

## CHAPTER IV

### FINDINGS AND DISCUSSION

In this chapter, the researcher trying to analyze intercultural communication problems and adaptation strategies faced by exchange students in Banjarmasin. The result of this research and the discussion are the data analysis result gathered during the research process. It is collected based on the result of interview and observation.

#### **A. Findings**

This chapter will discuss the findings of the research about intercultural communication problems and adaptation strategies. The data obtained from observation and interview.

##### **1. The Intercultural Communication Problems Faced by Exchange Students**

Researcher get data from interview and observations on the daily activities of exchange students. The findings showed that exchange students have intercultural communication problems. Some of the problems faced are stereotypes, language barrier, and culture shock. The following are the problems faced by exchange students.

a. Stereotype

1) KO

KO is from Netherlands. She is 21 years old. When she was studied in Banjarmasin, she lived on Dharma Bakti VC street block 1 number 10, Komplek Permata Hijau.

KO had some problems when she got education in Banjarmasin. She experienced the stereotype that the Banjarese likes small talk, when she was in banjarmasin, many people made small talk with her. This made KO uncomfortable because she didn't really like small talk.

2) MW

MW is from Japan. She is 21 years old. When she was studied in Banjarmasin, she lived on Dharma Bakti VC street block 1 number 11, Komplek Permata Hijau.

She has an experience about stereotype, she thought that Banjarese are

dirty because garbage in Banjarmasin is not separated, MW felt uncomfortable because of this, she said that she doesn't like dirty people.

People in Banjarmasin don't like to queue up, most of them even push the queue, MW had experienced when she queue was grabbed by another person behind her, she was angry about this incident.

3) RT

RT Tachibana is from Japan. He is 20 years old. When he was studied in Banjarmasin, he lived on Ahmad Yani street, Citra Garden.

RT thought that Banjarese are lazy and always late. RT thought like this because he had made an appointment with his friends to come at 07.00 but his friends came at 07.30, he reminded the others to be on time. RT said he was annoyed with his friend, because of this incident he

always reminded his friends about the appointment time.

b. Language Barrier

1) KO

The language barrier experienced is that it is difficult to understand the Banjar language because Banjarese speak Banjar language with a fast intonation speak in words that are often used but she didn't understand. So, it made her confused about what was being said.

For the first time communicating with people in Banjarmasin, KO did not understand what the Banjar people were saying because most Banjar people could not speak English. KO communicated by using google translate from English to Indonesian.

2) MW

The language barrier she experienced is the tendency of the Banjar people to speak even though things are not important, she thought it was better if

don't talk too much than to talk about unimportant things. Intonation when speaking is very fast and difficult to understand.

### 3) RT

For the first time communicating with people in Banjarmasin, RT used simple gestures and google translate. If RT didn't understand, he just kept smile. He felt uncomfortable if someone said something that he didn't understand.

The language barrier that RT faced is when most people in Banjarmasin can't speak English and when speaking Indonesian or Banjar, the Banjar people usually speak with a very fast intonation, making RT difficult to understand the meaning of the conversation.

## c. Culture Shock

### 1) KO

Some of the culture shock she experienced was like different food habits. In Banjarmasin, Banjarese eat a lot

of rice while in Netherland eat more bread. Her host family gave bread for herself. KO felt that she had to adapt, because KO thought if she couldn't adapt with this culture, she couldn't really understand with culture in Banjarmasin. So, she asked her host family not to prepare bread anymore because she wanted to eat rice.

The weather in Banjarmasin is warmer than Netherland, that it made stifling herself from the warmer weather. Religion in Banjarmasin is stronger than in the Netherlands, because there are many religions in Banjarmasin, it must be more tolerant of other religions. When she knew that in Banjarmasin like this, she afraid if she lacked tolerance and made people feel uncomfortable about her.

Different from the Netherlands, in Banjarmasin students who are still in school are not allowed to work because it

is considered to interfere with student learning. KO said that she can't be independent if she couldn't work, in Banjarmasin she only has to focus to study on school.

2) MW

MW experienced culture shock because the education system in Banjarmasin is different from that in Japan, in Banjarmasin there is a lot of homework and so many subjects to study. MW feels very tired from full day at school and then at home she has to finish a lot of homework. MW said that the religion in Banjarmasin is so strong that it is different from that in Japan, in Japan most people have no religion. In Banjarmasin there are still many traditional events and some of the beliefs they still believe. MW felt that things were very different because of the many religions in Banjarmasin, she felt that she

must adapt immediately but this has caused her frustration.

