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## **The Preliminary Research of International Student's Perception on Non Verbal Communication in Yogyakarta**

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### **ABSTRACT**

This research aims at describing how International student deal with non-verbal communication during their study in Yogyakarta. The research questions are: 1) what are the forms of non-verbal communication (NVC) that the international students perceived during their study in Yogyakarta, and 2) how the International students deal with the different non-verbal communication that work in Yogyakarta. The method of this research is qualitative research. The respondents of this research were two international students who took an undergraduate degree on social science and *bahasa Indonesia*. The data are in the form of video interview, voice memos and Interview transcript. All the data were compiled in the form of a 15 minutes documentary film. The results of this research are 1. They found many variety of NVC, the feeling of anxious is only felt in the beginning. There are many differences of the habits, gestures and meaning in Yogyakarta, which is different with their hometown. 2. Discuss with International friends about their experience towards NVC in Yogyakarta, adapt to Indonesian culture especially in the classroom interaction.

*Keywords:* non-verbal communication, documentary film, intercultural communication

### **Introduction**

Indonesia is an island country, which have more than 17,500 islands, 6,000 of which are inhabited. It is also the home of the largest Muslim population in the world. Religious and other cultural traditions of Indonesia play a very important role in daily life and in the country's businesses practices as well. Exploring the multi-faceted culture of Indonesia is essential to building relationships and learns new cultures there.

Yogyakarta is one of most cultural city in Indonesia. This city has become the best destination city for them who want to learn, see and feel the sensations of Javanese cultures. This kind of unique cultures got quite a lot of attention by tourists who come to there, whether they are domestic tourist or foreigners. In here, foreigners known have small sights in different cultures around them when they are in Yogyakarta. Which it bring the foreign residents who live in this city often get culture shock. Such as one theory, which is popularized by anthropologist Kalvero Oberg (1960), culture shock is the feelings of disorientation and anxiety that many people experience for a period of time while living in a foreign country. The different way of communication in a new environment make some foreigners who come from abroad often experience disorientation and anxiety followed by stereotypes and prejudice which make a sense of misinterpretation.

Nowadays, there are so many student around the world, come to Yogyakarta to study or learn Yogyakarta culture. Yogyakarta has become the most recommended places to continue their study after high school or undergraduate degree. They take a chance to explore new experiences from the original sources. They learn to adapt with the environment, by discuss it with their classmates and applied it in real life. It is already become a tradition for international students to come and stay in Yogyakarta. They believe they will able to understand the cultures if they live in that places.

We can define Non-verbal communication as communication without words, such as gestures, facial expressions and tone of voice. Peoples usually know how to use Non-verbal communication since they were children. They learned from their environment and cultures. It makes them become more aware of communication and know the types of communication in society.

The problems come one by one as long as they tried to adapt in Yogyakarta. They always found new different non-verbal communication, which is different with their cultures. They often did some mistake non-verbal communication, which is cause misunderstanding or inappropriate attitude. They have different gestures or facial expressions that might be cause misunderstanding communication. There are some prohibited non verbal communication in Yogyakarta which is appropriate in their hometown. They learned from their mistake and try to apply in their daily life.

Therefore the formulation of the problem in this research are, 1) what are the forms of non verbal communication that are face by international students in Yogyakarta? 2) How the international students deal with it?

### **The intercultural communication**

There are some varieties of intercultural communication over a decade. Intercultural communication is really important and helpful to help overseas communication, such as, scientific cooperation, academic research, business, management, education, health, culture, politics, diplomacy, development, and others. It become one of the most important thing for someone before they start their work. Globalization just help us to connect with just one click and we can contact even it is different island or country without any boundaries. This development just cause some issues that often happens in daily work life especially overseas cooperation, such as government, environment, culture and others. But, this also helps people to find job outside their country easily with intercultural communication.

Intercultural communication just builds a wide relationship between countries instead people with different time zone. It is really important to know that intercultural communication can give a big impact to the one nation. It makes them try to understand each other cultures, they try to find some knowledge about it. They apply it so they can communicate each other and can get their business done well. Intercultural communication not just a solution to connect with another people outside the country, but also it already becomes a subject in university. People more likely learned the theories about it and find some reasons that related to the positive impact of intercultural communication. Also, there are some people who did research about this subject. It already become a part of someone needs for communications. It help them to be more attractive and care about the issues around the world.

There are many researcher did a research with this. They are believed that this is a symbiosis mutualism, they need each other to full fill their goals through intercultural communication. Researchers said that intercultural communications is more like interpersonal interaction between members of different groups, which distinguish from each other in respect of the knowledge and cultures shared by their members and in respect of their linguistic forms of symbolic behaviour.

