

## STUDENTS INTERCULTURAL COMMUNICATION BARRIERS IN SMK BOPKRI 1 Yogyakarta

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### Abstract

*Intercultural communication occurs when the communicator and the audience come from different cultures. This research aims to identify and analyze the intercultural communication barriers experienced by students at SMK Bopkri 1 Yogyakarta who come from outside Java Island. Students from various cultural backgrounds can influence interactions and communication barriers in the school environment and the surrounding area. This case study was chosen because SMK Bopkri 1 Yogyakarta is a public school that consists of various ethnicities and different cultural backgrounds. The researcher used a qualitative approach. With Joseph DeVito's theory, data collection techniques were carried out through in-depth interviews and observations. These data collection techniques were applied to ensure that the data obtained closely reflects the actual data related to communication barriers occurring at SMK Bopkri 1 Yogyakarta. Based on the research, it was found that barriers to intercultural communication arise from several factors, including language, perception, cultural stereotypes, differences in vocabulary, and physical appearance. That can disrupt the flow of communication, making the information conveyed not well received by the audience. Additionally, intercultural communication also has several positive impacts, such as becoming more familiar with new cultures and learning how to appreciate people from different cultural backgrounds.*

**Keywords:** (communication; culture; communication science)

### INTRODUCTION (Cambria 12 Pt, Bold, After 6 Pt)

In daily life, every human being needs communication to carry out their activities. Communication will run smoothly if the content of a communicator's message can be received by the audience. However, sometimes communication cannot proceed as it should, commonly referred to as "communication barriers." Communication obstacles can occur due to barriers that prevent the communication process from proceeding as expected by the communicator and the audience. Communication barriers are sometimes caused by the different cultural backgrounds between the communicator and the audience, a phenomenon known as "intercultural communication."

Yogyakarta is a province located on the island of Java. Additionally, Yogyakarta is a destination for most students and scholars seeking knowledge. According to BAPPEDA DIY data for the year 2024, Yogyakarta receives many students from all over the world to obtain an education. The number of students and university students in DIY amounts to 638,345.00, both local and from other regions. With the influx of migrant students settling in the city of Yogyakarta, several negative impacts have emerged. One of the negative impacts that arise is the occurrence of Culture Shock and communication barriers caused by intercultural communication. This makes students from outside Java Island have difficulty in understanding information and responding to communicators when communicating with the local community from Java Island. Handaja, Irgamsyah, Fadhillah (2023)

Intercultural communication occurs when interpersonal or group communication is conducted by those who have different cultural backgrounds. Therefore, intercultural communication is the exchange of meaning through symbols conducted by two people from different cultural backgrounds, Intercultural communication refers to communication between people from different cultures, between people who have different beliefs, values, or cultural behaviors.

One of the places where intercultural communication occurs is at SMK Bopkri 1 Yogyakarta, because this school also has several students from outside Java. Additionally, there are also some students of foreign descent such as from China and Malaysia. However, behind that, there are several problems occurring at this school. One of them is related to communication barriers experienced by some students from outside Java Island. Some of these issues are caused by differences in cultural backgrounds between the students from other regions and the cultural background of the Javanese community. Common barriers include differences in dialects and languages, which lead to misunderstandings in receiving information conveyed by the communicator, whether for the students from other regions or vice versa. Anwar (2024). For example, students from Papua, when communicating, use a very fast tone, so when communicating with students from Java, who Liliweri. (2004:9). are accustomed to a soft and gentle tone, they have difficulty digesting the information conveyed. In addition, differences in physical appearance can also cause communication barriers. The physical appearance of students from Papua, with their dark skin and large bodies, sometimes creates a perception of fear among students from other regions when it comes to communicating with Papuan students, especially if they are not yet very familiar with each other. The case study of SMK Bopkri 1 Yogyakarta is suitable for the research conducted by the researcher. Because some students at the school come from outside Java Island and abroad. So that they have diverse cultural backgrounds.

A study conducted by Fitrianti & Riyandani (2023) shows that the communication barriers faced by Papuan students in Semarang City are

caused by several factors, namely: physical barriers, cultural barriers, perception barriers, motivation barriers, experience barriers, emotional barriers, language barriers, nonverbal barriers, and competition in communication.

Another study conducted by Yudha (2019) shows that students from Bali experience communication barriers, including difficulty in communicating, feeling alienated, feeling uncomfortable, and anxiety. Another study conducted by Lia (2022). The results of the research indicate that there are four obstacles, namely language-related obstacles, perception, stereotypes, and alienation.

