reduce the negative impact of this phenomenon at academic settings in particular, the researchers have strived to come up with some relevant suggestions and recommendations.

After finding some the previous studies then the researcher attempt to compare them, there are similarities and differences with the study that the researcher does. All the previous studies above discussed a culture shock phenomenon which is the same discussion with the researcher. But the first study only focus on the experience with the object study is foreigners in Makassar, the second study focus on experience and the effect with the object study is Indonesian students who study abroad, the third study focus on the adaptation to the U.S culture with the object study is international students at Midwestern Community College, and the last study focus on the strategy adjustment which has the same object study with the third it's international students but in the different place.

All of them tend to use qualitative method but two studies using both qualitative and quantitative. While in this study researcher focuses on the communication across culture and uses sociolinguistic approach. Method of the study uses qualitative and data is acquired by interview with the foreign students at Institut Agama Islam Negeri Surakarta.

CHAPTER III

METHODOLOGY OF RESEARCH

A. Research Design

In this study the researcher uses type of descriptive study with qualitative method. Descriptive study is used because the researcher explains or describes more detail a process naturalistic inquiry that seeks in-depth understanding of social phenomena within their natural setting. It focuses on the direct experiences of the students since they arrived in a new environment. Qualitative descriptive method is a research method which attempts to describe the object of the research based on the facts that emerged in the ground. Nawawi and Martini (1996: 73). Qualitative descriptive studies tend to draw from naturalistic inquiry, which means to study about something based on its nature or context in the field. Thus, there is no pre-selection of study variables, no manipulation of variables, and no prior commitment to any one theoretical view of a target phenomenon. Although qualitative descriptive studies are different from the other qualitative research designs, qualitative descriptive studies may have some of the overtones than the other approaches. In other words, a qualitative descriptive study may have grounded theory overtones, because it used constant comparative analysis when examining the data. However, a qualitative descriptive study is not grounded theory, because it

does not produce a theory from the data that were generated. Vickie and Clinton (2012: 225).

Qualitative research use multiple system of inquiry for the study of human phenomena including biography, case study, historical analysis, discourse analysis, ethnography, grounded theory and phenomenology. Type of this research uses qualitative descriptive which attempts to describe a phenomenon of human beings experiences and case study by asking some example of cases to get their responses.

B. Research Setting

The location of the research is done at the campus of Institut Agama Islam Negeri Surakarta for the informants from the Philippine and via application chatting Whatsapp for the informants from Thailand because they go home. IAIN Surakarta itself is located on Pandawa Street, Pucangan, Kartasura, Sukoharjo.

The time of interview is done on 14-30 September 2020, the first step the researcher messages the informants by Whatsapp to ask for help to get involved as the informants of the research, after that the researcher makes an appointment to each of them to do interview.

C. Data and Source of Data

The main thing in a research is getting data. Data is the material information that will be analyzed and interpreted so the researcher is going to know about the answer of the question of the research itself (Moloeng, 2009). Data can be acquired by observation, interview, document, film, recording, and etc. In this research the data are speeches of the informants. The researcher analyzes the way they communicate with others. While source of the data is the subject of research where the data are obtained, in this research foreign students at IAIN Surakarta can be categorized as a source of the data. But in this case the researcher takes sample six foreign students which are three students from Thailand and three students from the Philippine and the researcher takes six foreign students because the researcher thinks that six informants have fulfilled minimum amount of data which is three students in every country have represented the whole populations. In interview process the researcher asks some questions related to the problem formulation but the researcher can also ask other questions based on feedback from the informant this can be for additional data.

D. Data Collection Technique

Technique of collecting data is the way how the researcher obtains the data (Kriyantono, 2010: 91), in this research, the researcher uses interview technique with the informant in collecting the data. Interview is a data-

collection technique that involves oral questioning of respondents, either individually or as a group (Kongmany: 2009). Interview is done more flexible and humanistic, well-structured questions, no pressure, and it goes on a friendly atmosphere. The most important thing is openness between the researcher and the informants by making a good connection with the informants so both can feel closeness, but if something is regarded as a private matter for the informants, the researcher won't force them to say it. Before conducting in-depth interview, the researcher prepared to arrange list of questions as a guideline when the researcher does interview with the informants. In formulating questions, the researcher makes questions based on the Stella's theory. There are four discussions in formulating questions; the first is about background identity of the informants, the second is about verbal communication, the third is about nonverbal communication and the last one is about antecedent factors in intercultural adaptation. But the researcher can ask out of these topics to support the information that may be needed.

E. Data Analysis Technique

After the data are collected, then the researcher attempts to analyze the data that have been obtained. The researcher uses type of content analysis technique it is an approach how the participants talk in reflecting their thought, ideas, and feelings. In this part the researcher uses Miles and Huberman's theory to analyze the data, according to Miles and Huberman (1994:10) he

states that analysis is as consisting of three concurrent flows of activity that is data reduction, data display, and conclusion drawing/verification.

1. Data Reduction

Data reduction is the first step in analyzing the data. Data reduction is a form of analysis data that sharpens, sorts, focuses, discards, and organizes data in such a way that final conclusion can be drawn and verified. As Tesch (1990) said it can be seen as data condensation. There are many ways in reducing the qualitative data; it can be by selection, summary, paraphrase, subsumed in a larger pattern and so on.

In this reduction data, the researcher collects data by doing in-depth interview with all the informants. The whole data that have been obtained are written and gathered then the researcher objectively summarizes and takes the results in accordance with the subject matter study.

2. Data Display

A display is an organized, compressed assembly of information, that permit conclusion drawing. In this step, the researcher serves the data in form a brief description, chart or table, correlation between categories, and etc. data display that is usually used in qualitative research is in a narrative form. This is because to understand what is happening and does something either analyze further or take action based on that understanding.

3.1 Table of Verbal Communication

Informant	Verbal Communication Style				
	HCC/LCC	D/I	PO/SO	SEn/SEf	T/S
MBC	HCC	D	SO	SEf	T
SEM	LCC	I	SO	SEn	S
AMS	HCC	D	PO	SEn	S
SM	LCC	D	PO	-	S
MH	LCC	D	PO	SEn	T
PT	LCC	D	PO	-	S

3. Conclusion drawing and verification

Conclusion in research is probably able to answer problem statement, because problem statement in qualitative research is still temporary and evolving after the researcher is doing research in the field. Conclusion in qualitative research is a new finding that is served as a description or illustration that is initially unclear becomes clear and it can form relation causal/interactive and hypothesis/theory.

F. Data Validation Technique

The data need to be validated because the data definitely have to be relevant with the subject matter about the culture shock. So the research needs to check the credibility and accuracy of the data finding. According to Creswell and Miller (2000) Validity is the most important point in qualitative

research to make the accuracy of the data because the data need to be validated in order to avoid misinterpreting.

In this research the researcher uses a validator to validate the data, the researcher asks the practitioner who is expert in the field of this research in order to support validation of the data. After the researcher collects the data from the interview with the informants then the researcher asks to the practitioner it is a lecturer of Cross Cultural Understanding at Institut Agama Islam Negeri (IAIN) Surakarta as a validator because she is expert in this field to make the validation of the data in this research. The researcher uses this kind of method because it is more effective and objective in validating the data. Validation of the data is used to know whether the data is trustworthy or not.

CHAPTER IV

RESEARCH FINDINGS AND DISCUSSIONS

A. Findings

The subject in this research is foreign students who are studying at Institut Agama Islam Negeri Surakarta. The researcher takes the sample six foreign students who come from the Philippine and Thailand which is three students from the Philippine and three from Thailand. In research to get the data and information, the researcher does interview with the informants or respondents who are deliberately selected by the researcher to be a sample that can represent the existing population. Firstly, the researcher asked to people who have friend foreign students then asking their Whatsapp number after the researcher got their numbers the researcher sent a message to them telling that the researcher is doing a research about culture shock in intercultural communication by foreign students at IAIN Surakarta and then the researcher asked for them to be interviewed. However, there are some students who refuse it because of the language matter. There are two interviews session, first the researcher does interview with the informant from the Philippine and the second session is with the informant from Thailand. But in the second session the researcher does interview via application chatting Whatsapp because all the Thailand students are going home so it has to be done by online. It is not very easy to ask for them to be an informant in this research because most of them cannot speak in Bahasa nor English very well and also when doing interview via online was so hard sometimes they answered slowly it took few days doing interview with them.

Informant 1

Name : Marlon Boderingan Cortez

Gender : Male

Address : General Santos City, Philippine

Date of Birth : 22 September 1998

Major/Term : Perbankan Syariah/5

The first informant is Marlon Boderingan Cortez, Marlon is a foreign student who comes from the Philippine. The researcher got his number from his classmate which is his classmate is the researcher's friend, then the researcher sent a message and explained about the research, it's not too difficult to make appointment to do interview with him even though the researcher ever canceled our appointment because of the researcher had to go home as the researcher's father passed away, so we had to make another appointment in the next month.

We met to do interview on Monday, 14 September 2020 in front of Language Laboratory Building IAIN Surakarta. The researcher did breaking the ice first before the researcher started to give him some questions. The informant went to Indonesia on July 2018 and he lives in a mosque as caretaker of the mosque with some his friends, when he first time came to Indonesia he was feeling strange with a new environment because there are a lot of Muslim here as he used to live in country which is a Christian majority. This is also one of the

reasons why he decided to continue his study in Indonesia because he thought that it is a good country to learn about Islam. And another reason why he chose IAIN Surakarta because his school and IAIN Surakarta have cooperated and he never thought that he gets a scholarship to continue his study in Indonesia as he had never visited Indonesia. His school is actually a school which uses an Indonesia curriculum so the students are taught Indonesian culture and language. He said that it's not too difficult to learn about Bahasa because he directly practiced to speak in Bahasa in daily life at school and also there are some almost similar words with his own language such as *mata* or *teinga*. Even though he is good in speaking Bahasa sometimes he misunderstands with what he catches because most of his local friends using Javanese language so he doesn't know what they are talking about.

To make a good conversation sometimes he will say yes although he doesn't know the meaning. He considers that Indonesian are so polite either the way they speak or act so since he came to Indonesia he becomes polite to everyone as his teacher always said that he has to keep being polite and humble because a good manner will keep him. He also said that Indonesian people are more aware rather than his own society who tend individualist so he has to be able to adapt with pluralist society. That's why he has many compatriot friends, bicultural friends with the locals, and multicultural friends from different country as he said he was ever invited by the Thailand student to stay overnight at the Thailand student's dorm.

Informant 2

Name : Sanny Eriman Mombas

Gender : Male

Address : Purok Candelariatupi, South Cotabato, Philippine

Date of Birth : 5 October 1998

Major/Term : PIAUD/3

The second informant is Sanny Eriman Mombas, he also comes from the Philippine. We didn't make appointment previously it was a coincident, we met after doing interview with the first informant as Marlon called him to pick him up at the campus. He introduced the researcher with Sanny and he told the researcher that Sanny is also from the Philippine, so the researcher asked directly to Sanny to be interviewed and the researcher explained about the research before doing interview, he doesn't mind to be interviewed at the moment.

Sanny is actually Indonesian but he was born and growing up in the Philippine, his parents are Indonesian but they moved to the Philippine. Sanny came to Indonesia on the last June 2019 and this is his first time to visit Indonesia although his parents are Indonesian he never visited Indonesia before, he gets a scholarship from Indonesia government to continue his study at IAIN Surakarta. Before he went to Indonesia he got guidance about the campus that he is going to study. Previously he was schooling in the Philippine school but when he was in

the 9th grade high school he moved to the Davao Indonesian School. In that school he was taught Indonesia language and culture, this school is actually a school for people who have Indonesian descent. So when he came to Indonesia at least he wasn't too surprised with the culture and language matter. When he first time came to Indonesia he felt so happy because he was eager to visit Indonesia so when he got a chance to study in Indonesia he was so excited. However he ever stereotyped of Indonesian people he said that they seemed fierce and it made him feeling so nervous to face with Indonesian. But when he has been close with them his stereotype was disappeared he said they are actually so kind and friendly.

Language is the important thing for human to communicate with each other, the informant said he ever experienced misunderstanding when he communicated with his local friend, he considered his friend was saying rude because his friends use Javanese language which sound rude for him but it's actually not. This is his difficulty that is experienced by the informant to mingle with the locals because most of them tend to use Javanese language. Nevertheless, the informant doesn't avoid them even he tends to make friends with the locals as this is due to make him adapting with the new environment. Here, the informant lives in the dorm with his friend from his own country. He is accepted and treated very well by the society in the new environment because he shows a good attitude to them as well, and sometimes he gets some foods from the local residents. He is type of obedient person as he is following the cultural rules in the society so he is easily adapting in the new environment.

Informant 3

Name : Ailyn Maharung Sarapil

Gender : Female

Address : Sapi brg. Patuco Davao Occidental, Phillipine

Date of Birth : 10 July 1997

Major/Term : Pendidikan Bahasa Inggris /5

The third informant who comes from the Philippine is Ailyn Maharung Sarapil, the researcher got her number from the researcher's friend as well. It's also not difficult to make an appointment with her just explaining the research then she is ready to be interviewed. Interviewing with her is done a day after the researcher did interview with the first and second informant. Interviewing with her is quite challenging because her language is so hard to understand. So the information that is acquired isn't too much.

