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How Millennials Can Promote Social Harmony through Intercultural Communication at Higher Education

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ABSTRACT

Intercultural communication is a fundamental key to build social harmony. This study aims to investigate students' perceptions on promoting social harmony through intercultural communication practices in Indonesia as a multi ethnic and multi culture country. It also investigates the elements that are needed to build social harmony in Indonesia, so that the government of the Republic of Indonesia could take the study report as a reference for formulating policy in social development in Indonesia. This study uses a mix-methods research design (quantitative-qualitative) with a descriptive statistical paradigm that describes the mean, SD, percentage, weight, and rank followed by a detailed explanation of the statements given by the subject. The subjects of this study were students of the Department of English, Faculty of Language and Literature, Universitas Negeri Makassar for the 2019/2020 academic year. The research instrument was a closed and open questionnaire. Therefore, this study indicates that: (1) The results show that several positive behaviors of people from different ethnic groups need to be encouraged, for example tolerance, mutual understanding, mutual respect, not demeaning different tribes, and (2) The results also show that positive stereotypes and inclusive behavior are very important in building social harmony and peace in multi-ethnic countries. The implication of this research is to build social harmony in Indonesia as a multiethnic country that is hampered by hundreds of ethnic groups, cross-cultural competence (CCC) and intercultural communication are very important among Indonesian people, especially for millennials as important elements of social life.

KEYWORDS

millennials; social harmony; intercultural communication

INTRODUCTION

Almost all countries in the world inhabited by diverse ethnic groups experience with conflict. A number of countries in the Middle East with differences in ethnic groups and beliefs were hit by conflict and civil war. In other parts of the world, such as Kashmir, East Turkey (Uyghurstan), a number of countries in Africa, Myanmar, and others came up as examples. Even in Indonesia as a multi-ethnic country, with hundreds ethnic groups can experience with conflicts that have potential to create disharmony in the community. To avoid conflict, millennials need to maintain intercultural communication and have

intercultural competence. Weda and Atmowardoyo (2018, p. 9) argue that as a large nation with a variety of cultures and languages, everyone needs to maintain good relations with others and is hoped to have intercultural competence in expressing ideas and thought with people from other cultures. This statement is vital to build harmony and social tolerance with motto *Bhinneka Tunggal Ika* which means unity in diversity. This is in accordance with Wing-Wah Law and Wai-Chung Ho (2011, p. 371) whose focus their study on the study of the Chinese state, which states that throughout China's history, the ethical perfect of social harmony has played an critical part in reinforcing national solidarity, improving cohesion of the nation, and upgrade companionship with neighboring countries. To avoid conflict amongst people from different cultural backgrounds, intercultural communication is needed to build social harmony in a pluralist society.

One of the most important elements in the society is millennial generation. Millennial needs to be empowered to promote the importance of intercultural communication. The millennial generation as a generation that is IT literate and lives in the digital age needs to maintain intercultural communication with people from different cultures, in other harmony can be realized in society. Sharma (2015, p. 7) states that the cornerstone to achieving social harmony lies in being really social which can be done by not as it were understanding one's needs and needs but moreover respecting others equally.

The purpose of this study is to examine the concepts and elements of millennials' perception on promoting intercultural communication to build social harmony. For the purposes of this study, intercultural communication amongst people from different ethnic groups is considered very vital in daily life to build social harmony.


LITERATURE REVIEW

Millennials

Millennials (born between 1982 and 1994) have been exposed to the explosion of online technology platforms since its emergence, as it has been incorporated into almost every aspect of their daily lives (Duffett, 2014, p. 499). Millennials in the daily lives using various technological devices and media to maintain communication to others. Internet and social media are currently potential to be main means to promote mutual understanding and intercultural communication in digital era.

The Grail report, published in 2011, illustrates the contrasts between each era, and the table 1, adjusted with extra discoveries from Horsaengchai and Mamedovaas cited in Chandler (2015, p. 16), summarize some of the important findings of the Grail report.