In Banjarmasin it also has moral values and relationships between men and women. Unmarried men and women can't be together in a place. She thought that this rule was quite difficult because she was used to being together in a place when she in Japan. But, she tried to follow the rules in Banjarmasin, she didn't want to be seen as a bad person.

### 3) RT

RT said that if he had experienced culture shock because in Banjarmasin people mostly use their hands when they eat. Even though they had to wash their hands first, this made RT very confused and shocked. RT said that he felt uncomfortable when he saw people eating without using a spoon.

RT also experienced culture shock because in Banjarmasin there are so many races, very different from Japan. RT said,



“Banjarmasin have many races. That’s different from Japan. There were a lot of people like Javanese, Dayak, Banjarese, etc.”. In Banjarmasin there are also many people who believe in local traditions. There are so many kinds of regional cultures and religions that are believed by people in Banjarmasin. He tried to adapt to that things, the first time he said he felt confused and awkward because he was afraid that he would offend others.

In Banjarmasin women shouldn’t go out at night, because going out at night will be a danger for women. He had found this strange because at night it was a great sight for everyone to enjoy. RT said that he was confused about why women shouldn't go out at night but the host family explains the reasons.

## **2. The Exchange Students’ Adaptation to The Intercultural Communication Problems**

In collecting data in this section, the researcher used observation and interview. To get data and to answer this research question. The researcher observes and

interviews the exchange students who have intercultural communication problems in Banjarmasin.

Most of the student exchange students said that the culture is very different and make them able to adapt to the culture in Banjarmasin.

a. Empathy

1) KO

While in Banjarmasin KO tried to adapt to intercultural communication problems what she faced. KO adapts the stereotype by learning more about the culture in Banjarmasin. KO seeing what other people do and she learned a lot of the culture from her host family and friends. But the most important for KO was to had respect for the culture (empathy).

She had respect with all culture in Banjarmasin, she tried to be good people because she thought that she should be good people in here.

2) MW

MW often seeing other people, learned about the culture in Banjar through the host family and also her friends.

When her friend was sad, she usually made her friend to be happy and when her friend was in trouble, she also tried to help her friend.

3) RT

RT paid attention to the people around him. So, he knew that not all Banjarese people were lazy and always late.

RT also began to increase his empathy by understanding the habits of the people in Banjarmasin.

b. Develop communication flexibility

1) KO

KO went to language school which organized by AFS for about 2 hours and twice a week. Besides from learning language classes organized by AFS, KO

also learned a lot of vocabulary from her friends and host family.

KO had a hard time adapting to food habits in Banjarmasin, because in Banjarmasin people mostly eat rice while in Holland most people eat bread. Her host family gave KO bread but she wanted to try eat rice. So, KO told her host family to give her rice.

## 2) MW

MW build communication with her host family by asking questions about the culture in Banjarmasin. MW went to language school which organized by AFS for about 2 hours and twice a week. She hoped that she could talk without offending the other person if she said something wrong.

She also said she often communicated in order to increase good communication with her host family and friends.

3) RT

RT had problem for understanding what the people in Banjarmasin were saying, but he can adapt it.

RT used some gestures and simple English. Sometimes RT kept smile though he didn't understand what they said. Fortunately, there was someone who can speak English at his school. His friend who can speak English translated his English into Banjar language, and told others what he said. In his host family, his host mother did that.

c. Make a personal relationship with the host

1) KO

She often talks about her activities at school with her host family. When she had some problems, she tried to kindly tell the host family. She hoped that their communication could get better.

KO also help her host family to clean their house. She also participated in several activities that her host family did.

2) MW

MW said that she always told her host family about her activities. Such as, school activities, cultural activities, or when she went to library. She believed that this way could make she more getting to know her host family.

MW often helped her host family activities at home. Sometimes she also went to the market with her host family.

3) RT

RT said that he used to often do activities with his host family, he also said that they often vacation together so that RT felt comfortable live in Banjarmasin.

RT helped his host family in their house, he help clean the house and feed his host family's pets.

d. Study the culture of the host and our own

1) KO

KO learned more about culture, she learned that the reason Banjar people like

small talk is because they want to make others feel comfortable.