Ailyn came to Indonesia in 2018 this is her first time visiting Indonesia as she never had been here before, she studies in Indonesia because of she gets a scholarship from Indonesia government, same with the first and second informant they were in the same school previously and then got the scholarship to continue study in Indonesia especially at IAIN Surakarta. Her motivation why she chose Indonesia to continue her study because she wants to learn about Islam as Islam in her own country is so rarely she thinks that Indonesia is a good country to learn

about Islam because majority of Indonesian are Muslim so it's going to be easy to live in Indonesia because when she moves here she becomes a majority.

There was not much to do when she was going to Indonesia she was just attending a seminar preparation before going to Indonesia as she thought that Indonesian culture is almost similar with her own culture so she didn't need to look for any information anymore. When she first time arrived in Indonesia she was feeling nervous because she met with lecturers. She lives in dorm with her compatriot friends, she is type of a shy person as she doesn't like to talk much with stranger even she tends to be friend with her compatriot rather than with the local because of the language matter, she isn't fluent in Bahasa and sometimes she will use English when she doesn't know the words in Bahasa. She learnt Bahasa about three years in her high school but she isn't still fluently enough because she thinks that learning Indonesian language is so difficult and also she just learnt Bahasa in class but she didn't practice it in her daily life. And sometimes she is difficulty to understand her lecturer in class because some of lecturers use Javanese language. To overcome this problem she will ask to her friend what the lecturer was just explaining about.

She said that Indonesian people are too friendly. Sometimes there is always someone who greets her like saying Hi or something even though she doesn't know her/him. She is such an introvert person as she said that she doesn't like to talk with stranger she prefers being quiet rather than making conversation

with people who she doesn't know, but she will start talking if someone else asks or talks to her.

Informant 4

Name : Sooraida Ma'saman
Gender : Female
Address : Sabayoi, Songkhla, Thailand
Date of Birth : Yala, 10 June 1998
Major/Term : Pendidikan Agama Islam/7

The fourth informant is Sooraida Ma'saman, she is a foreign student who comes from Thailand. The researcher did interview with this informant by Whatsapp because all the Thailand students are going to their home in Thailand due to pandemic Covid 19 and all the academic activities are done by online. The researcher got her number from the informant who comes from the Philippine it is Ailyn she gave the researcher some numbers Thailand students, she took the numbers from the Whatsapp group of foreign students IAIN Surakarta. It took a day to do interview with this informant because she answered the question slowly. The researcher asked the informant to do interview by video call but she refused it. So interview has to be done by chatting in Whatsapp.

The informant gets MOU scholarship to continue her studying in Indonesia. It's kind of cooperation between Indonesia government and her school

in academic purpose. Before the informant went to Indonesia she has prepared a lot of things such as preparing stuff that she is going to bring, documents, and looking for information about the local culture or the place that she is going to live in. She went to Indonesia on April 2017 before she started to the college on August 2017 she had to take a language class first as a preparation to study in the college it's a learning Bahasa for foreign students.

When she first time came to Indonesia she felt so nervous because all stuff were strange in her view, and she didn't have any courage to make conversation with the locals because she wasn't fluently speaking in Bahasa but now she is able to speak in Bahasa because she has been used to speak in Bahasa with her friends in class even though she hasn't understand yet about the formal language. Sometimes she experiences misunderstanding if she makes conversation with her local friends because she said that most of Indonesian speak so fast so she is difficulty to catch the meaning.

She lives with her compatriot friends in a house that she and her friends rent. She lives in the middle of pluralist society as it proves that they are kind and welcome the new comers very well, or it can also depend on the new comer's behavior. She shows a good attitude to the society that's why she gets a good behavior from the society as a week since she arrived in Indonesia she and all the Thailand students were taught how to live in Indonesia, how she is supposed to behave, and how to respect the local culture.

Informant 5

Name : Maryam Hayisameng
Gender : Female
Address : Sakam, Pattani, Thailand
Date of Birth : 22 October 1998
Major/Term : Sastra Inggris/5

The fifth informant is Maryam Hayisameng she is also from Thailand. Doing interview with her took two days because she answered slowly and there are some words that don't make any sense even though the researcher have asked her if she doesn't know the meaning that's fine speaking in English but it seems she can't speak in English very well, so when the researcher didn't understand what she meant there are two options that the researcher would do, the first is the researcher asked somebody who speaks in Malay because her language in Bahasa like a Malay accent and the second is the researcher asked her to use Thai language then the researcher translated it into Bahasa in Google. To make sure that it's what she meant the researcher asked again to her about the translation result is it what she meant or not.

Maryam come to Indonesia in 2017 so it has been about 3 years she lives in Indonesia. The reason why she wants to continue her studying here because she is a Muslim and she thinks that Indonesia is a good country to live in because

most Indonesian people are Muslim so it is going to be easy to live in a country which is Muslim majority. She can live safer in a Muslim environment and she can look for something easily like *Halal* foods, mosques, clothes, and other things rather than living in her own country which is Buddhist majority whilst she feels so hard to live there because she is a Muslim minority.

The difficulty that she is experiencing when she lives in a new environment is a language matter, she has been learning Indonesian language for about 6 months before she came to Indonesia and she thinks that learning Indonesian language is so difficult but now she is able to speak in Bahasa even though she is just merely using informal language because she has used to use informal language to talk with her friends. Sometimes when she doesn't understand what her lecturer was explaining about she will ask to repeat it.

Here, she lives in a dorm with her compatriot friends from Thailand. Even though the local residents know that she is from Thailand they don't consider her as an outsider as the local residents show a good attitude such as they always smile at her. This is because the informant has been taught how to live in the middle of pluralist society and how to respect them because most of Indonesian people are friendly so she has to be friendly as well if she wants to get a good behavior from them. So since she lives in the new environment there are some her personalities that are changed such as she becomes more humble to everyone and communicative, because she frequently asks to her friends if she doesn't understand people speak in Bahasa.

Informant 6

Name : Pasiyah Tahe

Gender : Female

Address : Bangkhon, Nongchik, Pattani, Thailand

Date of Birth : 15 August 1998

Major/Term : Tadris Bahasa Indonesia/7

The last informant who comes from Thailand is Pasiyah Tahe. It took three days doing interview with her because she had a lot to do and the researcher understands it. In the day, she is schooling by online and teaching children in a mosque, while in the night she has to vend foods in the night market. It seems she is type of independent and smart girl. She is the only one person who answers the question by voice note even though there are some answers by typing. Although doing interview with her is longer but the researcher is quite satisfied with some of her answers.

She came to Indonesia on 11 April 2017, this is her first time went to Indonesia. Actually, she didn't choose to continue her studying in Surakarta even her school which brought her to study at IAIN Surakarta because her school and IAIN Surakarta have been cooperated so her school offered a scholarship to her to continue her studying at IAIN Surakarta. Plus Indonesia is a country which has

Muslim majority and she also likes the Indonesian language that's why she takes Tadris Bahasa Indonesia as her major.

Before she went to Indonesia she had prepared a lot of things starting from foods because Indonesian foods would be absolutely different with her taste and another thing is looking for information to people who had ever been in Indonesia how the cultures are and what stuff that she has to bring. When she first time came to Indonesia she felt so happy and the people are so friendly it makes her likes to stay here. She was taught Indonesian language by her seniors and lecturers it's kind of a course Indonesian language for foreigners, she said learning Indonesian language is not too difficult as apparently now she is fluently speaking in Bahasa it can be seen how she answered the question when doing interview. Even though she is fluent in Bahasa but sometimes she experiences misunderstanding communication with her friends because her local friends frequently use Javanese language and this is that makes her difficult to communicate with the locals.

She lives in a house that she and her compatriot friends from Thailand rent. She is happy to live here because she is regarded as an insider by the local residents as they are so kind and care to her. If the society welcome the new comer kindly it means that they have regarded the new comer as an insider or part of their family member as long as the new comer shows her/his good attitude to them.

B. Discussion

In this part we are going to discuss about result findings from doing interview with all the informants. There are 81 utterances that have been categorized as a data and the data have been analyzed into three discussions according to Stella Ting Toomey's theory about Communicating Across Culture, the first one is cross-cultural verbal communication style, the second one is conversation management of non-verbal communication, and the last one is antecedent factors of intercultural adaptation.

1. Cross-Cultural Verbal Communication Style

Verbal communication refers to type of communication style which uses verbal symbols in expressing about something to others and it can be expressed by spoken or written words. The way we communicate will draw our social perception, according to Stella Ting Toomey theory there are four verbal communication styles, they are high and low context, direct and indirect, person and status oriented, self enhancement and effacement, and beliefs expressed talk and silence. There are 28 data findings which indicate to the verbal communication style.

4.1 Verbal Communication Style

Informant	Verbal Communication Style				
	HCC/LCC	D/I	PO/SO	SEn/SEf	T/S
MBC	HCC	D	SO	SEf	T

SEM	LCC	I	SO	SEn	S
AMS	HCC	D	PO	SEn	S
SM	LCC	D	PO	-	S
MH	LCC	D	PO	SEn	T
PT	LCC	D	PO	-	S

HCC/LCC = High/Low-Context Communication

D/I = Direct/Indirect

PO/SO = Person/Status-Oriented

SEn/SEf = Self-Enhancement/Effacement

T/S = Beliefs expressed in Talk/Silence

a. Low and High Context Communication

According to Hall (1976), low context communication refers to the kind of communication style how a speaker conveys the message explicitly, while high context communication is how the message best conveys through the context (e.g. social roles and positions) and the non-verbal channels (e.g. pauses, silence, tone of voice) of the verbal message. In this research there are four informants who use low context communication and two informants who use high context communication. The informant 1 and 3 prefer to use high-context because they are type of person who do not like to meddle someone else's business, even though they feel disturbed but they might have to think their identity as a foreigner and those who prefer using low context

apparently they have a courage to remind the wrong thing no matter who they are.

1/MBC/V/HCC

Question : *Semisal kamu punya tetangga orang lokal/indonesia, pada saat jam waktunya istirahat/tidur (tengah malem) kamu keganggu dengan suara berisik mereka, apa yang akan kamu lakukan?*

(For example if you have a local neighbor, they make a noisy sound in the midnight and you feel disturbed with that, so what will you do?)

Answer : *Aku diam aja si atau menjauh aja gitu keluar jadi aku yang menjauh menghindar dari mereka*

(I'm just quiet or staying away from them)

This is the answer when the researcher asked the example of context communication verbal, the researcher gave the example question of when he feels disturbed with his neighbor because of his neighbor make a noise in the midnight or the time when he is sleeping, and the thing that he is going to do is he is just quiet or going away from where the noise comes from.

Context communication verbal style that he uses is high-context communication because he prefers to be quiet and go away rather than say it directly to them. He thinks that he doesn't want to make any conflict with them as he lives in another culture and has to respect the local. Even though he doesn't say anything, being quiet can be said as part of high-context

communication because being quiet or silence may hold strong, contextual meaning in high-context cultures.

15/SEM/V/LCC

Question : *Semisal kamu punya tetangga orang lokal/indonesia, pada saat jam waktunya istirahat/tidur (tengah malem) kamu keganggu dengan suara berisik mereka, apa yang akan kamu lakukan?*

(For example if you have a local neighbor, they make a noisy sound in the midnight and you feel disturbed with that so what will you do?)

Answer : *Ya paling langsung ditegur aja tapi dengan cara yang halus juga, misalnya cowo mohon maaf mas boleh suaranya dkecilin aja soalnya ada yang lagi istirahat jadi ya keganggu mohon maaf, ya seperti itu lah*

(Admonish directly but in a polite way, for example if a man I'm sorry mas could you lower your voice because I'm sleeping and I feel disturbed with your voice I'm sorry, yaa thing like that)

For the second informant if his neighbor makes a noise in the midnight or the time when people are sleeping his response is he will come across him and admonish him politely to decrease his voice because he feels disturbed with his voice as he needs to get rest. So after the researcher analyzing what's kind of communication that he used is that he uses low-context communication because it's more clearly to interpret the message and say what he means, so the neighbor will be easily to understand what he

said. But in the end he says sorry to them it's not because he did a mistake but he respects him as a national host.

Other data: 30/AMS/V/HCC, 46/SM/V/LCC, 57/MH/V/LCC, 70/PT/V/LCC

b. Direct and Indirect

In this communication style most of the informants use direct communication rather than indirect communication because direct communication is regarded as an easy communication because the speaker doesn't beat around the bush and it's said in a forthright expression. However there is only one informant who uses indirect communication in this occasion because he might be shy to say directly about his intention so he just told his problem rather than saying directly as he thought that his friend would understand about the situation so that his friend lent his money. However this way doesn't guarantee the listener will understand about the meaning if the listener isn't type of a sensitive person.

31/AMS/V/D

Question : *Semisal kamu dan teman kamu sedang makan di salah satu café pas sudah selesai makan ternyata kamu inget uangmu ketinggalan, apa yang akan kamu lakukan?*

(For example when you and your friend are eating in a café when you have eaten you remember that you left your money at home, what will you do?)