Table 1. Key Characteristics of Generations



Group	Baby Boomers	Generation X	Generation Y	Generation Z
<i>Name</i>	Hippies and Yuppies	Latchkey kids	Millennial generation	Digital natives
<i>Birth year (approx.)*</i>	1945 to early 1960s	early 1960s to early 1980s	early 1980s to early 2000s	early 2000s to present day
<i>Nurturing Environment</i>	Increasingly stable and optimistic. Post WWII, widespread government	Trends towards divorce, economic uncertainty. New technologies (e.g.	Increasing interregional and intercommunity conflicts. New	Terrorism and environmental concerns. Economic

	3 subsidies in postwar housing and education, increasing affluence. Rebuilding after WWII. Women's rights, civil rights movement, protest Vietnam war	3 cable TV, video games, home computing), Disco / hip-hop culture, punks and anarchy.	3 technologies moving at a rapid pace (internet, mobile phones, instant communication via email and sms).	3 slowdown Rapid technological growth – social networking, hacking, programming
<i>Stereotypes</i>	huge consumers, idealistic, competitive	individualists, sceptical of authority	'techcomfortable', brand loyal, style-conscious, optimistic	tech savvy, globally connected, flexible and open / tolerant of diverse cultures

Generational categories as outlined in the Table 2 have been suspected of stereotyping across generations and it seems the focus remains on negative rather than positive impacts on each generation (Chandler, 2015, p. 16). Although Horsae¹⁹hai and Mamedova (2011) as authors acknowledge that such stereotypes can be stated unhelpful categorizing some aspects that may arise in everyday life can help in promoting shared understanding across groups as well as provide people with a basis to understand and appreciate diversity in an organization and gear communication gaps (Chandler, 2015, p. 16).

The younger generation born after 1977 (Zi⁶hur, 2011 as cited in Fructuoso, 2015, p. 51- 52) are called as Millennial Generation, Net Generation, IM Generation, Gamers Generation, Digital Natives, Digital Residents or Homo Zappiens (Pedró, 2006 as quoted Fructuoso, 2015, pp. 51 52). Millennials are branded as self-assured, liberal, positive, open to change, more educated than the earlier generation, always linked, immersed in digital technology and social media, and embracing various modes of expressiveness (Pew Research Center, 2010 as quoted in Fructuoso (2015, pp. 51 - 52).

Intercultural Communication

Intercultural interactions always reveal that communicating objects in communication practices appear as subjects from certain cultures, which are agents of certain sociocultural communities (Malyuga, et. al., 2018, p. 566). Traditionally, the study of intercultural communication refers to the study of interactions between people from different cultures and the comparative study of cross-cultural communication patterns (Hua, 2014).

Individual strength and stability have been cited in various forms as vital traits for effective intercultural correspondence (Williams, 2005, p. 359). Ting-Toomey (as quoted in Williams, 2005, p. 359) writes that one of the key components for the success of intercultural communication is the capacity to manage psychological aspects. Williams (2005, p. 359) therefore adds that emotional flexibility to look failure, confusion, misunderstanding, and to work towards positive communications is recognized by many scholars and researchers as an vital component of effective intercultural communication skills.

Social Harmony

Mulyana (2012, p. 47) seems to state that specifically from the Indonesian point of view, being portion of the civilized world branded by understanding and harmony among religious believers is still exceptionally distant from reality because in Indonesia there are

still many inter-ethnic problems as well as intolerance and hostility between religious communities depicted by various riots between tribes and religions that cause death in the community. As a multiethnic country, all Indonesian people need to maintain good understanding and tolerance to live in harmony as part of modern civilization on this planet. God finished this planet a lovely place to live in and sent his best creations like humans to live on this planet (Sharma, 2015, p. 5). He wants his men to live in this put with shared adore, regard and cooperation. All religious and cultural systems in the World be it Muslim, Zoroastrianism, Hinduism, Buddhism, Jainism, Sikhs and Christianity, etc. Since the beginning he has always preached for the right relationship between humans to build peace and harmony in social life (Sharma, 2015, p.5). Sharma (2015, p. 6) provides strategies to promote social harmony that can make people more social to one another. This can be completed at two stages: the institutional level and the personal level. At the institutional level, the next middle goals can be taken after to realize the ultimate goal of Social Harmony as shown in Table 2. At the personal level, it can be done by taking after certain simple recommendations which include: creating sympathy, social grouping for friendship, tolerance, mutual reinforcement, gaining allies, and bridge the gap.

Table 2. Illustrations of the means and ends of achieving relational well-being and social harmony in a society (Sharma, 2016, p. 6)

Institutions	Intermediate goals	Final goal/end
Family	<ul style="list-style-type: none"> - Family cooperation and happiness establishment. - Low separation rates, socially maintainable birth rate. - Effective household care for older followers. - Gender co-operation inside and outside the family etc. 	'Righteousness' and Harmony in all relations <ul style="list-style-type: none"> - respect for God - love/empathy - equity, reasonableness, parity - faithfulness - truth - forgiveness - trust - liberality - sympathy.
Nations and Government	<ul style="list-style-type: none"> - Public peace - Economic and political freedom - Illegal justice - Equality - Defense of human rights - Transparency in organization and execution etc. 	
Organizations	<ul style="list-style-type: none"> - Broad distribution of property resources - Integration of trade and community life - Absence of determined obligation - High levels of family business/self-employment - Incentives for risk-sharing and coordinate budgetary connections - A week after week shared day off etc. 	
Community and Neighborhood	<ul style="list-style-type: none"> - Community courts and other shapes of nearby equity - Widespread/universal information of what the law says - Wrongdoer reintegration into society after discipline. - Understanding others issues and attempt to sort out etc. 	