Nowadays, people are pushed to work faster and gain the profit faster. They use intercultural communication to help them communicate with their foreign customers. They know that understand intercultural communication same as we introduce our self in to the world. We open more chance to gain everything, learn everything and share everything with people around the world.

### **Non Verbal Communication**

People often heard “action speak louder than words”, this what called as Non- verbal communication. Refers to Balzer (1969) that non-verbal communication is particularly essentials to give cues. Cues are used to define the words through gestures, facial expressions, eye contact or any kind of it. Every gesture that people made have a meaning in each different country. Every country has their own non-verbal communication based on their environments manners.

In social life, non-verbal communication has a lot different style and meaning relate to it is purposes. Study defines some kind of non-verbal communication to make it more simple and easy to understand it. It categorized in some of names. Those are kinesics, vocalic, proxemics and haptic. Kinesics also known as gesture of bodies, like body orientations, emotions, motions etc. Second, vocalic, it is more likely use sounds that are not words, for example intonation, pitch, silent. Third is, proxemics or known as how we use and manage space. Last, is haptic or more likely known as use of touch, It is refers to body contact.

Refers to Jan Hargrave, non-verbal communication are the areas of interest. In the past, the importance of non-verbal communication is body language and facial expressions, but it is not scope all kind of non-verbal communication explanations. We have to analyse all the gestures the body to make sure we know the meaning that someone want we to understand. It can show their real emotions. It means, at that time not all people can use or optimally understand the meaning of non-verbal communication, which is made some understanding in conversation.

The other big part that influence non-verbal communication used is cultures. Cultures also affect the explanation made of gestures. Every culture have their own gestures and prohibited gestures, that is way there are so many kind of non verbal communication refers to each cultures. This surprising lack may consider in different perspective. The movement of body as an iconic way to deliver meaning to someone, it is one of forms of communications. Zonetimes, it can makes confusion to someone who came from another cultures, but it shows the variety of communication through non-verbal communication.

### **Documentary Film**

A documentary is a wide and brief term to define a non-fiction movie or it can say "documents" or reality scene. The purpose why People made documentaries is revealing an unusual, interesting or unknown angle. We only can choose one main topic for our documentaries to keep it on track and specific. Documentary filmmakers are often motivated to make their own films based on what reality happens at that time, because they feel there are

some phenomena, perspective or particular story not being acceptable or prohibited in mainstream media.

Refers to Sheila Curran Bernard (2013), He said that viewers can enter a brand new world and feel new experiences through documentary films. This is the presentation about factual information about real people, places and events. This explanation explains that people are literary want factual information but media can't serve what they need. So, some filmmakers who able make it comes true, gather social events that happens around them and collect it until become a great components to make a documentary films.

It means, documentary films filmmaker does not mean to ignore facts or tell a lie in a non-fiction film. In another hand, people have to know that "truth" of the content in the films can be understood in other ways. Sometimes, there are some of contents that trusted or verified may be present even in a fiction film. Find some good evidence and essentials components to make a documentary films can make films more trusted or verified in society perspective.

### **Methodology**

The method of this study is qualitative. The researcher worked in a large group consisting 11 students who took Intercultural Communication class. The lecturer assigned the students to act as if we were the media crew. The group involved the members to be the director, the scriptwriter, the narrator, the researcher and the reporter, and the editor. The project was started by designing the topic, workshop on documentary film making, wrote a proposal, designed the instruments to reveal intercultural communication phenomenon, field actions as data collection, data analysis, film editing, film poster, and film display.

The instrument of this research employs Jandt's categorization of non-verbal communication, which has been described in the above part. It is in the form of interview questions and observation sheets. The interview questions are arranged in order to reveal what kind of non-verbal communication that the international students found during their stay in Indonesia, and how did they deal with it. The interview consisted of 10 questions and it was a semi-structured interview since the answers of each question will bring the reporters into enhanced questions. According to Miles and Hubberman (1990), a qualitative research data collection is in the form of interview, which can be structured, semi structured, or open ended interview. The data are also gained through field notes or observation sheets. The students collected the data for twice interview and twice observation, which related to non-verbal communication. To support the illustration of the respondents' answer, the director even needed to create certain acts and scenes by involving the respondents in the documentary film.

The data were analysed through interactive model analysis by Miles and Hubberman (1990). It happened that there were large numbers of data during the interview for the respondents were sometimes nervous, the microphone was not clear, or the voice were not that clear. Therefore, data reduction is in the to do list. The researcher employed only the interview, voice memo, and observation sheet, which are, related to the research questions. The irrelevant answers were cut for the sake of data analysis and film duration.