Answer : *Bilang aja ke teman yang jujur walletku ketinggalan aku gak ada uang aku mau minjem dulu ya*

(just saying to my friend honestly that my wallet was left I don't have money I want to borrow your money)

In this case the researcher gives an example when the informant and her friend eat in the café but she realizes that her wallet is left so what she will do. The informant said that she will say honest directly to her friend that her wallet is left and she wants to borrow money to pay the bill. It can be said that she clearly uses direct interaction verbal style as his communication doesn't beat around the bush. Characteristic of direct communication style clearly reveals the speaker's intention and said in a forthright expression.

16/SEM/V/I

Question : *Semisal kamu dan teman kamu sedang makan di salah satu café pas sudah selesai makan ternyata kamu inget uangmu ketinggalan, apa yang akan kamu lakukan?*

(For example when you and your friend are eating in a café when you have eaten you remember that you left your money at home, what will you do?)

Answer : *Mohon maaf nih uang saya ketinggalan tadi buru-buru*

(I'm sorry my money was left as I was in a hurry)

This is the answer when the researcher gave the case example after he ate with his friend in a café but when he will pay the bill he missed his wallet and what he will do, the informant doesn't say directly to his friend if he wants to borrow money for paying the bill he says to the cashier that his money is left. He might think that if he said so to the cashier his friend would understand to lend him some money for paying the bill. So the researcher concludes that he used indirect verbal communication style because the

informant's friend has to understand when the informant said his money is left although the informant doesn't say that he borrows money.

Other data: 2/MBC/V/D, 47/SM/V/D, 58/MH/V/D, 71/PT/V/D

c. Person and Status Oriented

In this verbal interaction style there four informants who use person oriented verbal interaction style and two informants who use status oriented verbal interaction style because most of them get used to use informal language or casual talk in communication with others even though it depends on with whom they communicate. However those who tend to use status oriented have also been used to use formality because when the first time they learn the language in the form formal language it is like experienced by the informant 1.

3/MBC/V/SO

Question : *Biasanya kamu cenderung menggunakan bahasa formal atau informal kalo berkomunikasi dengan orang lain?*

(Usually, do you tend to use formal or informal language when communicating with others?)

Answer : *Formal soalnya yang dipelajarinya bahasa formal sama teman juga kadang pake formal karena udah kebiasaan*

(Formal, because I used to learn formal language so when I talk with my friend sometimes I use formal as I get used to it)

The informant tends to use formal language in communication with others because he has been used to use a formal language to communicate as he doesn't know much about informal language speaking in Bahasa, beside his local friends also use formal language to communicate with the informant because they understand that he is not fluent in Bahasa.

He is type of person who uses communication by status-oriented verbal style because he tends to use formality in communication. Status-oriented verbal style emphasizes the important of honoring person identities, so in this case the informant has a position as a new comer so people who speak to him will use formal language otherwise the informant respects the locals as a host.

48/SM/V/PO

Question : *Biasanya kamu cenderung menggunakan bahasa formal atau informal kalo berkomunikasi dengan orang lain?*

(Usually, do you tend to use formal or informal language when communicating with others?)

Answer : *Kalau disegi percakapan dalam kehidupan itu gampang tetapi kalau disegi resmi itu sulit*

(If in daily conversation is easy but in officially it's difficult)

The informant prefers to use informality in communication because she doesn't know much words of formal Indonesia language as she isn't fluently enough speaking in Bahasa. This kind of informal conversation can be categorized as person-oriented verbal language bacuase it emphasizes to informality and personal identity in the interaction.

Other data: 17/SEM/V/SO, 32/AMS/V/PO, 59/MH/V/PO, 72/PT/V/PO

d. Self-Enhancement and Effacement

In this verbal style there are three informants who use self-enhancement verbal style and one informant who use self-effacement, and two informants who do not use these kind of verbal style. The way the informants who use self-enhancement communication style is they offers the dishes by saying their accomplishment or ability, it's done by the informant 2

he praised himself by saying the dishes that he cooked are tasty. This is due to make sure his guests to eat the dishes. Otherwise, for the self-effacement usually the one who use this communication style is by humbling one's self because this kind of style shows a friendly attitude.

4/MBC/V/S-Ef

Question : *Semisal kamu mengundang temanmu untuk makan di tempatmu, apa yang akan kamu katakan untuk menawarkan makananmu ke mereka?*

(For example if you invite your friends for eating in your home, what will you say to offer the dishes to them?)

Answer : *Ayo dimakan gak usah malu anggap aja sodara sendiri gitu biar dia itu enggak sungkan gitu kalo misal kita cuma ngasih makanan terus kaya gitu pasti kan ada rasa malu makanya aku berusaha biar dia itu gak malu gitu walaupun kan kadang orang itu lagi laper tapi karena malu ya aku langsung ambil kasih ke dia gitu*

(Let's eat, don't be shy just make yourself at home so that they don't feel hesitating, if we just offer the dishes they will feel shy that's why I try to make them don't feel shy even though sometimes they are actually hungry so I take and give it to them)

This is the way the informant offers the dish to his friend when the informant invites his friends to eat together at his home. The researcher gives this example to know about how the informant uses kind of verbal style communication self-enhancement or self-effacement. After the researcher understood about this kind of verbal style communication, the informant uses self-effacement verbal style because self-effacement emphasizes in humbling

one's self he tries to make his friends feel like home while self-enhancement emphasizes in boasting about one's accomplishment and abilities.

18/SEM/V/S-En

Question : *Semisal kamu mengundang temanmu untuk makan di tempatmu, apa yang akan kamu katakana untuk menawarkan makananmu ke mereka?*

(For example if you invite your friends for eating in your home, what will you say to offer the dishes to them?)

Answer : *Ayo bro makan bro sini bro kebetulan saya abis masak makanan Filipina, aku pengen juga kamu tau rasanya makanan Filipina seperti apa, cobain deh rasanya enak*

(Come on bro let's eat, I have cooked Philippines's food, I want you to knowthe taste of Philippine's food, try it it's delicious)

It is the way how the informant communicates in offering foods to his friends, in the first sentence he tells that the food is the Philippine foods then he is so curious about the taste if his friends eat the foods and in the end of the sentence he thinks that the taste is good. As we know that the style of communication self-enhancement is boasting about one's accomplishment and abilities, in this case the informant said that the taste is good even though his friends haven't tasted it so it means that the informant is sure with his ability in serving the dishes.

Other data:33/AMS/V/S-En, 60/MH/V/S-En

e. Beliefs Expressed in Talk and Silence

In this kind of communication verbal style the informants who prefer to express in talk are the informant 1 and 5, and who prefer to express in silence are the informant 2, 3, 4, and 6. Usually those people who tend to be silence are type of introversion person because they keep their private matter from others rather than extroversion person who tend to be open minded.

61/MH/V/T

Question : *Jika kamu berada di tempat umum contohnya di transportasi umum seperti bus atau kereta ketika kamu duduk bersebelahan dengan orang lain apakah kamu lebih suka berbicara dengan orang disebelahmu atau memilih untuk diam?*

(If you are in a public place such as in public transportation like bus or train, when you sit next to someone else do you prefer to be quiet or talk with someone who is next to you?)

Answer : *Saya sering naik kereta api jadi saya juga sering bicara dengan orang lain, karena dia dengar saya bicara sama teman pakai bhs thai, jadi dia nanya2 jadi bikin dia penasaran, saya juga sering bicara sama orang.*

(I frequently get on the train and I also talk with stranger because they hear me talking with my friend by using Thai language so they ask me about their curiosity. I also talk to stranger)

When the informant is in the public area she frequently talks with stranger because people are curious about her identity as when she speaks

with her friends they use Thai language so it triggers people to ask her. The informant is also type of person who is open if someone asks to her. So she can be categorized as a type of person who believes expressed in talk because by talking with local is an expression of respecting others as the other hand she is a foreigner in Indonesia.

34/AMS/V/S

Question : *Jika kamu berada di tempat umum contohnya di transportasi umum seperti bus atau kereta ketika kamu duduk bersebelahan dengan orang lain apakah kamu lebih suka berbicara dengan orang disebelahmu atau memilih untuk diam?*

(If you are in a public place such as in public transportation like bus or train, when you sit next to someone else do you prefer to be quiet or talk with someone who is next to you?)

Answer : *Diam, aku gak suka ngomong sama stranger*

(Quiet, I don't like talking with stranger)

The informant is type of introvert person as she doesn't like to talk with stranger. So she is categorized as a person who believes expressed in silence because silence is deemed appropriate in contexts where social relations between individuals are unpredictable and involve high levels of ambiguity.

Other data: 5/MBC/V/T, 19/SEM/V/S, 49/SM/V/S, 73/PT/V/S

2. Conversational Management Non-Verbal Communication

Non-verbal communication is kind of communication which doesn't use words and it uses facial expression, body movement, tone of voice, and things like a communication without using language. According to Stella Ting Toomey theory there are four things in conversational management of non-

verbal communication. that are Emblems, Illustrator, Regulator, and Adaptor. After the researcher analyzed from the interview process with the informants the researcher found 12 data which indicates to this kind of communication that are used by the informants.

4.2 Non-Verbal Communication

Informant	Non Verbal Communication			
	Emblems	Illustrators	Regulators	Adaptor
MBC	-	√	√	-
SEM	-	√	√	-
AMS	√	√	√	√
SM	√	-	-	-
MH	√	-	-	-
PT	-	-	√	-

a. Emblems

35/AMS/NV/E

Question : *Apakah kamu sering menggunakan hand gesture dalam berkomunikasi?*

(Do you like using hand gesture in communication?)

Answer : *Iya, biasanya kalo tidak tau bahasa indonesianya pake tangan*

(Yes, Usually if I don't know words in Bahasa I use hand gesture)

When the researcher did interview with this informant she didn't say much words because she isn't fluently speaking in Bahasa even though the

researcher have asked for her to use English if she can't say it in Bahasa. In fact she isn't fluent in both of the language so when she can't say what she wants to say she will use illustrator or body language to describe it. It's like when interviewing with her she frequently lifted her shoulders or shook her head to indicate that she doesn't know or understand. That is a common emblem that people usually do if they don't know about something.

Other data: 50/SM/NV/E, 62/MH/NV/E

b. Illustrators

6/MBC/NV/I

Question : *Bisakah kamu jelaskan jalan dari sini ke kosmu/tempat tinggalmu?*

(Can you explain about the way to your home from here?)

Answer : *Dari kampus keluar belok kanan kan arah PPG itu kesanaa, tau masjid At-Taqwa sanggrahan nanti ada gang disitu nah disitu''*

(From campus go exit then turn right heading over PPG, if you know At-Taqwa mosque in sanggrahan then there is an alley there and that's it.)

This is the explanation about the location of the informant's boarding house. The researcher asks him to explain the way to his boarding house because to know how the informant uses nonverbal style to illustrate spoken words. He used illustrator when he explains about something.

Other data: 20/SEM/NV/I, 36/AMS/NV/I

c. Regulator

7/MBC/NV/R

Answer : *Tergantung kalo misalnya orangnya itu bisa diajak bicara misalnya orangnya gak pendiam itu aku open ini aja eee ..terbuka sama siapa aja biasanya aku nyapa gitu mas ..*

(It depends on type of the character of the someone, if she/he isn't type of quiet person then I'm open like eee... open with anyone as usually I greet, like that...)

Answer : *emmm apa ya .. mungkin ini aja sih*

(Emmm what ... perhaps that's it)

This informant pronounce some *eee..andemmm..* to keep the conversation going. He could be unknown about the words that he is pronouncing so he makes a linguistic sound while he is thinking what is best to be said and he also nodded when the researcher explained about something to him. This kind of things can be said as a regulator. Regulators include the use of vocalics, kinesics, and oculesics to regulate the pacing and flow of the conversation.

Other data: 21/SEM/NV/R, 37/AMS/NV/R, 74/PT/NV/R

d. Adaptor

22/SEM/NV/A

Question : *Apakah kamu sering menggunakan hand gesture dalam berkomunikasi?*

(Do you like using hand gesture in communication?)

Answer : *Ya itu pasti, apalagi kalo lagi gerogi misalnya lagi presentasi kan ya biasanya gitu apalagi saya kan belum terlalu fasih dalam berbahasa Indonesia itu biasanya tangan itu kan gak bisa diam pasti gerak gerak gituh"*

(Yes for sure, if I'm nervous for example when I'm in a presentation in class while I'm not fluently enough speaking in Bahasa and usually my hand will make a movement)

The informant will make a hand movement if he feels nervous like when he is presenting in front of his friends in class. This kind of behavior is done unconsciously as internal reaction or external stimuli. This reaction can be said as Adaptor or nonverbal habit or gesture.

38/AMS/NV/A

When the researcher did interview with the informant, the researcher was also observing about the informant's behavior. Every time she is confused about the question or what the exactly answer has to be said to answer the question she will scratch her head and look at up. This kind of behavior is done unconsciously as internal reaction or external stimuli. This reaction can be said as Adaptor or nonverbal habit or gesture.