In Indonesian social and political life and practice, the Suharto government sought to 'harmonize' state-religious relations, after a period of unequal inter-religious conflict and increasing antagonism between government and Islam (mid 1960s to late 1970s) escalating. Concerns about stability (Porter, 2005, p. 62). Porter therefore advertises that as a culmination of these concerns, in 1978, the Minister of Religion Alamsjah issued a policy statement called 'three harmony (*tri kerukunan*)', which was an effort to redirect and guide spiritual life and most importantly of the three harmonies was the achievement of harmony between the state and religion, especially Islam. The purpose is to assist the government in building stability and national security by directing religious life to national development priorities. Good state-religious relations, determined, depend on the implementation of the Pancasila indoctrination course (P4) in society (Porter, 2005, p. 62).

1 RESEARCH METHODS

In order to answer the research objectives as previously stated, 42 questionnaires were distributed to graduate students and undergraduate students at Universitas Negeri Makassar, Indonesia. This study therefore employs a mixed-methods research design through the analysis of questionnaire and interview.

7 Participants

Participants in the present study were 42 English majors, 12 or 28.57% male and 30 or 71.43% female. There were 19 participants from English study program of Graduate Program, Universitas Negeri Makassar and there were 23 participants from English Department (English Literature Study Program, English Education, and Business English/D3 Program) of Universitas Negeri Makassar, Makassar Indonesia.

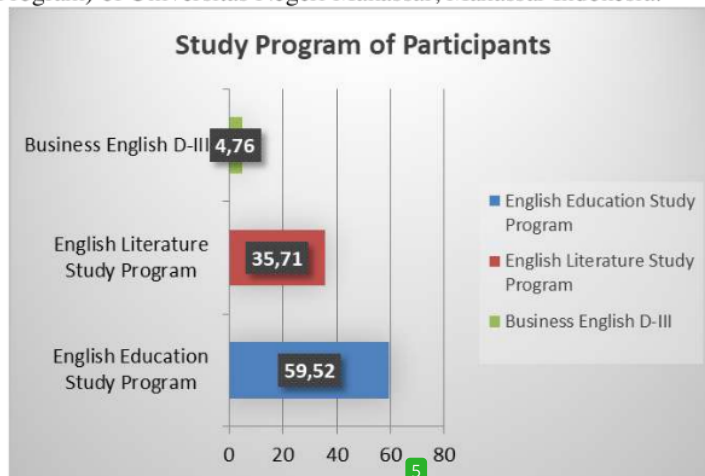


Chart. 1. Study Program of Participants

Instruments and Procedures

The instrument used to assess students' perceptions of how millennials promote intercultural communication to build social harmony. This instrument aims to explore students' perceptions in promoting intercultural communication. Data on student perceptions of intercultural communication was collected in January 2019 for students of the Department of English, Faculty of Language and Literature and students of English Education at Universitas Negeri Makassar. Students are asked to fill out a questionnaire

7 consisting of 20 items. In this study, the participants were requested to rate their perceptions to test their perceptions of the promotion of intercultural communication on a 5-point scale where 1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree, and 5 = Strongly Agree.

Data Analysis

Data were coded and analyzed using the Statistical Package of Social Sciences (SPSS) Statistics 9.0 showing the mean, Standard Deviation (SD), and percentage. Weights and rank are also revealed in the study.

RESULTS AND DISCUSSION

Demographics of Participants

The results of the study expose the demographic of participants as stated in table 2. There were 30 female (71.43%) and there were 12 (28.57%) male. There were 23 (54.76%) students from Undergraduate Program and there were 19 (45.24%) students from Graduate Program Universitas Negeri Makassar. There were 25 (59.52%) students from English Education Study Program, 15 (35.71%) students from English Literature Study Program, and 2 (4.76%) students from Business English (D3 Program) of Universitas Negeri Makassar.

