

Conference Paper

Intercultural Communication Interaction of Multicultural Society in West Kalimantan Province: Ethnographic Studies

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Abstract.

Indonesia has a society with various cultures, due to which there are many ethnic groups with their respective cultural structures and living side by side, which is called multicultural. West Kalimantan Province is one of the regions in Indonesia where multicultural societies live side by side, known as TIDAYU, namely the Tionghua or Chinese, Dayaknese and Melayu or Malays, which are the three largest tribes in West Kalimantan and divided in various places in West Kalimantan. In fact, one of the cities in West Kalimantan, namely Singkawang City was rewarded as the number one most tolerant city in 2018 based on the assessment of the SETARA Institute in collaboration with the Indonesian Ministry of Home Affairs and the Pancasila Ideology Development Agency, and was again ranked number one in 2021. Based on the research results using ethnology-based qualitative method, people in West Kalimantan have been accustomed to cultural diversity from an early age; therefore, the life of the multicultural society in West Kalimantan has a high level of tolerance and intercultural communication in West Kalimantan runs in harmony and respects each other.

Keywords: intercultural communication, interaction, multicultural society, tolerance

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1. Introduction

Interaction is an act of mutual influence, where interaction communication occurs because of the process or exchange of information between individuals or groups, which then creates a feedback. The perception of communication as an interaction equalize communication with a cause and effect process or reaction action, which alternates in direction. Someone conveys a message, both verbal and nonverbal, a recipient reacts by giving a verbal answer or nodding his head, then the first person reacts again after receiving a response or feedback from the second person, and so on [1].

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Communication is related to human behavior and the satisfaction of need fulfillment by interacting with other humans. Almost everyone needs social relationships with other people and this need is met through the exchange of messages that serve as a bridge to unite humans who would otherwise be isolated without communicating [2].

Culture is ideas, actions and results of human work in the context of community life which has an important role for humans where culture plays a role in connecting humans with other humans and everything around them.

There are diverse cultures in Indonesia, and most people live side by side. This cultural diversity can be called multicultural; multi (diversity) and cultural (culture). A multicultural society is an association of people consisting of various cultures, this is due to there are many ethnic groups that have their own cultural structures, which are different from the cultures of other ethnic groups. Therefore, the essence of a multicultural society is an association of people who have various ethnic groups and cultures with various customs as well.

The communication process that occurs in a multicultural society is intercultural communication which defines the sender and receiver of messages coming from different cultures from one another. These differences can be in the form of race, ethnicity, background or socioeconomic.

West Kalimantan province is one of the regions in Indonesia where multicultural society live side by side, known as TIDAYU, namely the Tionghua (Chinese), Dayaknese and Melayu (Malays), which are the three largest tribes in West Kalimantan, which are divided in various places in West Kalimantan. In general, the Malay ethnic areas are located in the districts of Sambas, Mempawah, Ketapang, North Kayong, Kubu Raya and Pontianak City. For the Chinese, most of the population is located in Singkawang and Pontianak City. Meanwhile, the Dayak tribes are located in Bengkayang, Landak, Sanggau, Sintang and Kapuas Hulu.

In addition to the three main tribes, there are also people from other ethnic groups such as the Madurese, Bugis and Javanese. The people with various ethnic groups who live in West Kalimantan live side by side in peace and respect each other. In fact, one of the cities in West Kalimantan, namely Singkawang City was rewarded as the number one most tolerant city in 2018 based on the assessment of the SETARA Institute in collaboration with the Indonesian Ministry of Home Affairs and the Pancasila Ideology Development Agency, and was again ranked number one in 2021.

However, when interacting, either directly or using the media, between people with different socio-cultural backgrounds, this certainly cannot be separated from conflicts or misunderstandings between each other because each has a different culture that

affects the effectiveness of communication. The description above is the reason I am interested in conducting research on the process of intercultural communication that occurs in multicultural society in West Kalimantan Province.

1.1. Communication

Communication is a process of sending and receiving messages through verbal or nonverbal means, including speech or oral communication, writing and graphical representations such as infographics, maps and charts also sign, signals and behavior. Communication is said to be the creation and exchange of meaning.