3. Antecedent Factors of Intercultural Adaptation

According to Redfield, Linton, and Herskovits (1936) Intercultural adaptation refers to the incremental identity-related change process of sojourners and immigrants in a new environment. This kind of identity change process can be influenced by the antecedent factors. There are three sets of antecedent factors that basically can influence the individual's adaptation process, that are system-level factor, individual-level factor, and interpersonal-level factor. In this case the researcher found 41 data findings which is 6 data come from system-level factor, 23 data come from individual-level factor, and 12 data come from interpersonal-level factor. So, most of the antecedent factors

come from Individual-level factor because individual factor is the crucial factor which comes from the individual itself because if we can control ourselves, the system-level factor can be controlled as well. After individual-level factor then interpersonal level factor, this depends on how's the individual social network with others. In this case the role of friend is really important as a social support because friend will contribute a lot when the individual gets in trouble.

4.3 Antecedent Factors of Intercultural Adaptation

Informants	Antecedent Factors		
	System Level Factor	Individual Level Factor	Interpersonal Level Factor
MBC	1	4	2
SEM	1	4	2
AMS	1	4	2
SM	1	3	2
MH	1	4	2
PT	1	4	2
Total	6	23	12

a. System-Level Factors

8/MBC/AF/S-LF

Question :*Bagaimana sikap warga setempat kepadamu ketika mereka tau kamu orang asing?*

(How's the local resident's behavior to you when they know you are foreigner?)

Answer : *Mereka tu terlalu baik mereka tu sejahtera ya karena mereka tu sering ngasih makanan juga, baik, komunikasi juga terlalu sopan mau tua bahkan anak anak kecil itu yaa masih ini masih sopan sopan jadi masih bisa berkata halus gitu biasanya kan anak kecil itu dimana-mana tu kata katanya ngawur*

(They are too kind and prosperous because they often give foods and the way they communicate are so polite including the children as well they are so polite)

The relationship between the local residents and the informant are good as the local residents welcome and respect the new comer very well and politely, because they are type of pluralist society. In pluralistic societies, new comers are given more leniencies to acquire knowledge skills about the local culture they know that adaptation process need more time so they try to help him by being humble, giving some foods, and making to feel home.

51/SM/AF/S-LF

Question : *Bagaimana sikap warga setempat kepadamu ketika mereka tau kamu orang asing?*

(How's the local resident's behavior to you when they know you are foreigner?)

Answer : *Alhamdulillah baik*

(*Alhamdulillah good*)

Question : *Bagaimana sikapmu terhadap warga setempat?*

(How's your behavior to the local resident?)

Answer : *Kami anak Thailand semua setelah sampai tanah air Indonesia satu minggu ada mengajar khusus tentang kehidupan dalam masyarakat Indonesia jadi sikap yang harus dilakukan yaitu menghormati terhadap warga setempat dan lingkungannya*

(A week since we Thailand students arrived in Indonesia we were taught about how to live in Indonesia so we have to respect the locals)

The first answer is the answer when the researcher asked a question about how the local resident's behavior to the informant and she said that they are good. And then the second answer is the answer when the researcher asked question about how the informant's behavior to the local residents and she said that all the Thailand students have been taught about rules and norms in Indonesia society and how they respect about the local culture. System-level factors are elements in an environment which can influence the new comer. In this case, a local resident is part of the system level factor because the role of the local people will really influence the new comer's adaptation process. Showing a good behavior will really help the new comer to feel like home. But their behavior also will depend on how's the new comer behavior.

Other data: 23/SEM/AF/S-LF, 39/AMS/AF/S-LF, 63/MH/AF/S-LF, 75/PT/AF/S-LF

b. Individual-Level Factor

9/MBC/AF/Ind-LF

Question : *Apa motivasi kamu kuliah di Indonesia?*

(What is your motivation studying in Indonesia?)

Answer : *Motivasiku emang dari dulu pengen ke Indonesia enggak pengen negara lain karena kan negara yang paling banyak Islamnya disini terus ya udah aku penasaran gimana sih Islam disana oh ternyata begini*

(My motivation is indeed I was eager to come to Indonesia since a long time ago because majority of Indonesian people are Muslim and I'm curious about Islam in Indonesia)

The informant explained the reason why he wants to stay in Indonesia. It is because he is curious about Indonesian culture especially in the religion culture so he decided to choose Indonesia to continue his study. Besides, the majority of Indonesian people are Muslim so it's going to be easy to live in a country which is Muslim majority as the informant is a Muslim as well. In individual-level factor motivational orientation is also supporting the new comer in adaptation process because it can be the reason why the informant has to achieve the goal.

25/SEM/AF/Ind-LF

Question : *Ekspektasi apa yang kamu pikirkan sebelum kamu datang ke Indonesia?*

(what is your expectation that you were thinking before you came to Indonesia?)

Answer : *Yang pertama kalo saya disini saya lebih apa ya lebih bisa memperdalam belajar agamanya disini kan terkenal tentang agamanya mayoritasnya Islam gitu, terus yang kedua kata guru guru saya disana disini tuh makananya murah-murah katanya 10rb udah dapet nasi sayur sama es teh udah dapet*

(First, if I'm here I'm able to study about the religion more deeper because Indonesia is famous about the most Islam religion, then the second one is my teacher said that Indonesian foods are cheaper we can eat rice, vegetable, and ice tea for only spending 10.000 rupiah)

Answer :*kalo disana masalah merokok gak terlalu bebas ya jadi misalnya kita ingin merokok ya kita cari tempat yang sembunyi yang tidak ketahuan semisal kita ketahuan itu nanti ada penalty didenda sekitar 500an lah kalo dirupiahkan. Nah dulu saya mikirnya gitu ini saya bentar lagi mau kuliah disana berarti udah gak bisa rokok lagi nah pas saya datang kesini saya itu kaget itu baru masuk bandara tapi penjaganya udah pada ngerokok apalagi pas saya datang kesini dikampus disini pada ngerokok ada juga mahasiswa bareng dosen oh ya udah lanjutin aja gitu*

(in the Philippine, the smoking problem is not free if we want smoking we need to look for a hiding place because if we are caught up there is a fine about 500.000 rupiah. I thought it was the time I had to stop smoking because I was going to study in Indonesia but when I arrived in the airport I was surprised to see a security who was smoking even when I was in the campus there are many people who were smoking with a lecturer so after I saw that I continue to smoke again)

Here are his expectations before he came to Indonesia. He thought that if he studies in Indonesia he will improve his knowledge about Islam because as he knows that Indonesia is a country that has a Muslim majority, so he thought that it's a good country to study about Islam. And he said that his teachers always told him that the foods in Indonesia are cheaper we can eat

with only spending 10 thousand Rupiah. And then he had also well prepared about his habit to stop smoking because he thought that he would not be able to smoke again if he had been in Indonesia but in fact when he arrived at the Indonesia airport he was surprised to see many people were smoking freely. Expectation refers to a prediction about something in the upcoming situation. Individuals who think realistic tend to have a better prepared to deal with adaptation problem than those people who think unrealistic. So, at least when the individual has looked for lots of information about how's the culture that he is going to live in, he will not too stress to deal with the problems that come up.

66/MH/AF/Ind-LF

Question : *Bagaimana persiapanmu sebelum berangkat ke Indonesia?*

(How was your preparation before going to Indonesia?)

Answer : *Persiapan saya yaitu, mengerti bhs indo dan cara ke dudukan disana*

(My preparation was learning Indonesian language and how to live in Indonesia)

Before the informant came to Indonesia she had learnt about the language and looked for about the information how to live there. The role of cultural knowledge and interaction based knowledge are so important for those people who want to live in a new culture because it's the main thing to help them in adaptation process, at least when the new comers face cultural shock problems they know what to do as they have enough knowledge. And language is the crucial thing because it can develop our relationship about sociocultural.

27/SEM/AF/Ind-LF

Question : *Apakah ada perubahan dalam diri kamu sebelum dan sesudah kamu tinggal di lingkungan baru?*

(Is there any personality changes in yourself before and after living in the new environment?)

Answer : *Emang ada perubahan dalam diri saya sendiri terutama dalam personality ya jadi awalnya kan saya orangnya ini pemalu pendiem gitu jadi ya sejak saya ke Indonesia itu saya berubah banget kenapa karena saya kan jauh dari orang tua nah kita kan harus perlu namanya bersosialisasi ya kepada masyarakat sekitar kita biar kita bisa eee kita bisa mengikuti apa yang udah kebiasaan disini nah kalo misalnya kita diam aja ya nnti kita gak bakal bisa mengikuti yang udah kebiasaan disini nah dengan adanya eeeee bersosialisasi kan itu meningkat perubahan kita juga terutama dalam bentuk seperti pendiam pemalu gitu nah itu sangat membantu ya buat saya jadi ya sekarang saya lebih berani lagi kalo namanya malu malu itu udah ya sampai sekarang sih masih ada tapi gak seperti dulu dan sekarang lebih berani lah menghadapi masalah karena jauh dari orang tua seperti itu*

(Of course there is a change in myself especially in personality. I was type of quiet person but since I came to Indonesia I'm really changed because I live far away with my parents so we need to socialize with the locals so that we can eee... we can follow what that has been accustomed here by eee... socializing and it is a good improvement of myself from a quiet person becomes braver even though sometimes I still have that kind of personality but at least it's not as bad as like I

used to and nowadays I became braver to face problems because of living far away with parents)

New environment pushes him to change his personality, he was a type of a quiet and shy person but when he stays in a new environment he has to be more independent and confident, because he is no longer staying with his family and everything has to do by himself. He also shouldn't be quiet when living in a new environment because he needs to socialize with other people and adapt with the local culture, so if he kept being quiet and shy he wouldn't know any information about the local culture and adaptation process would be felt so hard. That's why the acculturation of both cultures is so important because it will make a high tolerance personality to the sojourner.

c. Interpersonal-Level Factor

55/SM/AF/Int-LF

Question : *Biasanya kamu cenderung berteman sama orang mana?*

(which people do you usually tend to be friends with?)

Answer : *Thailand*

Question : *Bagaimana kamu belajar Bahasa Indonesia?*

(How did you learn Bahasa?)

Answer : *Banyak Percakapan dengan teman-teman dikelas (teman Indonesia)*

(make a lot of conversation with friends in class)

This is the answer when the researcher asked the informant which country she prefers to be friends with. She answered that she tends to be friends with a monocultural network friendship that consists of close friendship with other compatriots from similar cultural backgrounds because

for the new comer, established individuals from the same and similar ethnic background can serve a successful role model and they can also provide identity and affective support because they have gone through a similar set of culture shock experiences. So they can encourage her to learn from their experiences. Besides that, she also makes friends with the host to improve her language because by making lots of interaction with the host directly will help her to improve her communication skill.

14/MBC/AF/Int-LF

Question : *Apakah kamu menggunakan media dalam mencari informasi tentang budaya lokal ?*

(do you use media in searching information about the local culture?)

Answer : *Iya sering aku penasaran aja google gitu sejarah di jogja itu yang di malioboro yang serangan 194, disana juga diajarin sejarah Indonesia kaya majapahit tentang wali songo*

(Yes I'll google it if I'm curious about something like history of 194 attacking in Malioboro, Yogyakarta. In the Philippine was also taught about Indonesia history like Majapahit or Wali Songo)

The informant is also using media to help him to improve cultural knowledge skill. If he is curious about the story of the local culture he will use internet to look for the story that he wants to know about. It was like when he was curious about the story of a museum in Malioboro, Yogyakarta, about the attacking tragedy. Ethnic media also plays a role in adaptation process because ethnic media provides a lot of information about anything so it can improve the knowledge and language skill for the new comer. Ethnic media tends to ease the loneliness and adaptive stress of the new comer

because the familiar language and images are identity affirming and offer new comer a sense of comfort and identity connection in the unfamiliar environment.

CHAPTER V

CONCLUSION AND SUGGESTIONS

After finding and analyzing the data from doing interview with the informants about cultural shocks in intercultural communication, the research goes to the conclusion. This chapter provides two terms, that are conclusions and suggestions.

A. Conclusions

Basically conclusion is the answer of the research question that has been formulated in the first chapter. So the conclusions are as follows:

1. There are two kind of communication style that are used by the informants in communicating across culture, that are verbal and non-verbal communication style. In verbal communication, there are five verbal interaction styles: Low and high context, direct and indirect, person and status oriented, self-enhancement and effacement, and beliefs expressed in talk and silence. While in non-verbal, there are four kinds of non-verbal interaction: emblems, illustrators, regulators, and adaptors.
2. Factors that influence the informants in intercultural adaptation is antecedent factor which has three factors in it, the first one is system-level factor this is the factor that comes from a local environment such as the society's behavior, the second one is individual-level factor this comes from the individual itself such as motivation, expectation, cultural knowledge, or even personality attribute this is how the individual's personality change, and the last one is

interpersonal-level factor this factor is a social network or how the individual make a relationship with and ethnic media.

B. Suggestions

In this part, there are some suggestions that the researcher would like to say related to this research about cultural shocks in intercultural communication by foreign students or the ones who are going to stay in another culture. The suggestions are compiled as follows:

1. For those who are going to stay/study abroad don't forget to prepare all the things before your departure, such as looking for a lot of information about the local culture that you are going to live in and language is also the most crucial matter to be learnt because both of the things have a strong relation. The culture itself will influence the way how the people communicate so it's important to have a cultural knowledge and interaction based knowledge to avoid misunderstanding when we communicate or receive some information from the local people.
2. For the locals or host of foreign students, the role of host is so important for new comers in their adaptation process because the new comers are going to feel like home if they support and show them a good behavior. So if both of them have a good relation and respect each other how wonderful it would be coexist with diversity.