According to Joseph DeVito, forms of intercultural communication include other forms of communication, namely, communication between different religious groups, communication between different subcultures, communication between a subculture and the dominant culture, and communication between different genders.

According to Stephen P. Robbins and Timothy A. Judge, there are four factors that hinder intercultural communication:

1. Semantic barriers. Semantics is the study of the meaning of vocabulary and sentences. Barriers caused by semantics occur in sentences that are the same but have different meanings. For example, the word "Jangan" in Indonesian means "not allowed" or "prohibition." However, in Javanese, "Jangan" means "vegetable" or "food." The inability of a communicator to correctly interpret a newly learned language leads to misunderstandings based on vocabulary or tone of voice.
2. The barrier caused by the meaning of a word Connotation can be interpreted as the derogatory meaning attached to a word. For example, in Europe, the word "dog" certainly refers to the animal. However, in some Asian cultures, the word can have a negative connotation and be considered rude, potentially offending and angering people.
3. Obstacles due to differences in tone of voice. This condition occurs due to cultural differences in pitch, volume, speech speed, and manner of speaking, which can lead to communication not running smoothly. For example, the fast and assertive speaking style of Easterners might be misinterpreted by Javanese and Sundanese people who usually speak in a gentle tone. Even within a single culture, it can sometimes become a barrier, for example, the Surabaya dialect of Javanese, which is known for its harshness and use of the word "cok," might be misunderstood by some people from Central Java and Yogyakarta.

4. Obstacles due to cognitive or perceptual differences People who speak different languages perceive the world differently. This is caused by different cultures, education, life experiences, norms, beliefs, and so on. Thus, something normal in one region or culture may be considered strange in another region or culture. Sometimes communication is hindered by several factors. Some of these factors include human psychology, language differences, cultural differences, and human thought patterns that make people feel uncomfortable when engaging in communication. The event is more commonly known as "culture shock." (Culture Shock).

Unlike previous research, the researcher is interested in studying the intercultural communication barriers experienced by students of SMK Bopkri 1 Yogyakarta, particularly those from outside Java Island. The aim is to create a descriptive written work to understand and discover new findings related to the causes of communication barriers resulting from cultural multiculturalism and to learn how these students can adapt to the new environment at SMK Bopkri 1 Yogyakarta.

## **METHODOLOGY**

The type of research used in this study is a qualitative approach. The qualitative approach is an approach that uses specific social situations to accurately depict reality, consisting of words based on techniques to collect and analyze important information from field events. The method used to collect data was through in-depth interviews with 4 (four) people, namely (KT) who is a student from Bali, (RV) who is a student from Sulawesi, and (IBR) who is a student from Jayapura. In addition to interviews, the researcher also identified intercultural communication barriers at SMK Bopkri 1 Yogyakarta. In this approach, the researcher seeks to obtain in-depth knowledge and information and organizes it into a description according to the facts contained in the case study. The data collection technique was applied so that the obtained data would be closer to the actual data regarding intercultural communication barriers occurring at SMK Bopkri 1 Yogyakarta. The research subjects in this study are students of SMK Bopkri 1 Yogyakarta who come from the island of Java. These subjects will be obtained based on the results of in-depth interviews regarding their experiences with intercultural communication barriers and how they adapt.

## **RESULTS AND DISCUSSION**

### **Intercultural Communication Barriers of Students of SMK Bopkri 1 Yogyakarta**

The results of this study have different barriers experienced by three students of SMK Bopkri 1 Yogyakarta who come from outside Java when communicating with friends in the school environment and the surrounding community. This is very interesting to be presented in this study because communication barriers do not only come from language differences.

### 1.) Language Differences

Based on the results of research conducted to KT (migrant students from Bali), IBR (migrants from Jayapura), and Vr (migrants from Sulawesi). That the most important obstacle they face is when communicating with their friends from Java. Because KT, RV and IBR in daily communication always use their respective regional languages and Indonesian. So that when they are discussing with their friends, it is difficult for them to capture information that is discussed in Javanese. In addition, another obstacle is when Javanese language lessons take place. Teachers and students are required to use Javanese. So that KT, RV and IBR have difficulty getting material explanations and communication with teachers.

### 2.) Same vocabulary but reversed meaning

According to KT who is an overseas student from Bali majoring in film at SMK Bopkri 1 Yogyakarta, based on the results of the interview explained that Balinese and Javanese sometimes have the same words but have the reverse meaning. An example of such a word is "Budhal" in Balinese which means going home, while in Javanese it means leaving. In addition, there is also the Balinese word "Memek" in Balinese, which means grandmother, while in Indonesian it means female genitalia. With the difference in the meaning of these words, it becomes an obstacle when communicating with people who have different languages and cultures from them.