There are seven stages of the communication process; source, encoding, channel, decoding, receiver, feedback, context. Each of these eight components serve an integral function in the overall process.

1.1.1. Source

The communication process starts from the source or sender of the message which is where the ideas and thoughts come from, which will then be conveyed to the other party that is the recipient of the message. The source or sender of the message is often referred to as the *communicator*.

1.1.2. Encoding

Encoding is an activity carried out by the source to translate his thoughts and ideas into a form that can be accepted by the senses of the recipient. Encoding in the communication process can take place once however can occur many times.

1.1.3. Channel

There are countless different channels that we can use to send messages.

Verbal communications channels include face-to-face meetings, telephone and videoconferencing. While written communications include letters, reports, emails, instant messaging (IM), and social media posts. Different channels have different strengths and weaknesses.

1.1.4. Decoding

The message receiving activity begins with the decoding process, which is the opposite of the encoding process. Decoding is an activity to translate or interpret physical messages into a form that has meaning for the receiver. Humans or technology e.g., television and radio are decoders, which is a communication element that can do decoding.

1.1.5. Receiver

The receiver or also called the audience is the target of the message, it is also often called communicant. The receiver can be an individual, a group, or an institution or even a large group of people who do not know each other. Who will receive the message can be determined by the source, for example in telephone communications. However, there are times when the recipient of the message cannot be determined by the source, for example in a television broadcast program.

1.1.6. Feedback

Feedback is a response from the receiver of the message that forms and changes the message to be conveyed by the source. Feedback becomes the turning point of the communication flow. This means that the first source becomes the receiver, while the first receiver becomes the new source. Feedback is useful to sources because it allows the source to provide answers to questions that arise. Feedback is also important to the recipient because it allows the receiver to attempt to change elements in the communication process.

1.1.7. Context

The context is the situation in which we deliver our message, this may include the current political and social environment, or the broader culture.

1.2. Interaction

Interaction can be described as the situation or occurrence in which two or more objects or events act upon one another to produce a new effect; the effect resulting from such a situation or occurrence.

The interaction model of communication describes communication as a two-way process in which participants alternate positions as sender and receiver and generate meaning by sending and receiving feedback within physical and psychological contexts. This model captures the interactive aspects of communication however still doesn't account for how communication constructs our realities and is influenced by social and cultural contexts.

1.3. Intercultural communication

Communication and culture are two concepts that cannot be separated. Intercultural communication is a communication process that occurs between people who have different cultures. Differences can include race, ethnicity, background, socioeconomic or a combination of these differences. As Hall said, culture is communication and communication is a culture [3].

According to Liliweri [4], intercultural communication is an interaction and interpersonal communication carried out by several people who have different cultural backgrounds. Intercultural communication occurs when the communicator and communicant come from two different cultures.

As mentioned earlier that communication and culture are two concepts that cannot be separated, these two concepts are reciprocal and influence each other.

Where what we say and how we convey it, what we see, what we think is the influence of culture in which any communication also determines, maintains, develops and transmits culture.

1.4. Multicultural society

Multicultural society is a group of people who live and settle in a place that has its own characteristics, and culture is able to distinguish between one ethnic group and another. Each ethnic group will produce its own unique culture in a multicultural society.

Multiculturalism refers to a situation in which a society consists of groups or ethnic groups of different cultures, however bound by a common interest that is formal in a region.

Multicultural societies live together and side by side and also interact with each other who have various cultures. In the life of this multicultural society, mutual respect and adjustment are needed between the elements of one culture with each other, as well as holding the norms and values of the nation's personality therefore a multicultural society can live in peace and tranquility.

1.5. Review of past research

To conduct this research, author need to take several titles of related research journals as a reference for author to conduct research and make comparisons between findings made by previous author and the title being studied.

This study alludes to research completed by Haryadi and Silvana [5] with the research with title Intercultural Communication in Multicultural Societies (Study about the Sundanese Migrant Community in Permu Immigration Village, Kepahiang District, Bengkulu Province). The results of this study are that so far the interaction between the Sundanese and other ethnic groups in the Permu Immigration Village, Kepahiang District, Bengkulu Province has taken place without causing conflict. The Permu Immigration village community with diverse cultural backgrounds respects each other's cultural differences in order to avoid conflicts that arise. This mutual respect between ethnicities is at least shown by the willingness of the population to learn and use the language of other ethnicities.