3. For other research which has similar topic, this research could be a referent to study about cultural shocks in intercultural communication and the researcher hopes that there are the others research about this topic with different specific discussion because it would be interesting to know about cultural knowledge from different perspective.

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VALIDATION

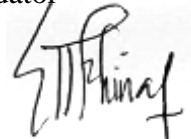
The thesis data titled “Verbal and Non-Verbal in Intercultural Communication by Foreign Students at IAIN Surakarta” has been validated by Fatkhuna’imah Rhina Z., M.Hum in:

Day : Thursday

Date : November 12th 2020

Surakarta, November 12th 2020

Validator



Fatkhuna'imah Rhina Z., M.Hum

INTERVIEW TRANSCRIPT

Informant I

Name : Marlon Boderingan Cortez
Gender : Male
Address : General Santos City, Philippine
Date of Birth : Batuganding, 22 September 1998
Major : Perbankan Syariah
Semester : 5
Interview Location : In front of Laboratorium Building IAIN Surakarta
Interview Time : Monday, 14 September 2020

1. Kenapa kamu memilih kuliah di kampus IAIN Surakarta ?

“Karena disini kan ada ini kerjasama dari pihak rektorat disini sama rektorat disana kerjasama jadinya saya kesini”

2. Apakah pernah ke Indonesia sebelumnya ?

“Belum”

3. Bagaimana persiapanmu sebelum berangkat ke Indonesia ?

“Sebenarnya tidak ada persiapan sih saya mikir ya udah kalo misalnya kuliah disini saya udah kesini cuma gak nyangka juga aku kira kuliahnya di filipin cuma karena dpet beasiswa disini ya udah disini”

4. Kapan kamu pergi ke Indonesia untuk kuliah ?

“2018 bulanya sebelum agustus pokonya july”

5. Disini tinggal sama siapa ?

“Sama teman-teman saja sih di masjid At-Taqwa jadi marbot”

6. Bagaimana perasaanmu ketika pertama kali datang ke Indonesia ?

“Ya awalnya agak asing dikit sih karena disini tuh kebanyakan muslim disana kan kebanyakan kristen, kalo dibilang senang sih gak terlalu Cuma ngerasa asing aja”

7. Bagaimana perasaanmu ketika bertemu sama orang asing ?

“Pertama saya di Indonesia yaa merasa saya harus sopan soalnya disini tuh kan kebanyakan muslim jadi aku agak kaget sih oh kaya gini harus bergaul dengan...ya udah aku sopan sopan gitu”

8. Apakah kamu lancar berbahasa Indonesia ?

“lumayan sih”

9. Bagaimana kamu belajar bahasa ?

“Jadi gini disana kan ada kedutaan besar nah dibawah kedutaan itu kan ada konsul jendral nah dikonsul jendral ini di dalamnya itu ada sekolah Indonesia Davau sekolah Indonesia yang ada disana jadi saya sekolahnya disana jadi disana itu diwajibkan pake bahasa Indonesia, jadi disitu udah pake budaya Indonesia make sistem pemerintahan Indonesia”

10. Menurutmu apakah bahasa Indonesia sulit dipelajari ?

“Pasti kalau awal awalnya agak sulit sih tapi lama lama enggak karena ada kata kata yang agak sama dengan Indonesia misalnya mata tetap mata terus telinga disana teinga. Kalo belajarnya sama guru belajar pake bahasa Indonesia setiap hari”

11. Apakah kamu pernah mengalami kesulitan berkomunikasi dengan orang lokal/asli Indonesia?

“Iya karena bahasa jawa itu, kalo bahasa Indonesia udah gak terlalu sulit”

12. Apakah kamu pernah mengalami salah paham dalam berkomunikasi ?

“Ya pernah, ... pake bahasa jawa tapi aku kaya disuruh gitu cuma aku ya iya aja itu gak tau kalo di suruh karena aku gak tau ya aku iya aja diam gitu”

13. Bagaimana anggapan anda tentang cara berkomunikasi orang Indonesia ?

“Khususnya kalo disolo itu ya sopan sopan sih menurutku”

14. Semisal kamu punya tetangga orang lokal/indonesia, pada saat jam waktunya istirahat/tidur (tengah malam) kamu ke ganggu dengan suara berisik mereka, apa yang akan kamu lakukan ?

“Aku diam aja si atau menjauh aja gitu keluar jadi aku yang menjauh menghindar dari mereka”

15. Semisal kamu dan teman kamu sedang makan di salah satu café pas sudah selesai makan ternyata kamu inget uangmu ketinggalan, apa yang akan kamu lakukan?

“Ya udah aku bilang ke temanku aku jujur aja uangku ketinggalan ke temanku”

16. Biasanya kamu cenderung menggunakan bahasa formal atau informal kalo berkomunikasi dengan orang lain ?

“Formal soalnya yang dipelajarinya bahasa formal sama teman juga kadang pake formal karena udah kebiasaan”

17. Semisal kamu mengundang temanmu untuk makan di tempatmu, apa yang akan kamu katakana untuk menawarkan makananmu ke mereka ?

“Ayo dimakan gak usah malu anggap aja sodara sendiri gitu biar dia itu enggak sungkan gitu kalo misal kita cuma ngasih makanan terus kaya gitu pasti kan ada rasa malu makanya aku berusaha biar dia itu gak malu gitu walaupun kan kadang orang itu lagi laper tapi karena malu ya aku langsung ambil kasih ke dia gitu”

18. Jika kamu berada di tempat umum contohnya di transportasi umum seperti bus atau kereta ketika kamu duduk bersebelahan dengan orang lain apakah kamu lebih suka berbicara dengan orang disebelahmu atau memilih untuk diam ?

“Tergantung kalo misalnya orangnya itu bisa diajak bicara misalnya orangnya gak pendiam itu aku open ini aja eee terbuka sama siapa aja biasanya aku nyapa gitu mas ..”

19. Apakah kamu pernah menemui perbedaan symbol hand gesture antara budayamu sama budaya sini ?

“pernah kalo disini kan biasanya kalo foto tanganya gini (mengacungkan 2 jari telunjuk dan tengah) aku gak tau itu maksudnya apa, biasanya kan kalo disana kaya gini artinya kan rock n roll”

20. Bisakah kamu jelaskan jalan dari sini ke kosmu?

“Dari kampus keluar belok kanan kan arah PPG itu kesanaa, tau masjid At-Taqwa sanggrahan nanti ada gang disitu nah disitu” (Menjelaskan dengan gerakan tangan)

21. Bagaimana sikap warga setempat kepadamu ketika mereka tau kamu orang asing?

“Mereka tu terlalu baik mereka tu sejahtera ya karena mereka tu sering ngasih makanan juga, baik, komunikasi juga terlalu sopan mau tua bahkan anak anak kecil itu yaa masih ini masih sopan sopan jadi masih bisa berkata halus gitu biasanya kan anak kecil itu dimana-mana tu kata katanya ngawur”

22. Bagaimana sikapmu terhadap warga setempat?

“Ya menyesuaikan sih ya jadi aku juga ramah sama mereka”

23. Apakah kamu punya pembimbing yang membimbing kamu tinggal disini ?

“gak ada, eh ada dosen pembimbing dan kaka tingkat dulu cuma sekarang sudah lulus”

24. Perbedaan budaya apa yang pernah kamu alami ?

“emmm apa ya .. mungkin ini aja sih kalo orang sini kan lebih peka ya kalo disana orang nya kaya cuek cuek gitu, dan disana gk ada warung makan kaya dipinggir jalan gini paling ya warung buat beli snack, junkfood, atau gk paling ya restoran”

25. Bagaimana kamu menyikapi perbedaan budaya dinegaramu dan budaya lokal ?

“Aku toleran aja sama budaya siapa saja kan biar saling ngejaga komunikasi juga sama orang yang belum.. maksudnya budaya mereka itu seperti apa ya udah ngikut, cuma ada batasnya gitu misalnya ini eee aku agak gimana gk merasa nyaman ya aku enggak ikut”

26. Apa motivasi kamu kuliah di Indonesia?

“Motivasiku emang dari dulu pengen ke Indonesia enggak pengen negara lain karena kan negara yang paling banyak Islamnya disini terus ya udah aku penasaran gimana sih Islam disana oh ternyata begini”

27. Ekspektasi apa yang kamu pikirkan sebelum kamu datang ke Indonesia ?

“Bisa mendalami tentang mengenai Islam soalnya kan kalo disana dimana mana kan Kristen”

28. Apakah kamu sudah mengetahui dan mempelajari semua budaya Indonesia termasuk budaya dalam berkomunikasi ?

“Ya sudah kalo budaya itu ya sudah yang penting dimana-mana harus sopan kata guruku karena sikap itu yang menjaga kita dimana-mana”

29. Apakah ada perubahan dalam diri kamu sebelum dan sesudah kamu tinggal di lingkungan baru ?

“oh ya ada, dulu biasanya aku disana itu agak gaul hidupnya agak hedon kalo disini aku kaya lebih rendah sedikit gitu hehe ... “

30. Apakah kamu mempunyai teman satu negara dengan kamu, teman orang lokal Indonesia, teman beda negara ? biasanya kamu cenderung berteman sama orang mana ?

“.. ya ada dari Thailand dulu pernah tidur di kontrakan mereka soalnya aku disuruh kesana. Sebenarnya aku terbuka jadi berteman sama siapa saja asalkan dia bisa diajak berteman dengan baik gitu loh tidak memilih milih teman, malah sekarang lebih banyak teman dari sini”

31. Apa kesulitanmu dalam bergaul dengan orang Indonesia?

“Enggak ada sih sebenarnya cuma mungkin dulu agak sulit karena harus menyesuaikan sama budaya sini jadi ya ngomong sama orang tua gimana tapi gak sulit banget karena memang dari sana kan diajarkan sikap dari sekolah”

32. Apakah kamu menggunakan media dalam mencari informasi tentang budaya lokal?

“Iya sering aku penasaran aja google gitu sejarah di jogja itu yang di malioboro yang serangan 194, disana juga diajarin sejarah Indonesia kaya majapahit tentang wali songo“

Informant 2

Name : Sanny Eriman Mombas

Gender : Male

Address : Purok Candelariatupi, South Cotabato, Philippine

Date of Birth : Philippine, 5 October 1998

Major : PIAUD

Semester : 3

Interview Location : In front of Laboratorium Building IAIN Surakarta

Interview Time : Monday, 14 September 2020

1. Kenapa kamu memilih kuliah di kampus IAIN Surakarta ?

“Karena dapetnya disini dapet beasiswa dari pemerintah Indonesia, kan dari sekolah saya dulu ada kerjasamanya.”

2. Apakah pernah ke Indonesia sebelumnya ?

“Belum, ini pertamakalinya ke Indonesia”

3. Bagaimana persiapanmu sebelum berangkat ke Indonesia ?

“Sebelumnya ada bimbingan dulu mengenai kampus ini”

4. Kapan kamu pergi ke Indonesia untuk kuliah ?

“Tahun 2019 bulan Juni akhir”

5. Disini tinggal sama siapa ?

“Sama teman juga yang dari Filipina namanya Raymond”

6. Bagaimana perasaanmu ketika pertama kali datang ke Indonesia ?

“Pertamanya ya senang ya apa ya pokoknya senang banget gak bisa dibayangkan ini kan pertama kali ya aku kesini kan memang dari dulu ada rencana udah kepengen kesini”

7. Bagaimana perasaanmu ketika bertemu sama orang asing ?

“Awalnya pokoknya kaya gerogi kalo ketemu sama orang sini pokoknya diam saja menurut saya orang orang sini kaya galak galak banget gitu, akhirnya karena udah lama disini ya ternyata enak sih ramah ramah halus”

8. Apakah kamu lancar berbahasa Indonesia?

“Ya gak terlalu sih masih belajar”

9. Bagaimana kamu belajar bahasa?

“Emang dari sana kita udah belajar bahasa Indonesia kita disana diajarin tapi sebelumnya aku emang belajarnya dari sekolah Filipina dari sejak SD sampe SMP kelas 8 nah pas kelas 9 saya pindah ke Davau yang ada KJRI nya disana kan ada sekolah Indonesia Davau khusus yang ada keturunan Indonesia gituh jadi saya pindah kesana ya jadi mulai belajar bahas Indonesianya disana, makanya pas datang kesini udah gak terlalu kesulitan gitu buat berkomunikasi”

10. Menurutmu apakah Bahasa Indonesia sulit dipelajari?

“Enggak juga si meskipun ada beberapa kosa kata yang enggak saya pahami, ada juga beberapa kosa kata yang sama seperti mata sama juga artinya mata kana sama kanan”

11. Selain bahasa Indonesia bisa bahasa apa aja?

“Bahasa daerah di Filipina, bahasa tagalog, bahasa inggris juga insyaallah bisa karena disana bahasa inggris bahasa kedua”

12. Apakah kamu pernah mengalami kesulitan berkomunikasi dengan orang lokal/asli Indonesia?

“Yaa selama ini belum ada sih karena banyak teman yang membantu”

13. Apakah kamu pernah mengalami salah paham dalam berkomunikasi ?

“Yaa kalo salah paham sih ya pernah, pas mereka ngomong bahasa jawa saya kira itu kata kata kasar karena kedengarannya kasar padahal enggak”

14. Bagaimana anggapan anda tentang cara berkomunikasi orang Indonesia ?

“Bagus sih sopan”

15. Semisal kamu punya tetangga orang lokal/indonesia, pada saat jam waktunya istirahat/tidur (tengah malem) kamu ke ganggu dengan suara berisik mereka, apa yang akan kamu lakukan?