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Table 3. Demographics of Participants

Demographic Information		Frequency	Percentage
Gender	1. Female	30	71.43
	2. Male	12	28.57
Degree	1. Undergraduate degree	23	54.76
	2. Master's degree	19	45.24
Study Program	1. English Education	25	59.52
	2. English Literature Study Program	15	35.71
	3. Business English (D3)	2	4.76

Students' Perception on How Millennials Promote Social Harmony through Intercultural Communication

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Table 4. Percentages and rank of each of students' perception on how millennials promote social harmony through intercultural communication

No.	Students' Perception	Students' Perception					Mean	Weight	Rank
		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree			
1.	Conflicts between residents occur because of a lack of mutual understanding among them.	50.0	47.6	2.4	0	0	4.4762	97.6	1
2.	Intolerance occurs between people from different ethnic groups because of the lack of	31.0	52.4	14.3	2.4	0	4.1190	83.4	6

	intercultural communication links.								
3.	Awareness of cultural differences can reduce social conflict.	59.5	26.2	14.3	0	0	4.4524	85.7	5
4.	Intercultural communication needs to be taught early in school.	42.9	47.6	9.5	0	0	4.3333	90.5	3
5.	Millennials need to respect cultural differences.	66.7	28.6	4.8	0	0	4.6190	95.3	2
6.	Millennials need to accept differences at a meeting.	45.2	52.4	2.4	0	0	4.4286	97.6	1
7.	Millennials love to create social harmony.	42.9	40.5	16.7	0	0	4.2619	83.4	6
8.	Intercultural communication can create social harmony.	31.0	54.8	14.3	0	0	4.1667	85.8	4
9.	Millennials accept differences in race, religion, and ethnicity.	38.1	26.2	31.0	4.8	0	3.9762	64.3	12
10.	Do not use your own culture to assess the culture of others from different ethnic groups.	66.7	23.8	9.5	0	0	4.5714	90.5	3
11.	Millennials are able to implement ideal values from the culture they have.	28.6	38.1	28.6	4.8	0	3.9048	66.7	11
12.	The diversity of ethnic groups in a society is the main capital to build a nation.	33.3	47.6	14.3	4.8	0	4.0952	80.9	8
13.	The diversity of ethnic groups in a society triggers social disharmony.	11.9	38.1	19.0	26.2	4.8	3.2619	50	13
14.	Social disharmony can be avoided through intercultural communication.	23.8	52.4	21.4	2.4	0	3.9762	76.2	10
15.	Intercultural communication can be well established, if each party understands their respective cultures.	45.2	52.4	2.4	0	0	4.4286	97.6	1
16.	Intercultural communication can be well established, if	54.8	40.5	4.8	0	0	4.5000	95.3	2

	each party respects the culture of others.								
17.	In intercultural communication, non-verbal language has an important role.	23.8	54.8	21.4	0	0	4.0238	78.6	9
18.	Visiting each other between different ethnic groups can create social harmony.	38.1	45.2	11.9	4.8	0	4.1667	83.2	7
19.	Being actively involved in organizations between ethnic groups can create social harmony	35.7	45.2	16.7	2.4	0	4.1429	80.9	8
20.	Millennials do not demean other people's culture.	28.6	47.6	19.0	4.8	0	4.0000	76.2	10

The highest response for statement number 1 (Conflicts between residents occur because of a lack of mutual understanding among them.) was Strongly Agree with 50.0%. The uppermost response for number 2 (Intolerance occurs between people from different ethnic groups because of the lack of intercultural communication links) was Agree with 52.4%. The top response for statement number 3 (Awareness of cultural differences can reduce social conflict) was Strongly Agree with 59.5%. The maximum response for number 4 (Intercultural communication needs to be taught early in school) was Strongly Agree with 42.9%. The dominant response for number 5 (Millennials need to respect cultural differences) was Fairly Typical of Me with 56.7%. The optimum response for number 6 (Millennials need to accept differences at a meeting) was Strongly Agree with 66.7%. For statement number 7 (Millennials love to create social harmony) is a part of the target culture, and therefore it has a value as part of the learners' general education) was Strongly Agree with 42.9% and this percentage shows the highest score in this number. The response for number 8 (Intercultural communication can create social harmony) was Agree with 54.8% which shows the maximum score. The response for statement number 9 (Millennials accept differences in race, religion, and ethnicity) was Strongly Agree with 38.1%. The response for statement number 10 (Do not use your own culture to assess the culture of others from different ethnic groups) was Strongly Agree with 66.7%. The response for statement number 11 (Millennials are able to implement ideal values from the culture they have) was Agree with 38.1%. The response for statement number 12 (The diversity of ethnic groups in a society is the main capital to build a nation) was Agree with 47.6%. The response for statement number 13 (The diversity of ethnic groups in a society triggers social disharmony) was Agree with 38.1%. The response for statement number 14 (Social disharmony can be avoided through intercultural communication) was Agree with 52.4%. The response for statement number 15 (Intercultural communication can be well established, if each party understands their respective cultures) was Agree with 52.4%. The response for statement number 16 (Intercultural communication can be well established, if each party respects the culture of others) was Strongly Agree with 54.8%. The response for number 17 (In intercultural communication, non-verbal language has an important role) was Agree with 54.8%. The response for statement number 18 (Visiting each other between different ethnic groups can create social harmony) was Agree with 45.2%. The

highest response for statement number 19 (Being actively involved in organizations between ethnic groups can create social harmony) was Agree with 45.2%. The highest response for statement number 20 (Millennials do not demean other people's culture) Agree with 47.13%.