According to a research entitled Intercultural Acculturation of Immigrants and Indigenous Peoples in Singkawang City, West Kalimantan (Study of Intercultural Communication Between Chinese and Malay and Dayak Ethnicities in Singkawang) which was completed by Dea Varanida [6], the results showed that there was an adaptation process that resulted in acculturation which makes integration between the two ethnicities through the culture carried out by communicators and communicants in this case are ethnic Chinese and ethnic Indigenous. The communication process went smoothly because of the mastery of the language by both ethnic groups. At this time the two ethnic groups are able to speak and understand the two languages of these ethnic groups therefore the acculturation process goes well and without coercion. The acculturation process resulted in the Tatung Celebration with a cultural phenomenon typical of Singkawang City. Acculturation that occurred between the two ethnic groups created

a new culture for the two ethnic groups. Likewise in the communication process, the environment is very supportive, as evidenced by the residential areas and places of worship between ethnic immigrants and adjacent natives. Through a well-established relationship, there are symbols that are built together such as the Tidayu Dance, Tidayu Batik.

1.6. Barriers to intercultural communication

Communication barriers are all forms of interference that can occur in the process of delivering and receiving messages by individuals to other individuals, these barriers can be caused by environmental factors, physical factors and even psychological factors of the individual. According to Shannon and Weaver, communication disturbances or barriers occur if there is an intervention that interferes with one of the elements of communication, therefore the communication process cannot take place effectively.

According to Barna [7], which affect the effectiveness of intercultural communication are: language, non-verbal messages, prejudice, stereotypes, tendency to evaluate and high levels of anxiety. Then, Mulyana [1] argues that several basic requirements are needed for effective intercultural communication to be carried out, namely: respecting members of other cultures as cultures, respecting other cultures as they are, not as we want them to be, and respecting the rights of members of other cultures to act differently from the way we act.

Effective communication is the process of exchanging ideas, thoughts, knowledge and information as expected by communicators and communicants, therefore goals or intentions can be fulfilled as well as possible. If simplified, effective communication is the delivery of information by the communicator in a way that is best understood by the communicant.

To achieve effective communication, it requires mutual attention, understanding and acceptance by the communicant and communicator. From this process, the communicators understand each other and understand the content of the message conveyed, therefore through the communicant's ability to digest and process the stimulus, the attitude change is expected to occur.

In addition, we also need to respect the existence of other cultures, both majority and minority ethnic cultures, be willing to accept other people's opinions even though they come from different cultures, empathize with each other between ethnicities, open up, and not try to force someone's beliefs to be the same as their beliefs. help to facilitate the relationship in intercultural interaction.

In an effort to achieve effective intercultural communication, the attitude that needs to be avoided is discrimination, which is an attitude of deliberately distinguishing between groups related to certain interests. This is usually based on differences in caste, religion, ethnicity, ethnicity and race.

1.7. Ethnography studies

Ethnography of communication is the study of communication within the background of social and cultural practices and beliefs.

According to Duranti [8], ethnography is a written description of social organization, social activities, symbols and material sources, as well as the characteristics of the interpretation practice of a particular human group.

Ethnographic benchmarks focus on the cultural aspects inherent in a social system, including in the largest context the culture inherent in a nation. Ethnography is a solution to the diversity of society and the culture inherent in it.