“Ya paling langsung ditegur aja tapi dengan cara yang halus juga, misalnya cowo mohon maaf mas boleh suaranya dkecilin aja soalnya ada yang lagi istirahat jadi ya keganggu mohon maaf, ya seperti itu lah”

16. Semisal kamu dan teman kamu sedang makan di salah satu café pas sudah selesai makan ternyata kamu inget uangmu ketinggalan, apa yang akan kamu lakukan?

“mohon maaf nih uang saya ketinggalan tadi buru-buru”

17. Biasanya kamu cenderung menggunakan bahasa formal atau informal kalo berkomunikasi dengan orang lain?

“Sebenarnya saya belum terlalu tau bhs formal dan informal secara mendalam, setidaknya kita selalu menggunakan bhs Indonesia dengan baik apalagi sama orang yg lebih tua dari kita”

18. Semisal kamu mengundang temanmu untuk makan di tempatmu, apa yang akan kamu katakana untuk menawarkan makananmu ke mereka ?

“Ayo bro makan bro sini bro kebetulan saya abis masak makanan Filipina, aku pengen juga kamu tau rasanya makanan Filipina seperti apa, cobain deh rasanya enak”

19. Jika kamu berada di tempat umum contohnya di transportasi umum seperti bus atau kereta ketika kamu duduk bersebelahan dengan orang lain apakah kamu lebih suka berbicara dengan orang disebelahmu atau memilih untuk diam ?

“Juju raja sih kalo aku orangnya suka pendiem gitu ya diam aja tapi kalo misalnya kalo diajak bicara aku juga ngomong”

20. Apakah kamu sering menggunakan hand gesture/gerakan tangan dalam berkomunikasi?

“Ya itu pasti, apalagi kalo lagi gerogi misalnya lagi presentasi kan ya biasanya gitu apalagi saya kan belum terlalu fasih dalam berbahasa Indonesia itu biasanya tangan itu kan gak bisa diam pasti gerak gerak gitu”

21. Apakah kamu pernah menemui perbedaan symbol hand gesture antara budayamu sama budaya sini ?

“kalo di filipina tuh kalo ada tanda seperti ini (jari telunjuk sama ibu jari bertemu membentuk lingkaran) kaya tanda tanda uang gitu loh, kalo nggak ok gitu, misalnya kalo lagi bicara”

22. Bisakah kamu jelaskan jalan dari sini ke kosmu?

“dari sini kita bisa lewat sini belok kiri terus nanti kan belok kanan belok kanan lagi terus keluar dari gerbang depan terus nanti kita belok kiri kesana terus lurus aja luruuuus terus nanti kana da 2 jalan nih yang kesana kana rah ke kopasus tapi kita kan lurus aja terus ada pertigaan mentok kita juga bisa belok kanan bisa juga belok kiri tapi biasanya saya belok kiri karena kan kalo belok kiri lebih dekat lah abis itu belok kanan lagi terus lurus terus ada belok kanan disini tapi kita lurus aja terus ada belok kanan lagi abis belok kanan kita belok kanan nah abis belok kanan ini kan diujungnya ada jalan raya tuh jadi kita belok kanan terus kita lurus aja nanti kita ada gerbong warna hitam terus diatasnya ada tulisan pondok asri saya tempatnya disitu didepan perigaan”(dia menjelaskan dengan gerakan tangan)

23. Bagaimana sikap warga setempat kepadamu ketika mereka tau kamu orang asing?

“Baik banget, sering dapet makanan dari sana dikasih gitu”

24. Bagaimana sikapmu terhadap warga setempat ?

“Apa yang mereka lakukan sama kita jadi kita membalasnya dengan..... kalo merekanya memperlakukan kita nya dengan baik ya kita juga memperlihatkan juga dengan baik. Kalo mereka jahat kamu juga jahat ? ya enggak dong”

25. Apakah kamu punya pembimbing yang membimbing kamu tinggal disini?

“Gak ada sih, paling pembimbing akademik dikampus kalo semisal ada masalah tentang ini kami tinggal ke akademik lapor”

26. Perbedaan budaya apa yang pernah kamu alami?

“kalo disana masalah merokok gak terlalu bebas ya jadi misalnya kita ingin merokok ya kita cari tempat yang sembunyi yang tidak ketahuan semisal kita ketahuan itu nanti ada penalty didenda sekitar 500an lah kalo dirupiahkan. Nah dulu saya mikirnya gitu ini saya bentar lagi mau kuliah disana berarti udah gak bisa rokok lagi nah pas saya datang kesini saya itu kaget itu baru masuk bandara tapi penjaganya udah pada ngerokok apalagi pas saya datang kesini dikampus disini pada ngerokok ada juga mahasiswa bareng dosen oh ya udah lanjutin aja gitu kalo disini kan bebas kalo disana bebasnya minuman keras. Biasanya kalo diindonesia pasti ada iklan rokok kan kalo di Filipina gak ada iklan rokok adanya minuman keras kalo roko paling cuma ada ini aja Marlboro karena itu kan rokok internasional. Paling itu aja”

27. Bagaimana kamu menyikapi perbedaan budaya dinegaramu dan budaya lokal ?

“Kalo saya sih manut aturanya ajah”

28. Apa motivasi kamu kuliah di Indonesia ?

“Yang pertama karena orang tua saya yang selalu mensupport juga apa yang saya mau asalkan itu baik, yang kedua karena saya asli orang Indonesia tapi lahir dan besar di Filipina orang tua juga dua-duanya asli Indonesia tapi pindah ke Filipina”

29. Ekspektasi apa yang kamu pikirkan sebelum kamu datang ke Indonesia ?

“Yang pertama kalo saya disini saya lebih apa ya lebih bisa memperdalam belajar agamanya disini kan terkenal tentang agamanya mayoritasnya Islam gitu, terus yang kedua kata guru-guru saya disana disini tuh makanannya murah-murah katanya 10rb udah dapet nasi sayur sama es teh udah dapet”

30. Apakah kamu sudah mengetahui dan mempelajari semua budaya Indonesia termasuk budaya dalam berkomunikasi ?

“Belum belum karena disini saya kan baru setahun, di sekolah dulu pernah guru saya sering cerita tentang Indonesia sampai saya ketiduran”

31. Apakah ada perubahan dalam diri kamu sebelum dan sesudah kamu tinggal di lingkungan baru ?

“Emang ada perubahan dalam diri saya sendiri terutama dalam personality ya jadi awalnya kan saya orangnya ini pemalu pendiam gitu jadi ya sejak saya ke Indonesia itu saya berubah banget kenapa karena saya kan jauh dari orang tua nah kita kan harus perlu namanya bersosialisasi ya kepada masyarakat sekitar kita biar kita bisa eee kita bisa mengikuti apa yang udah kebiasaan disini nah kalo misalnya kita diam aja ya nanti kita gak bakal bisa mengikuti yang udah kebiasaan disini nah dengan adanya eeeee bersosialisasi kan itu meningkat perubahan kita juga terutama dalam bentuk seperti pendiam pemalu gitu nah itu sangat membantu ya buat saya jadi ya sekarang saya lebih berani lagi kalo namanya malu malu itu udah ya sampai sekarang sih masih ada tapi gak seperti dulu dan sekarang lebih berani lah menghadapi masalah karena jauh dari orang tua seperti itu.”

32. Apakah kamu mempunyai teman satu negara dengan kamu, teman orang lokal Indonesia, teman beda negara ? biasanya kamu cenderung berteman sama orang mana ?

“ ya ada dari Thailand, orang Indonesia ”

33. Apa kesulitanmu dalam bergaul denga orang Indonesia ?

“ya kesulitannya cuma itu aja sih dalam cara berkomunikasi mereka kan lebih suka pake bahasa jawa daripada pake bahasa Indonesia”

34. Apakah kamu menggunakan media dalam mencari informasi tentang budaya lokal?

“Aku biasanya digoogle tapi kadang saya males baca gitu jadi ya masalah itu gak terlalu ini gak terlalu apa ya gak terlalu dominan, terus kalo gak faham arti bahasanya kadang di google translate apa ya ini maksudnya”

Informant 3

Name : Ailyn Maharung Sarapil

Gender : Female

Address : Sapi brg. Patuco Davao Occidental, Phillipine

Date of Birth : 10 July 1997

Major : Pendidikan Bahasa Inggris

Semester : 5

Interview Location : Library Terrace IAIN Surakarta

Interview Time : Tuesday, 15 September 2020

1. Kenapa kamu memilih kuliah di kampus IAIN Surakarta ?

“waktu itu yang dari rektorat ke sekolah kami kan di Davao ada sekolah Indonesia Davao terus mereka kesitu katanya mau ambil yang mahasiswa untuk di ini apa namanya beasiswa”

2. Apakah pernah ke Indonesia sebelumnya ?

“Belum samasekali, ini yang pertama kali”

3. Bagaimana persiapanmu sebelum berangkat ke Indonesia ?

“Gak ada , cuma kami ada seminar”

4. Kapan kamu pergi ke Indonesia untuk kuliah ?

“Tahun 2018”

5. Disini tinggal sama siapa ?

“Sama temanku yang dari Filipina juga”

6. Bagaimana perasaanmu ketika pertama kali datang ke Indonesia ?

“Kaya kaget aja pas datang kesini langsung ke rektorat terus yang ada disitu pa rektor kaya gitu, nervous”

7. Apakah kamu lancar berbahasa Indonesia ?

“Enggak, tapi sedikit ngerti”

8. Bagaimana kamu belajar bahasa?

“Kan aku SMA di sekolah Indonesia Davau sekolah indonesia berarti pasti ada bahasa indonesia”

9. Selain bahasa Indonesia bisa bahasa apa aja ?

“Tagalog , ada juga bahasa daerah ada bisaya ada ilonggoh kaya gitu, bahasa inggris, bahasa indonesia juga”

10. Menurutmu apakah bahasa Indonesia sulit dipelajari ?

“Sulit, kan saya belajar bahasa Indonesia gak langsung dipraktikin gitu loh belajarnya Cuma disekolah aja itu 3 tahun belajar Indonesia tapi nyampe sekarang gak ini gak lancer lancer

11. Apakah kamu pernah mengalami kesulitan berkomunikasi dengan orang lokal/asli indonesia?

“Pernah itu ada dosen yang pake bahasa jawa terus aku kan gak ngerti sama sekali terus aku tanya sama temen bapa nya bilang apa tadi”

12. Apakah kamu pernah mengalami salah paham dalam berkomunikasi dengan orang lain ?

“enggak, kan aku orangnya pendiam gak banyak ngomong”

13. Bagaimana anggapan anda tentang cara berkomunikasi orang Indonesia ?

“orang Indonesia itu friendly kadang aku gak kenal sama mereka itu terus mereka itu hi Ailyn kamu kenal gak sama aku ?”

14. Semisal kamu punya tetangga orang lokal/indonesia, pada saat jam waktunya istirahat/tidur (tengah malam) kamu ke ganggu dengan suara berisik mereka, apa yang akan kamu lakukan?

“Enggak ada just quiet”

15. Semisal kamu dan teman kamu sedang makan di salah satu café pas sudah selesai makan ternyata kamu inget uangmu ketinggalan, apa yang akan kamu lakukan?

“Bilang aja ke teman yang jujur walletku ketinggalan aku gak ada uang aku mau minjem dulu ya”

16. Apakah kamu mengetahui bahasa formal dan informal ? biasanya kamu cenderung menggunakan bahasa yang mana kalo berkomunikasi dengan orang lain ?

“Ya. Informal kan teman teman saya juga pake informal”

17. Semisal kamu mengundang temanmu untuk makan di tempatmu, apa yang akan kamu katakana untuk menawarkan makananmu ke mereka ?

“ya langsung aja kaya lets have dinner”

“Ayo. aku masak banyak untuk kita lho”

18. Jika kamu berada di tempat umum contohnya di transportasi umum seperti bus atau kereta ketika kamu duduk bersebelahan dengan orang lain apakah kamu lebih suka berbicara dengan orang disebelahmu atau memilih untuk diam?