### 3.) Different accent

According to KT (Migrant student from Bali), IBR (Migrant student from Jayapura), and Vr (Migrant student from Sulawesi) based on the results of their interviews, they have the same problems related to intercultural communication barriers. According to KT and IBR, people who come from Java when communicating tend to have a slow and gentle accent, different from their area in communicating using a fast and loud accent. This is an obstacle because the soft tone of voice makes them sometimes unable to catch what is being said. Not only in Javanese, although sometimes listening in Indonesian, sometimes KT and VR also did not catch the communication made by the communicator due to the too soft voice of people who came from Javanese culture. In contrast to the responses of KT and VR, IBR (Migrant student from Jayapura) based on the results of the interview explained that the accent used by Javanese people is very inversely proportional to the IBR accent which is famous for its loud and firm tone. According to IBR, Javanese people are more relaxed in their accent and IBR is much more comfortable communicating with Javanese people when using Indonesian. However, this makes IBR sometimes

forget the conversation when communicating with Javanese people due to the too soft accent.

#### 4.) Physical Barriers

Based on the results of the interviews conducted, according to RV, the physical form sometimes makes it difficult for him to communicate. He explained that when communicating with his Chinese friends, especially women, RV sometimes feels nervous and stammers when communicating, causing the communication to not run smoothly. In contrast to KT, in the interview KT explained that he sometimes felt awkward when communicating with his Papuan friends. Because the physical form of Papuans is famous for black skin, large bodies, and curly hair sometimes makes him feel afraid and awkward when communicating, especially if they are not familiar. Unlike KT and RV, IBR does not feel any physical barriers when communicating. Based on the results of interviews conducted, IBR is actually proud of his curly hair and black skin so that it is not too problematic when communicating with his friends from different ethnicities.

Based on interviews conducted with students from SMK Bopkri 1 Yogyakarta who come from Bali, Sulawesi, and Jayapura, they face several challenges in intercultural communication. This is due to the differences in language and culture from the previous place of residence. An interview with KT, a student from Bali, explains that the tone of speech in Balinese tends to be fast, unlike Javanese, which is known for its gentleness. The speaker explained that in the environment of SMK Bopkri 1 Yogyakarta, most students come from the Java region. As a result, the majority communicate using the Javanese language. This language difference creates barriers to communication. The resource person also explained that the Balinese and Javanese languages sometimes have the same vocabulary but have opposite meanings and different interpretations. The Balinese language is heavily influenced by Javanese, especially Old Javanese, Sekarmila. (2016).

For example, the word "Budhal" in Balinese means to return home. Meanwhile, in Indonesian, it means to depart. Additionally, there are vocabulary words that have different meanings. For instance, the word "Memek" in Balinese means grandmother, but in Indonesian, it refers to the female genitalia. It carefully chooses vocabulary when communicating with friends from different cultures. The resource person also explained that communication barriers do not only arise when interacting with friends or the surrounding community, but they also experience difficulties in learning in the Javanese language subject. This is due to the fact that in the learning process, the teacher explains using the Javanese language, and the content of the books being studied is also in Javanese. This makes it difficult for students from outside the region to understand the subject. According to the source, empathy is very important when communicating with friends or communities from different regions. Based on the source's experience, they try to always greet people they haven't met before. This proves that with good ethics, it will be

easier to start communicating with people from different cultures. If a misunderstanding occurs during communication in Javanese, it is important to explain to the conversation partner with empathy that one is not very proficient in Javanese. This way, the conversation partner will understand and seek alternative solutions so that communication can proceed as it should.

According to KT, the most effective solution to overcome intercultural communication barriers is to increase relationships, especially by hanging out with people from different cultures. By doing so, we will become accustomed to and find it easier to adapt to gathering with those who have different cultural backgrounds. This can address intercultural communication barriers, as we will indirectly be able to understand and memorize the meanings of words in other languages that we hear.

An interview was also conducted with RV, a source who is a student from Sulawesi. The speaker faced the main communication barrier due to the language difference. According to him, Javanese is an abstract language. Because in some vocabulary, there are many meanings. The Sulawesi language tends to use a harsher and more assertive accent. Therefore, that habit must be eliminated when living in Yogyakarta. Because using the Sulawesi accent in Yogyakarta can provoke different reactions from the conversation partner. This is because Javanese people are known for their gentle language. If the Sulawesi accent is used, Javanese people will perceive it as impolite, confrontational, and even likely to cause misunderstandings that could lead to arguments.