1.8. Framework of thinking

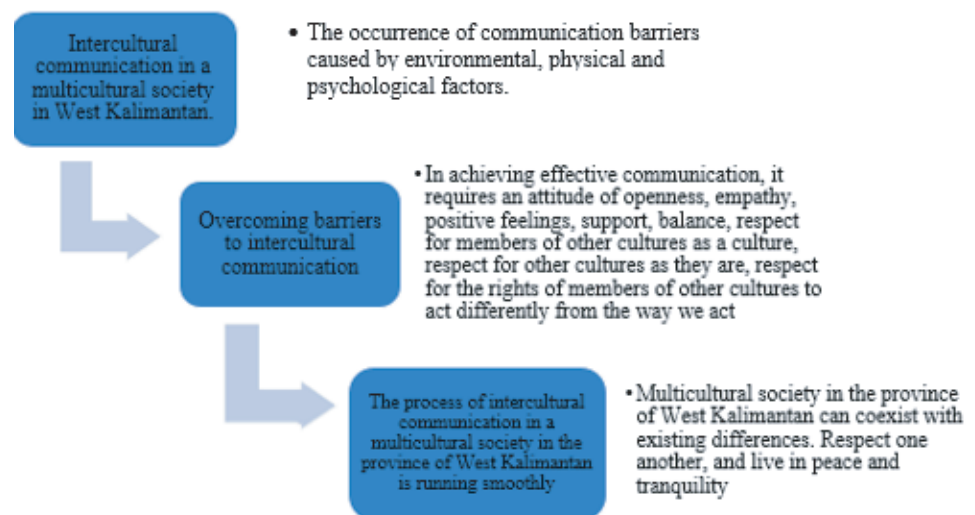


Figure 1: Framework of thinking.

Based on above framework (Figure 1), in the process of intercultural communication interaction of multicultural communities in West Kalimantan, there is the possibility of communication barriers caused by environmental, physical and psychological factors.

And to overcome these barriers, it takes an attitude of openness, empathy, positive feelings, support, balance, respecting members of other cultures as cultures, respecting

other cultures as they are, respecting the right of members of other cultures to act differently from the way we act.

Therefore the process of intercultural communication in the multicultural community in the province of West Kalimantan runs smoothly, and the multicultural community in the province of West Kalimantan can live side by side with the existing differences. Respect each other, and live in peace and serenity.

2. Methods

The method used in this study is a qualitative research method. According to Basri [9], the focus of qualitative research is on the process and the meaning of the results. Qualitative research is more focused on human elements, objects, and institutions, as well as the relationship or interaction between these elements, in an effort to understand an event, behavior, or phenomenon [10].

Qualitative research pays attention to humanism or the human individual and human behavior is the answer to the realization that all consequences of human actions are affected by internal aspects of the individual.

This study discusses how the process of intercultural communication occurs in a multicultural society in the province of West Kalimantan. Therefore the focus of research here is the communication process that occurs. This is based on conflicts or misunderstandings between each other that cannot be separated from this intercultural communication process due to differences in background and socio-culture, even though this multicultural society lives side by side and respects each other.

The reason the author uses the qualitative research method is because the process of intercultural communication that occurs in multicultural society in the province of West Kalimantan is related to the human element and human interactions. In addition, this study also focuses on the behavior of multicultural people who live side by side and communicate between cultures. Therefore the method in accordance with this research is a qualitative research method.

To find out more clearly how the community can live side by side and how the community can overcome conflicts that occur therefore multicultural communities can still live in peace with mutual tolerance in the province of West Kalimantan, author conducted this research by going through various stages, the introduction of informants who are people of West Kalimantan, both resident and originating from West Kalimantan. The informants were chosen, of course, with the hope that they, as people of West

Kalimantan, know clearly how the process of intercultural communication in the province of West Kalimantan runs.

After the first stage, author asked the questions to each respondent related to the multicultural societies daily life in West Kalimantan and how to resolve conflicts that occur due to cultural diversity. In the next stage, which is observation, author mingles directly with the people of West Kalimantan and observes how they can live side by side with different cultures and backgrounds, however still be able to carry out the communication process well. And in this research, author used documents i.e. articles related to the lives of multicultural communities in the province of West Kalimantan and how they can coexist and the process of intercultural communication can work.

3. Results and Discussion

3.1. Overview of research objects

In general, intercultural communication is a condition in which the communication process occurs between two people who have different cultural backgrounds. One of cultural difference form is; daily language. In West Kalimantan, each region and tribe has its own regional language, for example: the Hakka language used by the Chinese in Singkawang city and the Chinese in Pontianak have different accents and tones, as well as the Malay language which is also widely used by the Malay community in Pontianak and Mempawah city, also the Dayak language spoken by the Dayak community in the city of Bengkayang and in the Kapuas Hulu area, as well as other languages and areas.