“Diam, aku gak suka ngomong sama stranger”

19. Apakah kamu sering menggunakan hand gesture/gerakan tangan dalam berkomunikasi?

“Iya, biasanya kalo tidak tau bahasa indonesianya pake gerakan”

20. Apakah kamu pernah menemui perbedaan symbol hand gesture antara budayamu sama budaya sini ?

“emmm ... enggak ada sih sama”

21. Bisakah kamu jelaskan jalan dari sini ke kosmu?

“Pertama aku keluarnya dimasjid terus lurus pokonya deket masjid itu”

(Menunjukkan arah pake tangan)

22. Bagaimana sikap warga setempat kepadamu ketika mereka tau kamu orang asing ?

“Mereka itu lebih baik sama aku terus lebih friendly”

23. Bagaimana sikapmu terhadap warga setempat ?

“Kalo mereka ngomong sama aku aku juga ngomong kalo enggak.. enggak”

24. Apakah kamu punya pembimbing yang membimbing kamu tinggal disini ?

“ada di rektorat Pa rudy”

25. Perbedaan budaya apa yang pernah kamu alami ?

“oh ini soal peraturan di jalan raya.. terus kalo di Indonesia kebanyakan pake transportasi pribadi kalo di Filipina orang orang biasanya pake public transportation”

26. Bagaimana kamu menyikapi perbedaan budaya dinegaramu dan budaya lokal ?

“Biasa aja kan budaya sini sama budaya di Filipina hampir sama”

27. Apa motivasi kamu kuliah di Indonesia?

“Pengen belajar tentang Islam karena di Filipina kan muslimnya minoritas”

28. Ekspektasi apa yang kamu pikirkan sebelum kamu datang ke Indonesia?

“aku kan udah liat di youtube gitu ya bagus gitu terus yang orang orangnya baik-baik gitu”

29. Apakah kamu sudah mengetahui dan mempelajari semua budaya Indonesia termasuk budaya dalam berkomunikasi ?

“Belum”

30. Apakah ada perubahan dalam diri kamu sebelum dan sesudah kamu tinggal di lingkungan baru?

“Ada sekarang lebih independent kan kalo disana ada orang tua”

31. Apakah kamu mempunyai teman satu negara dengan kamu, teman orang lokal Indonesia, teman beda negara ?

“Ya, yang beda negara ada dari Thailand. Cenderung lebih dekat dengan orang Filipina dan Thailand”

32. Apakah kamu kesulitan dalam bergaul dengan orang Indonesia?

“Ya ada , kan aku itu gak suka ngomong terus mereka juga jarang ngomong juga sama saya ya udah”

33. Apakah kamu menggunakan media dalam mencari informasi tentang budaya lokal?

“Iya pake hp”

Informant 4

Name : Sooraida Ma'saman
 Gender : Female
 Address : Sabayoi, Songkhla, Thailand
 Date of Birth : Yala, 10 June 1998
 Major : Pendidikan Agama Islam
 Semester : 7
 Interview Location : Online by Whatsapp
 Interview Time : Thursday, 24 September 2020

1. Kenapa kamu memilih kuliah di kampus IAIN Surakarta ?

“Ak ingin kuliah di Indonesian terus kampus yang ak dapat di cari oleh pihak guru madrasah di SMA untuk bisa kuliah luar negeri dan ak dapat gratis spp dari kampus yaitu MOU kerjasama dengan madrasah ak”

2. Apakah kamu pernah ke Indonesia sebelumnya ?

“Belum pernah”

3. Bagaimana persiapanmu sebelum berangkat ke Indonesia?

“Pada saat itu banyak kegiatan banyak perasaan, persiapan barang yg mau bawa sana, bikin pasport dan persiapan hati hehe, dan cari informasi tentang budaya Indonesia seperti Indonesia itu mayoritas muslim dan daerah yang ak akan datang itu aman”

4. Kapan kamu pergi ke Indonesia untuk mulai kuliah ?

“Ak ke Indonesia bulan April sebelum kuliah bulan Agustus, untuk belajar bahasa Indonesia tahun 2017”

5. Di Indonesia tinggal sama siapa ?

“Kakak tingkat dan Teman-teman satu kontrakan anak Thailand”

6. Bagaimana persaanmu ketika pertama kali datang ke Indonesia ?

“Sangat Grogi, rasa aneh dan alhamdulillah baik”

7. Bagaimana perasaanmu ketika bertemu sama orang asing ?

“Pada saat itu ak merasa aneh dan luar biasa dengan percakapan yang beda, orang-orang asing yang kita belum terkenal”

8. Apakah kamu lancar bahasa indonesia ?

“Pada pertama kali ak belum lancar dan belum berani percakapan dengn orang Indonesia kalo sekarang alhamdulillah barani cakap tetapi menurut ak sendiri lumayan saja tidak terlalu lancer”

9. Bagaimana kamu belajar Bahasa Indonesia?

“Banyak Percakapan dengan teman-teman dikelas (teman Indonesia)”

10. Menurutmu apakah bahasa indonesia sulit dipelajari?

“Kalau disegi percakapan dalam kehidupan itu gampang tetapi kalau disegi resmi itu sulit”

11. Apakah kamu pernah mengalami salah paham dalam berkomunikasi dengan org indonesia ?

“Pernah, kaya percakapan gimana ak kiraiin pergi kemana ternyata bagaimana”

12. Bagaimana anggapan anda tentang cara berkomunikasi orang Indonesia ?

“Berkomunikasi sering pake singkatan kalimat dan cepat”

13. Semisal kamu punya tetangga orang lokal/indonesia, pada saat jam waktunya istirahat/tidur (tengah malem) kamu keganggu dengan suara berisik mereka, apa yang akan kamu lakukan ?

“Nahh pengalaman itu belum pernah, misalnya ada sepertinya yang ak bisa lakukan yaitu memberitau pada masalah tersebut dan berbicara dengan baik agar tidak dilakukan seperti itu lagi”

14. Semisal kamu dan teman kamu sedang makan di salah satu café pas sudah selesai makan ternyata kamu inget uangmu ketinggalan, apa yang akan kamu lakukan ?

“Pernah pengalaman itu, kita kembali ke warungnya untuk ambil uang yang tinggal, alhamdulillah pak warungan udah simpan untuk kasih kita untuk ambilnya” (this is misunderstanding answer)

“Ak lupa bawa dompet uang, Ak pinjam uang km dulu ya, pas pulang ak langsung bayar”

15. Semisal kamu mengundang temanmu untuk makan di tempatmu, apa yang akan kamu katakana untuk menawarkan makananmu ke mereka ?

“Oya, ayo main-main ke kontrakan ak, monggo”

16. Jika kamu berada di tempat umum contohnya di transportasi umum seperti bus atau kereta ketika kamu duduk bersebelahan dengan orang lain apakah kamu lebih suka berbicara dengan orang disebelahmu atau memilih untuk diam?

“Kalau tidak kenal ak diam”

17. Apakah kamu sering menggunakan hand gesture/gerakan tangan dalam berkomunikasi ?

“Iya saya sering menggunakan itu kalo gak tau bahasanya”

18. Apakah kamu pernah menemui perbedaan symbol hand gesture antara budayamu sama budaya sini ?

“Yg itu 🙌 maknanya semangat tapi teman Indonesia kuraii makna dua kali”

19. Bagaimana sikap warga setempat kepadamu ketika mereka tau kamu orang asing?

“Alhamdulillah baik”

20. Bagaimana sikapmu terhadap warga setempat ?

“Kami anak Thailand semua setelah sampai tanah air Indonesia satu minggu ada mengajara khusus tentang kehidupan dalam masyarakat Indonesia jadi sikap yang harus dilakukan yaitu menghormati terhadap warga setempat dan lingkungannya”

21. Perbedaan budaya apa yang pernah kamu alami ?

“Aku belum pernah alami”

22. Apa motivasi kamu kuliah di Indonesia?

“Aku tertarik untuk kuliah luar negeri, mencari pengalaman, bisa berbicara banyak bahasa”

23. Apakah ada perubahan dalam diri kamu sebelum dan sesudah kamu tinggal di lingkungan baru?

“Ada, aku berani lebih pada yg lama maksudnya berani menghadapi masalah dalam kehidupan”

24. Apakah kamu sudah mengetahui dan mempelajari semua budaya Indonesia termasuk budaya dalam berkomunikasi ?

“Belum semua”

25. kamu cenderung berteman dengan orang dari Thailand, Indonesia, atau Negara lain?

“Thailand”

26. Apa kesulitanmu dalam bergaul dengan orang Indonesia ?

“Mendengar teman ngomong bahasa jawa”

27. Apakah kamu menggunakan media dalam mencari informasi tentang budaya Indonesia?

“Yaa menggunakannya pake hp”

Informant 5

Name : Maryam Hayisameng
 Gender : Female
 Address : Sakam, Pattani, Thailand
 Date of Birth : 22 October 1998
 Major : Sastra Inggris
 Semester : 5
 Interview Location : Online by Whatsapp
 Interview Time : 27-28 September 2020

1. Kenapa kamu memilih kuliah di IAIN Surakarta ?

“Karena sudah kenal tentang kampus ini dari senior, jadi tidak penting kampusnya besar apa kecil, semuanya adalah dirisendiri”

2. Apa yang membuat kamu tertarik untuk kuliah di indonesia ?

“Budaya dan Agama, di sana (Indonesia) kan banyak Islam, mungkin jadi tidak susah bagi ke dudukan di sana tentang makanan, pakaian, dan lain² hal”

3. Sebelumnya pernah ke indonesia ?

“Belum”

4. Bagaimana persiapanmu sebelum berangkat ke Indonesia?

“Persiapan saya yaitu, mengerti bhs indo dan cara ke dudukan disana”

5. Apakah kamu lancar ngomong bahsa Indonesia ?

“Belom, bisanya cuma ngomong biasa, kalau bicara ikut di acara atau bhs buku saya belom ngerti”

6. Bagaimana kamu belajar bahasa indonesia ?

“Di sekolah higt school ada guru dari indonesia ajarin saya”

7. Sudah berapa tahun belajar bahasa ?

“6 bulan aja”

8. Menurutmu apakah bahas indonesia sulit dipelajari ?

“Sulit banget”

9. Kapan kamu pergi ke indonesia untuk kuliah ?

“Tahun 2017 saya ke sana”

10. Di indonesia tinggal sama siapa ?

“Teman teman yang dari thailand juga”

11. Bagaimana perasaanmu ketika pertama kali ke indonesia ?

“Bahagia”

12. Pernah ngalamin kesulitan berkomunikasi dengan orang indonesia ?

“Pernah sekarang juga ada yang sulit sama bhs, banyak yang ngak ngerti”

13. Apa kamu pernah mengalami salah pahan dalam berkomunikasi ?

“Kebanyakan di kelas masa kuliah yang sulit memahami, kalau seperti pergi beli makanan apa ngobro sama teman itu tidak ada masalah”

14. Bagaimana anggapan kamu cara berkomunikasi orang indonesia?

“Ngmomong aja ngak usah takut salah maksudnya bicara dengan tidak takut salah, salah itu normal”

15. Semisal kamu punya tetangga orang lokal, pada saat jam waktunya istirahat/tidur (tengah malem) kamu ke ganggu dengan suara berisik mereka, apa yang akan kamu lakukan?

“Saya sabar kalau ngak bisa sabar bilang secara baik baik, maksudnya diam aja, kalau ngak bisa sabar ditegur dengan secara baik baik, kalo cara negurnya ‘maaf ya mba, saya sudah mau tidur, suaranya bisa slow slow ngak mba?’”

16. Semisal kamu dan teman kamu sedang makan di salah satu café pas sudah selesai makan ternyata kamu inget uangmu ketinggalan, apa yang akan kamu lakukan?

“Minta borrow uangnya, mungkin temanya ngak terlalu pelit kok, contoh ngomongnya bisa aku borrow your monny? If you can't give borrow, oke, it's ok just tell thank you”

17. Semisal kamu mengundang temanmu untuk makan di tempatmu, apa yang akan kamu katakana untuk menawarkan makananmu ke mereka?

“Teman teman, coba makan ini yuk coba enak banget”

18. Jika kamu berada di tempat umum contohnya di transportasi umum seperti bus atau kereta ketika kamu duduk bersebelahan dengan orang lain apakah kamu lebih suka berbicara dengan orang disebelahmu atau memilih untuk diam?