In addition, stereotypes also influence communication with people from different cultures. Cultural stereotypes are a perspective and judgment of someone from one culture to another, according to "Makikama et al." (2021). The speaker explained that when communicating with women of "Chinese" descent, who are known for their fair skin, it can sometimes lead to a lack of confidence while speaking. One example is when someone is talking but stammering. Cultural stereotypes also arise when communicating with Black individuals. For example, communicating with people from the eastern part of Indonesia, who are known for their dark skin, large bodies, and curly hair. Sometimes those stereotypes arise, leading to the assumption that the person is strict and so on, which makes one feel afraid when trying to communicate. Especially with people who are not very familiar.

According to VR, the solution to communication barriers can be addressed by being open with everyone from different cultures. By being open and using good ethics when we speak, if we do not understand the topic of communication being discussed, our conversation partner will be understanding and will seek other ways to ensure they comprehend what is being talked about. anxiety.

An interview was also conducted with IBR, who is a student from Jayapura. The speaker explained that the culture in Yogyakarta is very

different from the culture in their hometown of Jayapura. The people of Jogja are known for their hospitality, making it a comfortable place to live. Similar to the previous discussion, communication barriers occur due to differences in dialects and the languages used. Papuan language is known for its strong and firm accent, so when living in Yogyakarta, one must be able to adapt to the new environment, such as adjusting their language accent. This is important because using the Papuan accent can lead to misunderstandings and unwanted situations.

Regarding cultural stereotype views, according to the informant, they are not very significant obstacles to communication. Black skin and curly hair are characteristics of Papuans. Physical appearance does not hinder communication; what is most important when communicating with people from different cultures is to uphold good ethics, show mutual respect, avoid racism, and honor one another, so that communication can begin.

According to IBR, the solution to overcoming communication barriers is to be willing to learn about culture and language. There's no need to feel ashamed; according to him, it's a normal phase that someone goes through when moving from one region to another. Communication barriers also arise due to some students only wanting to socialize with their own ethnic group. This certainly makes students from minority cultures in their school environment feel awkward about communicating with students from the majority culture. However, not many students exhibit characteristics like this. The research findings are relevant to the statement by "Lia" (2021), that isolation from only gathering with the same ethnicity will create communication barriers. According to all the informants, intercultural communication has both positive and negative aspects. Yes, their positioning is that they can learn new cultures and new languages, thereby increasing their knowledge beyond just one culture. Moreover, the existence of intercultural communication allows them to establish new relationships with people from different cultural backgrounds. However, the negative impact is that when one is not familiar with a new culture, there can be challenges in communication or socializing with the surrounding community, such as language barriers, differences in tone of voice, and other perceptual differences. This can sometimes lead to misunderstandings for some people who interact with those migrant students. Based on interviews conducted with students from SMK Bopkri 1 Yogyakarta who come from Bali, Sulawesi, and Jayapura, they face several challenges in intercultural communication. This is due to the differences in language and culture from the previous place of residence. An interview with KT, a student from Bali, explains that the tone of speech in Balinese tends to be fast, unlike Javanese, which is known for its gentleness. The speaker explained that in the environment of SMK Bopkri 1 Yogyakarta, most students come from the Java region. As a result, the majority communicate using the Javanese language. This language difference creates barriers to communication. The resource person also explained that the

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## **CONCLUSION**

Based on the results of the research and discussion above, it can be concluded that differences in communication barriers do not only come from language differences, but also related to stereotypical views, empathy and physicality. Language differences can cause confusion and miscommunication.

Empathy and attitude are very important to do when building communication relationships with various groups of people who come from various regions. Based on the interview results, that with the right etiquette, it will be easier to communicate with people from different cultural backgrounds. This can lead to better understanding and adaptation of communication strategies.

The study also discussed the effectiveness of communication strategies for different cultures. The study shows that various relationships can be achieved by using various languages and adapting to various cultural contexts. For example, if the Sulawesi group is present in Yogyakarta, they can make efforts to understand the language of their friends from different cultural backgrounds. This can help them understand and appreciate the differences in their culture.

This study also addresses the impact of stereotypes when communicating with other cultures. Stereotypes often use language characterized by strong language barriers. Stereotypes also lead to confusion when communicating with people from different cultures. This research highlights the importance of understanding and appreciating intercultural differences. Students from different backgrounds can learn from each other's experiences and perspectives, which can help them overcome communication barriers.

In conclusion, this research highlights the importance of understanding and appreciating the differences between different cultures and overcoming them effectively. Thus, students who come from different cultures and languages can better communicate and interact with others from different backgrounds, which ultimately leads to better communication and understanding.

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