

Uncovering Cross-Cultural Communication Challenges: Understanding Polite and Impolite Small Talk in BIPA Immersion Programs in Indonesia

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INTRODUCTION

- ❖ Indonesian Language Learning for Foreign Speakers or BIPA held in Indonesia and in abroad
- ❖ Immersion methods is another way to improve student's Indonesian language skills.
- ❖ The use of Indonesian in everyday life aims to make students easier to communicate.
- ❖ There are still people who cannot distinguish between and impolite ways when starting communication with foreign students.
- ❖ Culture shock cannot be avoided due to differences in cultural backgrounds such as adopted norms, language, speech styles, customs, habits, and so on (Febiyana & Turistiati, 2019)
- ❖ Questions regarding privacy are the main cause of culture shock experienced by foreign students who come to Indonesia.
- ❖ In Indonesian people's daily communication, small talk is used in several situations, such as when 1) greeting, 2) borrowing, 3) inviting, 4) inviting, 5) offering, and 6) ordering (Nuryani, 2013). However, if the two speakers just meet or get acquainted, small talk is only used to start or close the conversation
- ❖ Regarding comfort and privacy when saying and responding to pleasantries when getting acquainted, this cannot be generalized because it all depends on each person's culture.
- ❖ This research was conducted because there are still Indonesian people who understand the boundaries of pleasantries that are considered polite and impolite so they use the same pleasantries to everyone, both foreigners and Indonesians.
- ❖ The purpose of this research was to describe 1) pleasantries that are considered polite in the student's home country and Indonesia, 2) pleasantries that are considered rude or strange in the student's home country and in Indonesia, 3) and responses to pleasantries that are considered rude or strange in the student's home country and in Indonesia.

LITERATURE REVIEW

❖ Use of the Immersion Method in Language Acquisition of BIPA Learners

- Learning activities with the application of this method are carried out using the target language is an introduction so that mastery of the target language is faster and maximal (Bakhov & Honcharenko-Zakravska, 2018)
- This method even makes student's abilities in foreign languages increase significantly and is much better than students who do not do immersion (Stelle et al. , 2018)
- Language learning with this method also gives students more time to learn, in contrast to language learning that does not apply the immersion method tends to have a short time to learn so that student's understanding of the language and culture of the target language is also small (Savage & Hughes, 2014)

❖ Types and Functions of Pretense in Communication

- Pleasantries are found at the beginning of a conversation because they are usually used in communication between people who don't know each other well, or even don't know each other at all (Mattar & Wachsmuth, 2012).
- small talk becomes a challenge in a new place, both when starting and when responding. Therefore, a person needs a high ability for small talk (Holmes, 2005)
- For example in communication among Indonesian people, pleasantries are used in several situations, such as when (1) greeting, (2) borrowing, (3) inviting, (4) inviting, (5) offering, and (6) ordering (Nuryani, 2013).

❖ Overcoming BIPA Student Culture Shock with Cross-Cultural Understanding

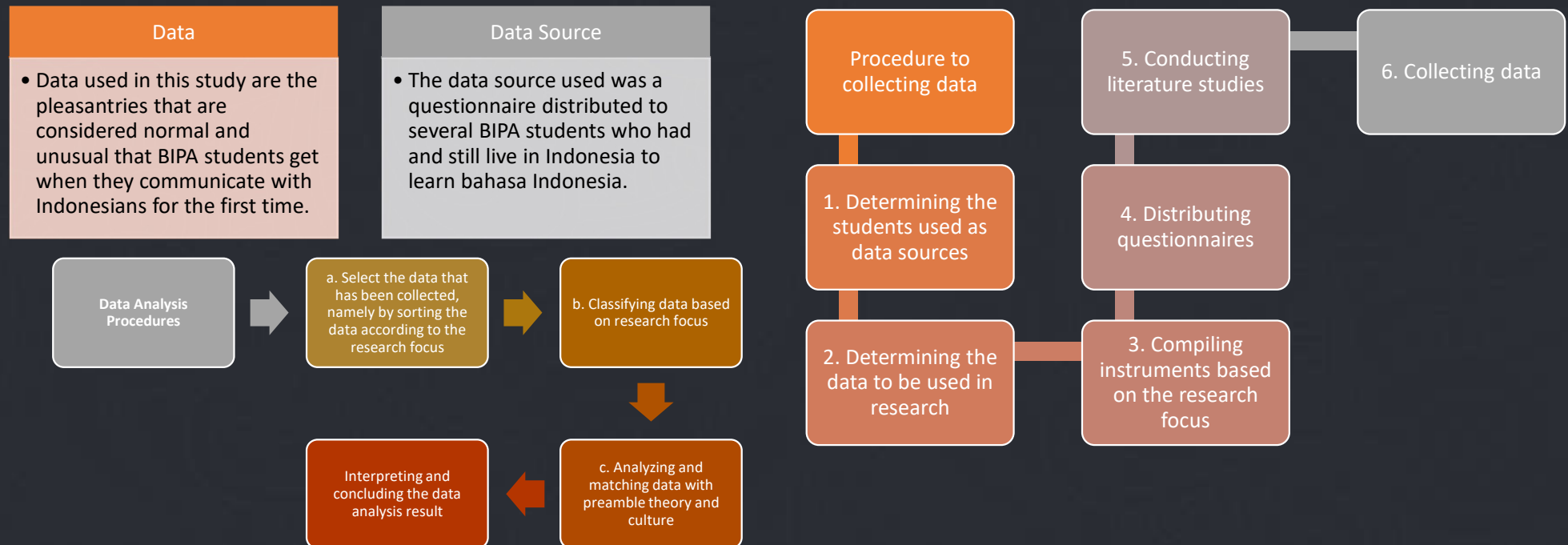
- Culture shock cannot be avoided by anyone, including students or students who go to a new place. This happens because of differences in the cultural background such as adopted norms, language, speech styles, customs, habits, and so on (Febiyana & Turistiati, 2019).
- Some forms of culture shock experienced when in a new place include ways of communicating, language, clothing, individualism, food, structure, perception, religion, time orientation, traditions, and weather (Hasyim & Serliah, 2022).
- In addition, cross-cultural understanding also helps a person to prepare himself before visiting a new country so that he can minimize the effects of culture shock (Qun et al., 2018).