“Saya sering naik kereta api jadi saya juga sering bicara dengan orang lain, karena dia dengar saya bicara sama teman pakai bhs thai, jadi dia nanya2 jadi bikin dia penasaran, saya juga sering bicara sama orang”

19. Bagaimana sikap warga setempat kepadamu ketika mereka tau kamu orang asing?

“Kalau pendapat aku itu, baik di lebih baik di indo, orangnya banyak senyum”

20. Kalo sikapmu ke warga setempat gimana ?

“Baik lah”

21. Apakah kamu sering menggunakan hand gesture/gerakan tangan kalo berkomunikasi?

“Kadang menggunakan, Kadang ngak”

22. Apakah kamu pernah menemui perbedaan symbol hand gesture antara budayamu sama budaya sini ?

“Ngak ada kayaknya”

23. Perbedaan budaya apa yang pernah kamu temui ?

“Banyak yang beda, seperti acara pernikahan”

24. Bagaimana kamu menyikapi perbedaan budaya disini ?

“Biasa saja, ngak apa apa”

25. Kalo kamu ada masalah biasanya kamu cerita ke teman atau ke pembimbing/dosen ?

“Ke pembimbing”

26. Apa motivasi kamu kuliah disini?

“Saya ingin belajar di Indo karena saya ingin mendapatkan bahasa Inggris dan bahasa Melayu”

27. Ekspektasi apa yang kamu pikirkan sebelum kamu berangkat ke Indonesia?

“Saya berharap berada di asrama universitas, tetapi ketika saya tiba saya menyadari bahwa universitas ini tidak memiliki asrama. Ada yang hanya menyewakan rumah di Kailom, lalu tinggal bersama dengan orang Thailand juga”

28. Apakah ada perubahan dalam diri kamu setelah kamu tinggal di lingkungan baru?

“Harus ngomong bhs indo setiap saat dan makananya banyak ayam bakar dan ayam. Terus kalo dari segi personality jadi sering berkomunikasi karena saya tidak faham bahasa Indonesia jadinya sering Tanya ke teman”

29. Kamu kalo berteman cenderung berteman dengan orang dari negara mana? Thailand, Indonesia, atau negara lain?

“Aku berteman semua tapi lebih dekat dengan orang Thailand”

30. Apakah kamu sudah mengetahui dan mempelajari semua budaya Indonesia termasuk budaya dalam berkomunikasi ?

“Sudah”

31. Apakah kamu menggunakan media dalam mencari informasi tentang budaya indonesia?

“Kadang-kadang”

Informant 6

Name : Pasiyah Tahe
 Gender : Female
 Address : Bangkhon, Nongchik, Pattani, Thailand
 Date of Birth : 15 August 1998
 Major : Tadris Bahasa Indonesia
 Semester : 7
 Interview Location : Online by Whatsapp
 Interview Time : 26-29 September 2020

1. Kenapa kamu memilih kuliah di kampus IAIN Surakarta ?

“Sebenarnya itu saya gak memilih kuliahnya di Surakarta, hanya saja disekolah SMA saya dia sudah bekerja sama pihak kampus IAIN Surakarta jadi yang membawa saya ke sekolah Surakarta itu ya sekolahnya SMA saya bukan saya, hehe “

2. Apakah kamu pernah ke Indonesia sebelumnya ?

“Belum”

3. Bagaimana persiapanmu sebelum berangkat ke Indonesia ?

“untuk persiapan sebelum ke Indonesia saya apa namanya lebih kepada makanan gitu ya saya disini tu ee apa udah menyiapkan makanan dari Thailand untuk bawa ke Indonesia buat makan disana pokonya takutnya lidah saya belum terbiasa sama makanan disana gitu, terus kalo untuk persiapan lain mungkin apa ya ee tanya ke orang-orang yang pernah ke Indonesia gitu tanya ke mereka bagaimana negara Indonesia terus saya kalo kesana harus bawa apa aja gitu mungkin”

4. Kapan kamu pergi ke Indonesia untuk kuliah ?

“Saya kesana tanggal 4 eh 11 april tahun 2017”

5. Di Indonesia tinggal sama siapa ?

“Sama teman-teman dari Thailand jadi satu kontrakan itu dari Thailand semua”

6. Bagaimana perasaanmu ketika pertama kali datang ke Indonesia ?

“emm Alhamdulillah senang sih soalnya orang orang Indonesia itu sangat ramah jadi membuat saya itu suka kalo tinggal disana”

7. Apakah kamu lancar berbahasa Indonesia ?

“kalo lancar ya gak lancar banget sih”

8. Bagaimana kamu belajar bahasa?

“Saya pas belajar pertama kali bahasa Indonesia itu diajari oleh kaka tingkat yang jurusan Tadris Bahasa Indonesia sama para dosen juga soalnya disana kan dikampus kita kan sudah ada itu sekarang apa BIPA (Bahasa Indonesia bagi Penutur Asing)”

9. Menurutmu apakah bahasa Indonesia sulit dipelajari ?

“Ngak begitu sulit”

10. Apakah kamu pernah mengalami kesulitan berkomunikasi dengan orang Indonesia ?

“Awal-awalnya iya tapi sekarang tidak”

11. Apakah kamu pernah mengalami salah paham dalam berkomunikasi dengan orang lain ?

“Iya pernah biasanya sering terjadi sama teman-teman gitu”

12. Bagaimana anggapan kamu tentang cara berkomunikasi orang Indonesia?

“ee kalo menurut saya ya.. ya bagus sih soalnya bahas Indonesia itu kaya apa namanya konsonan huruf abjad atau huruf vocal kaya gitu tuh hampir sama sama bahasa inggris jadi untuk komunikasinya itu ya apa namanya ... pokoknya saya suka lah belajar bahasa Indonesia itu menurut saya gak terlalu rumit banget gitu dan saya suka juga dengerin orang-orang Indonesia berbicara”

13. Semisal kamu punya tetangga orang lokal/indonesia, pada saat jam waktunya istirahat/tidur (tengah malam) kamu ke ganggu dengan suara berisik mereka, apa yang akan kamu lakukan?

“ee mungkin nanti lihat kondisinya dulu kalo seumpama tetangga saya lagi ada acara atau apa gitu ya gapapa, kalo semisal kaya tetangga saya itu sering kaya malam malam itu berisik terus kaya gitu mungkin saya kasih kaya saran kalo jam segini harus tidur, mungkin begitu”

14. Semisal kamu dan teman kamu sedang makan di salah satu café pas sudah selesai makan ternyata kamu inget uangmu ketinggalan, apa yang akan kamu lakukan?

“pinjem uang temen saya, ‘aduh dompetku ketinggalan dikontrakan aku mau pinjam uangmu dulu boleh ndak? Ntar kalo udah sampe dirumah tak kembaliin”

15. Biasanya kamu kalo komunikasi sama orang lain cenderung pake bahasa formal atau informal?

“Informal”

16. Semisal kamu mengundang temanmu untuk makan di tempatmu, apa yang akan kamu katakana untuk menawarkan makananmu ke mereka ?

“Ayuk silahkan, nih saya masakan menu yang dari Thailand juga”

17. Jika kamu berada di tempat umum contohnya di transportasi umum seperti bus atau kereta ketika kamu duduk bersebelahan dengan orang lain apakah kamu lebih suka berbicara dengan orang disebelahmu atau memilih untuk diam?

“ini tergantung atas mood nya juga sih kadang ya berbicara kadang diam sendiri gitu tapi kebanyakan itu lebih diam sendiri sih soalnya gak kenal kalo mereka ajak ngomong ya ngomong gitu”

18. Apakah kamu suka menggerakkan tanganmu ketika berkomunikasi dengan orang lain? misal kamu mau mengatakan sesuatu tapi kamu tidak tahu bahasa indonesianya apa, apakah kamu akan menjelaskan dengan gerakan tangan?

“pernah tapi jarang, biasanya saya lebih suka pake... kalo ada sesuatu yang saya pengen ngomong ke teman di Indonesia tapi saya gak tau itu namanya apa gitu saya langsung kaya searching di google ataupun pake google translate gitu”

19. Apakah kamu pernah menemui perbedaan symbol hand gesture antara budayamu sama budaya sini ?

“ada , kalo symbol ini (menunjukkan jari kelingking telunjuk sama ibu jari) maknanya I love you tapi kalo disini symbol metal yang lainnya sama”

20. Bagaimana sikap warga setempat kepadamu ketika mereka tau kamu orang asing?

“Lebih kepada sangat peduli sih”

21. Bagaimana sikapmu terhadap warga setempat?

“Sikap saya terhadap warga setempat ya .. menghormati gitu, hehe”

22. Biasanya kalo punya masalah biasa cerita ke pembimbing atau ke teman ?

“Biasanya ke teman sih”

23. Perbedaan budaya apa yang pernah kamu alami ?

“Saya sebenarnya itu melihat untuk perbedaan budaya memang banyak salah satunya kalo diindonesia itu lebih kepada ... apa namanya keagamaan Islam gitu kan kalo disini itu budayanya lebih kepada agama Budh gitu”

24. Bagaimana kamu menyikapi perbedaan budaya tersebut?

“Kalo saya ya lebih ke menghormati perbedaan antar budaya gitu”

25. Apa motivasi kamu kuliah disini?

“Mungkin karena lebih kepada bahasanya terus agamanya juga pokoknya dua itu lah”

26. Ekspektasi apa yang kamu pikirkan sebelum kamu datang ke Indonesia?

“Mungkin lebih kepada itunya ya apa kepribadian saya untuk apa namanya berubah diri sendiri gitu loh kaya kalo tanpa orang tua disana tanpa orang tua mendampingi itu hidup kaya gimana hidup disana itu akan mendewasakan kita apa enggak”

27. Apakah kamu sudah mengetahui dan mempelajari semua budaya Indonesia termasuk budaya dalam berkomunikasi ?

“Belum”

28. Apakah ada perubahan dalam diri kamu sebelum dan sesudah kamu tinggal di lingkungan baru ?

“Iya pasti ada, kesabarannya semakin bertambah, kekuatan terhadap diri sendiri juga”

29. Kamu lebih cenderung berteman dengan orang-orang Thailand, Indonesia, atau dari negara lain?

“Orang Indonesia”

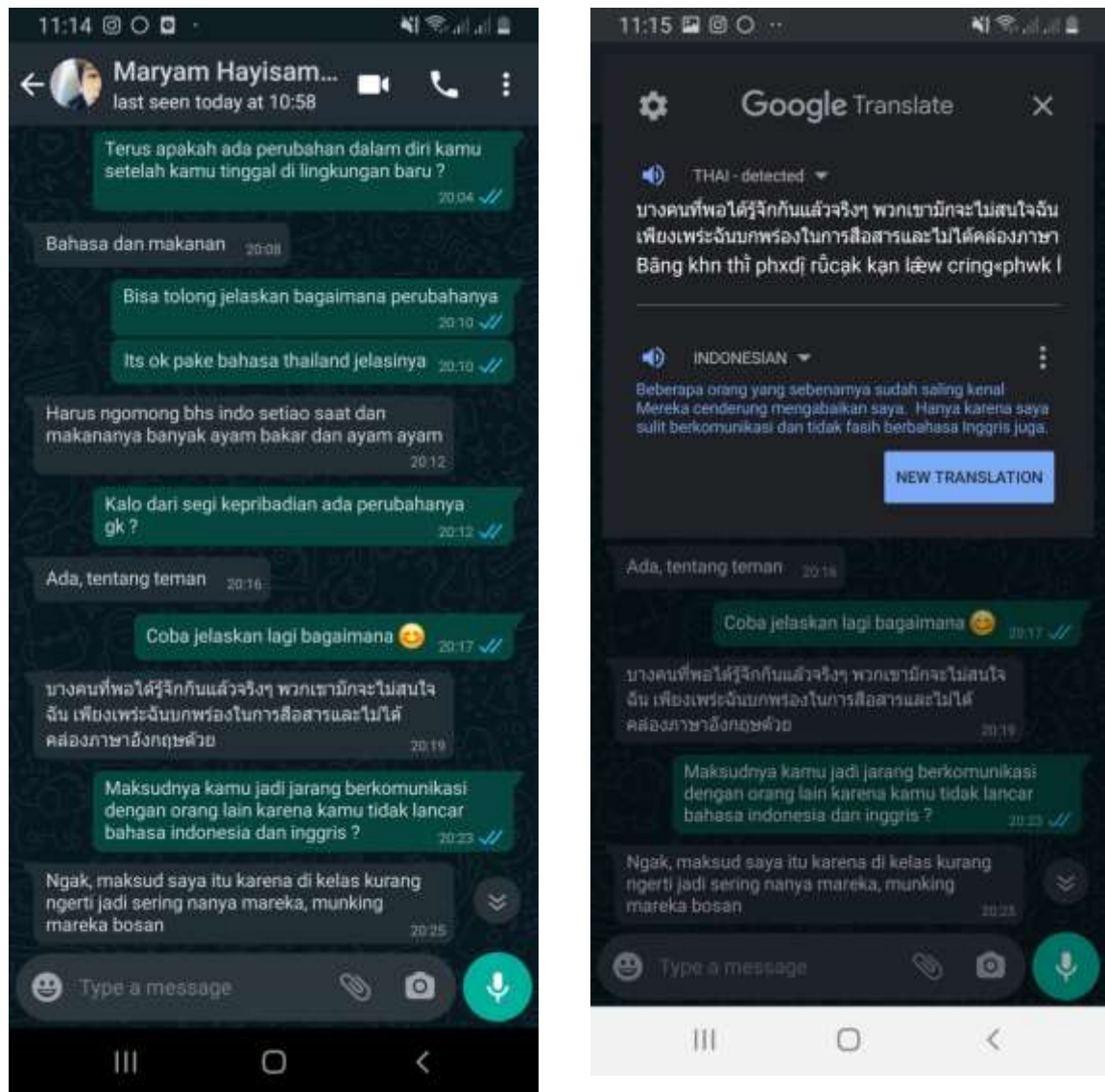
30. Apa kesulitanmu dalam bergaul dengan orang Indonesia ?

“Awalnya sih iya karena kan saya baru apa namanya masih asing gitu loh rasanya soalnya kan orang Indonesiakan disitu juga ada ngomong pake bahasa jawa terus kan bahasa jawa sebelumnya saya tidak tau sama sekali bahasa jawa itu kaya seperti itu terus saya kaya sulit untuk bergabung sama mereka karena mereka ngomongnya pake bahasa daerah bahasa jawa itu”

31. Apakah kamu menggunakan media dalam mencari informasi tentang budaya lokal?

“Iya pernah kalo lewat IG itu”

SCREENSHOT



Proof of screenshot when the researcher translated Thai language into Bahasa



Proof of screenshot when the researcher asked somebody who speaks in Malay