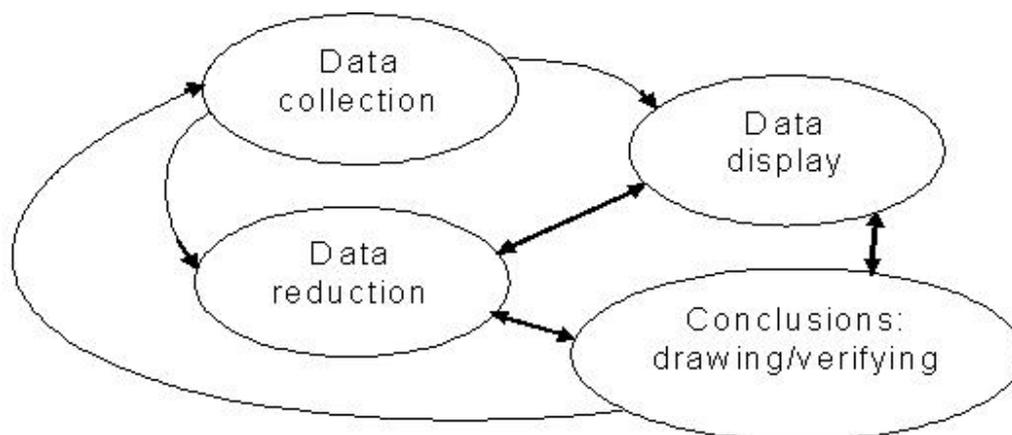


Figure 2. Miles and Hurberman’s interactive models

The researcher then classify the interview transcribed to identify the forms of non verbal communication based on Jandt’s categorization as well as to identify the way that the international students did to survive in the new culture, to be adept to Indonesian culture which brings Muslim culture at most.

Table 1

*The interview questions during the interview section with respondents*

No	Questions	Respondent 1	Respondent 2
1	Do you know about NVC?		
2	What do you think about eye contact?		
3	What about facial expressions?		
4	Do you ever queuing in Indonesia?		
5	Do you raise your voice up during conversation with your friend?		
6	What do you think about Indonesian people’s time management?		
7	Do you shake hand with new people in Indonesia?		
8	What do you think about Indonesian fashion style?		
9	How do you feel live in Indonesia?		

**Findings and Discussions**

During the interview with the respondents, to find their opinion and experiences when dealing with non-verbal communication in Yogyakarta, expenses, we found a lot of data that can full fill our research questions. The first respondents said that she tried to adapt with the native by discuss her experience with her classmate. Otherwise, the second respondents found many new things which is distinguish his habits with the native and lead him to confuse. They have

same problem while study in Yogyakarta as international language that is adapting. They made a lot of mistakes during live in Yogyakarta. The first and second respondents have their own cultures. They came from different country. The first respondents are come from Tiongkok, and the second respondents from Burundi, Africa. They made a lot of misunderstanding, which push them to recognize the do and don'ts in Yogyakarta. They practice what they just got or they applied it with their classmate, in case it was the wrong manners.

In the early months during study in Yogyakarta, they feel uncomfortable with the environments, more likely foods, fashion styles, native habits and many more. The first respondents argue about time management in Yogyakarta. She ever had an appointment with there Indonesian friends in cafe. They promise to meet each other at 5 pm. She came early, she was think that Indonesian peoples are on time. But, she was miscalculated. Her Indonesian friends who came late disappointed her. She realizes that Indonesian people tend to be lazy. The second respondents argue about how Indonesian people hide their anger. In his place, people often expressed their feeling when they get angry, but in Indonesia, people tend to hide their expressions, which is made him confuse. The first respondents also argue about Indonesia fashion style. She was shame of her style. Indonesian people often use closed shirt, which is different with her hometown style. In her hometown, people use open clothes. It is very different because in Indonesia, politeness is very strict.

These respondents tried really hard until they meet the point that they have to change their perspective, because it will never work in here. Cross cultures bring them to be more aware about native rules and policy. They have to be patient and have a big heart to apologize for their mistakes that they have made. It is a part of leaning the cultures. When they took a choice to study abroad, they must have well prepared mentality, because when they really far from their home, it will never be that easy.

In the end, after did a lot of mistakes, they finally found the way to adapt in Yogyakarta. After they successfully adapt with the environment, they found a comfortable feeling, which they never felt before. They really like live in here. They love the way of native share with each other, respect the rights of someone and uphold the politeness, which bring him to the harmony life.

### Conclusion

The results of this research are;

- 1) There are some different forms of non-verbal communication that the international student found in Yogyakarta. Those are, gestures, facial expressions and eye contact.
- 2) They tried to adapt and figure out by discuss it with their classmates, asking native or learn from mistake. They become more communicative and often applied their new understanding in daily life.

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