❖ Cultural Mapping

- There are seven elements of culture, both tangible and intangible, namely 1) religious systems and religious ceremonies, 2) social systems and organizations, 3) knowledge systems, 4) language, 5) arts, 6) livelihood systems, and 7) technology systems and equipment (Koentjaraningrat, 1985)
- Cultural mapping serves as a systematic tool for engaging communities in identifying and recording local cultural assets with the implication that this knowledge will then be used to inform collective strategies, planning processes, or other initiatives (Duxbury et al., 2015).

METHOD

- ❖ This research uses a qualitative approach with a descriptive type.
- ❖ In this study, the findings related to pleasantries that are considered normal or unusual by BIPA students and their responses are described



FINDING AND DISCUSSION

4.1. Pretentious expressions that are considered polite in the student's home country and in Indonesia

Polite questions that are considered polite in the student's home country are questions about the news, family, name, reason for coming to the student's country, and requests for help

- "How are you?"; "How is your family?"; "Excuse me, may I know your name?"; "why did you come here?"; and "Excuse me, could you ...?"
- "Thank you"; "Assalamualaikum"; "Sorry"; "Excuse me, could you..."; "Have a nice day!".

Polite questions that are considered polite in Indonesia according to students are questions about the purpose of living in Indonesia, location of residence, activities in Indonesia, names, and greetings

- "Do you work or study here?"; "Where do you live?"; "What are you doing here?"; "Hello Mbak/Mas?"; "What is your name?"
- "Thank you so much"; "Excuse me, Mbak/Mas"; and "Assalamualaikum".

Courtesy that is considered polite in the student's home country and in Indonesia is a question about news, names, and activities carried out as well as expressions of thanks and greetings. This data is supported by statements (Kasper, 1990; Marsih, 2010) which explain that the phrases "Hello", "How are you?", "Have you eaten?", "Where are you going?" is an acceptable greeting in different cultures

FINDING AND DISCUSSION

4.2. Pretentious expressions that are considered impolite in the student's home country and in Indonesia

Polite questions that are considered impolite for BIPA students in their home countries are questions such as the reason for coming to a BIPA learning country, food, age, marital status, address, romantic relationship, policies and regulations in force in the student country, taboo and controversial things such as sex, LGBTQ, narcotics, and salary

- "Why did you come to this country?"; "Is this your first time coming to this country?"; "How is the food in this country?"; "How old are you?"; and "Are you married?"; mocking mothers and fathers; speaking harshly or talking about sexuality; use dirty words.

Small talk questions that are considered impolite for BIPA students in Indonesia are questions such as age, offer to be a partner or not, have or have never had free sex, and ask taboo and controversial things such as sex, LGBTQ, narcotics

- "How old are you?; Do you want to be my wife or not?; and Have you ever had free sex or not?" and disclose financial condition; say things directly; call someone by their first name.

Courtesy that is considered impolite in the student's country of origin and in Indonesia is pleasantries about age, offers to be a partner or not, romantic relationships, taboo or controversial matters such as sex, LGBTQ, and narcotics. In addition, pleasantries that are considered impolite are dirty words, not using the right words of address and pleasantries about financial conditions or salaries. This data is in accordance with the statement (Alexe & Savu, 2016) which explains that there are several subjects of conversation that are considered unacceptable when making small talk such as discussing personal information such as salary or other money issues.

FINDING AND DISCUSSION

4.3. Responses to pleasantries that are considered impolite or strange in the student's home country and in Indonesia

The response of BIPA students to polite expressions that are considered impolite in the student's home country

not to respond; not reply; answer, then say that the person should have been more polite or apologized before asking; silent; tell partners that they will be scolded or beaten if they are unlucky; it's your fault; keep answering questions, but keep protecting privacy; ignoring with a smile or not answering; it's up to me (at that point); and do nothing, do not move from that place.

The response of BIPA students to polite expressions that are considered impolite in Indonesia

is not to reply; answered, but speaking I do not know; sad and don't want to be friends anymore; Don't know; ignore with a smile and do not answer; Be quiet; not negotiate; and laughed.

- BIPA students' responses or responses to pleasantries that are considered impolite, both in the student's home country and in Indonesia are silent, not responding or not responding, answering in ignorance, ignoring with a smile, and laughing.
- In Indonesia, information such as your name, nationality and address is not considered private at all because it is only part of a person's identity. According to (Katemba, 2016), if you don't want to answer (the pleasantries), someone can dodge or joke.

CONCLUSION

The pleasantries in communication encountered and experienced by BIPA students who carry out the immersion program when meeting new or unknown people consist of questions and expressions. There are polite expressions and questions that are considered impolite when conversing with Indonesians for the first time. Responses or responses to questions and pleasantries that are considered impolite vary according to the cultural background of BIPA students.

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