When in Banjarmasin, KO went to school library everyday because she thought that she must understand about Banjar Culture.

## 2) MW

The most difficult problem to adapt is culture shock about culture in Banjarmasin, because the culture in Banjarmasin which is different from Japanese culture made MW afraid if she made a mistake and she didn't know more about Banjarmasin culture. So, MW tried to solve this problem by studying the culture in Banjarmasin.

MW studied local culture in Banjarmasin by asking about the culture in Banjarmasin to friends and her host family. Sometimes she also went to the library to read the history of Banjarmasin.

3) RT

RT said that he bought some book about culture in Banjarmasin. He studied the contents of the book and applied several things he could do while in Banjarmasin.

He also often went to the library with his friends while asking about the culture in Banjarmasin.

e. Participate in cultural activities

1) KO

KO also participated with cultural activities such as, *betasmiyah* and *bearuhan*. She tried to help everybody in this event, sometimes she helped to clean people's houses after the event.

KO also felt very happy when participating in cultural activities because she thought that an event like this could make her more aware of the existing cultures in Banjarmasin.



2) MW

MW also participated in cultural activities, even though she didn't know what to do. She thought it's a good way to adapt to the culture in Banjarmasin.

MW also participate in cultural activities, she went to *pengantinan* or wedding party with her host family, sometimes she went to *bearuhan* with her friend. When in *pengantinan*, she helped other people to serve the guests to take food.

3) RT

RT's friends invite him to take part in cultural activities so that RT more understood and can adapt with his problems. For example, when there is a "bearuhan" event, RT helps the "bearuhan" event, while learning about culture in Banjarmasin while participating in the event.

In this event, RT usually helped cultural activities. He could help arrange chairs for the event.

## **B. Discussion**

After the data has been obtained. The researcher has written and analyzed the data that has been obtained at the findings. The researcher also describes the intercultural communication problems and how the exchange students adapt to the intercultural communication problems.

### **1. The Intercultural Communication Problems Faced by Exchange Students**

Exchange students experienced various kinds of intercultural communication problems when in Banjarmasin. Such as stereotypes, language barrier, and culture shock. Started from the problem of categorizing other people, fast intonation, different habits or religion rules, different cultures, and also daily habits. There were so many problems they face because they came from different countries, of course their culture is also different from the culture in Banjarmasin.

Based on the results of the research, the exchange students experienced language problems, even though they could speak English but English is not their native language. English is not most of students' native it makes

the problem that students often face is a lack of understanding of English. (Malakloluntu and Selan, 2011, p. 884).

The most difficult problems faced by the exchange students also vary, but most of the problems that were difficult for exchange students to adapt was the problem of culture shock, because the culture they had in their home country was very different from the culture in Banjarmasin.

Some exchange students had problems with food habits and religion. They said that the food habits and religions in the country were very different from in Banjarmasin. In Banjarmasin, the habit of people is to eat rice instead of eating bread. Even for breakfast people in Banjarmasin tend to eat rice rather than bread, because of the habit of people in Banjarmasin who feel that if they don't eat rice they will not be full.

In Banjarmasin many people had a strong religion, exchange students felt it was new and very different from the culture they had. In their country most people didn't have a strong religion, in fact there are many people didn't have a religion.

## **2. The Exchange Students Adapt to The Intercultural Communication Problems**

Exchange students had a difficult experience when they were in a place with a different culture but they were sure they could adapt to that culture. Adapting is something that must be done when in another country. Not only learn about culture, but also learn about how to communicate properly. Don't make other people with other culture feel uncomfortable.

This event occurred when the researcher did an observation during the exchange students in Banjarmasin. Exchange students adapt in several ways, including empathy, develop communication flexibility, make a personal relationship with the host, study the culture of the host and our own, and participate with cultural activities. This statement resembles with what happened during the exchange students adapt to intercultural communication, the exchange students did several ways described by the researcher.

Exchange students solved their problems in their own way. Exchange students learned about culture through friends, books, and host families. For the language barrier, they got language classes for 2 months and according to them 2 months is enough to learn the language in Banjarmasin, because apart from the

language classes organized by AFS, they also learned from their friends and host families. Exchange students adapt according to what the researcher had mentioned in chapter II.

They solved other problems because of their learning outcome, their ability to socialize with friends and host family. They develop personal relationships with their hosts while learning about culture in Banjarmasin. This made them quicker to adapt to different cultures.