Even though these people come from the same tribe, when they are in different regions, their daily language is also different, whether it's from pronunciation, accent, and so on.

Things like this cannot be avoided from the possibility of conflict. For example, the language used by the Chinese people in Singkawang city has a loud accent and tone of pronunciation, it is different with daily language used by the Chinese people in Pontianak city which is gentle. When people use Indonesian together, the accent they use every day when they speak local languages is likely to carry over when they speak Indonesian. Therefore conflicts and misunderstandings caused by accents and tone of voice are likely to occur.

Besides being related to language, cultural differences in West Kalimantan can also be clearly seen by the existence of community traditions that are still carried out today, for example: the Cap Go Meh Festival every 15th day of the Chinese New Year which

is celebrated by the Chinese people in West Kalimantan, the festival is celebrated with traditional performances held along the way. This festival is routinely held every year, and of course it can hamper community activities, however so far people in West Kalimantan who come from any ethnicity have actually participated in enlivening this festival. It is the same with the traditional Naik Dango ceremony which is routinely celebrated by the Dayak people in West Kalimantan every year, which is also enlivened by other communities around them.

The description above is a form of illustration of how the process of intercultural communication in multicultural society in the province of West Kalimantan occurs. Of course, conflict cannot be avoided, however the high level of tolerance in the people of West Kalimantan also supports smooth intercultural communication.

3.2. Research results

Based on the purpose of this research which is to find out how is the process of intercultural communication interaction occurs in multicultural society in West Kalimantan, the research was conducted because author who live and grew up in the province of West Kalimantan and see how people from different cultures can live side by side, peacefully and tolerantly in West Kalimantan, moreover one of the cities in West Kalimantan, namely Singkawang City was rewarded as the number one most tolerant city in 2018 based on the assessment of the SETARA Institute in collaboration with the Indonesian Ministry of Home Affairs and the Pancasila Ideology Development Agency, and was again ranked number one in 2021. And based on the previous description, conflicts and misunderstandings that can be caused by accents and pronunciation are possible to occur.

3.3. Discussion

Based on the results of the study in which data was collected through the interview, observation and documentation stages; It can be seen that the communication process in the multicultural community in West Kalimantan province is going very well, daily life is running peacefully, upholding the attitude and sense of tolerance, mutual respect and acceptance of differences.

Conflicts between communities also rarely occur, even if they occur, they will be resolved quickly and always end peacefully, because basically every community needs each other in carrying out their daily activities. According to the author, one of the

factors for the survival of a peaceful and peaceful multicultural society is the attitude of tolerance that has been instilled early on by the people of West Kalimantan, therefore every community is accustomed to differences in culture and background.

Multicultural societies live together and side by side and also interact with each other who have various cultures. In the life of this multicultural society, mutual respect and adjustment between the elements of culture are needed with each other, as well as holding the norms and values of the nation's personality therefore multicultural society can live in peace and harmony.

And in this case, based on research, people in West Kalimantan have implemented an attitude of mutual respect and adjustment between cultural elements with one another such as examples of community participation in enlivening and participating in traditional activities, as well as holding normal values and personality. nation which makes the process of intercultural communication in the multicultural community in the province of West Kalimantan run smoothly, coexist peacefully and peacefully.

4. Conclusions and Recommendations

4.1. Conclusions

Based on this research, it can be concluded that the process of intercultural communication interaction in multicultural society in the province of West Kalimantan is going very well, people can live side by side in peace even though they come from different cultures and backgrounds because they have a high tolerance attitude that has been applied from an early age. Conflicts that cannot be avoided due to differences in understanding also rarely occur, even if there is a conflict, they resolve it quickly and end peacefully because basically people need each other in everyday life.

4.2. Recommendations

As we know, cases of disputes between communities caused by differences in culture and background frequently occur in Indonesia. These cases of dispute occur because of a lack of tolerance.

The suggestions from author through this research are in order that the process of intercultural communication in multicultural communities in West Kalimantan province can be used as learning and support for Indonesian people wherever we are to uphold tolerance, mutual respect and acceptance of differences to realize smooth intercultural

communication between multicultural communities, and in order to live side by side in peace in the midst of cultural differences and backgrounds.

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