The first rank of students' perception (millenials) on promoting intercultural communication to build harmony is statement number 1 (Conflicts between residents occur because of a lack of mutual understanding among them), statement number 6 (Millennials need to accept differences at a meeting), and statement number 15 (communication can be well established, if each party understands their respective cultures). This means that millenials as agent of change in democratic society need to implement and enhance shared understanding among individuals from dissimilar ethnic groups. They also need to accept differences in a wide range of meetings or discussions. The millenials are also recommended to understand other cultures to build social harmony in society.

The results indicate that millennials needs to respect cultural differences. This in keeping with Hernandez & Kose (2012, p. 512) who argue that principals' understanding and skills relating to variety are important in leading varied schools and preparing all students for democratic and diverse society. Intercultural communication and cultural competence need to be taught early in school. Hernandez & Kose (2012, p. 513) emphasize that cultural competence should be an important aspect of school principals' preparation and practice. The study also concludes that the millennials love social harmony. Weda and Atmowardoyo (2018, p.49) state that the cross cultural competence (CCC) under the cross cultural understanding is a cornerstone to shape social harmony and harmony in multi-cultural society.

What Do You Do during Sustaining Intercultural Communication to Individuals from other Ethnic Groups?

The informants show a strong interest in maintaining intercultural communication. To achieve this, some informants gave a wide variety of invaluable comments as stated in the following table.

Table 5. Participants' perception on maintaining intercultural communication to people from other ethnic groups

Informant 1	Respect for differences
Informant 2	Support each other and respect each other's opinions.
Informant 4	Respect each other.
Informant 5	Respect other people's culture.
Informant 6	Support each other in terms of kindness
Informant 8	Maintain good communication to build harmony.
Informant 9	I will maintain good relationship with other people from different ethnic groups.
Informant 10	Respect and help each other when others need.
Informant 11	I agree that as a multicultural citizen, I respect opinions by not involving inter-ethnic conflict.
Informant 12	It is enough to respect what is religion, ethnic, and others' beliefs, and each does not interfere with each other and respect the opinions of others.
Informant 13	Not excessive in joking.
Informant 14	Please help and establish friendship.
Informant 15	I will always visit other people's homes that are ethnically different and greet each other in order to create social harmony.
Informant 16	As little as possible stay away from differences.

Informant 17	Share stories, try to ask questions politely, study through literature and get along without bringing tribal superiority.
Informant 18	Hang out as politely as possible.
Informant 19	What I do is respect each other and create good communication.
Informant 21	By maintaining communication and respecting and understanding each other's culture.
Informant 22	I use verbal and non-verbal languages as best as I can so as to create harmony.
Informant 23	Shut up and observe and let the other person speak out.
Informant 24	Try to understand what is being discussed. Besides that, respect the person and show polite and friendly attitude during maintaining communication.
Informant 26	We must respect the culture of each ethnic group, establish good communication, and put aside differences.
Informant 27	Respecting the opinions of others and giving a good response to what is said by the other person.
Informant 28	Respect for cultural diversity.
Informant 29	Be active in responding and discussing with friends who have different ethnicities and cultures.
Informant 30	Communicate without degrading other ethnicities.
Informant 31	Cultivating a respectful attitude between cultures that is different from the one we have in order to create a harmonious relationship between people.
Informant 32	I do so far is better understanding the differences.
Informant 33	Understand each other's culture so as not to demean other ethnicities.
Informant 34	I hope that solidarity is maintained.
Informant 35	During maintaining communication, we should keep the words to be conveyed so that other people from different ethnic groups are not offended.
Informant 36	As a young generation, we need to be actively involved in organizations to carry out social activities.
Informant 37	Appreciating customs, culture, and differences of opinion is the key to building social harmony. Differences certainly exist, but respecting these differences is a way to unite opinions, and establish good communication between other ethnic groups can create harmony between different ethnic groups.
Informant 38	Studying their culture, respecting them, not verbally blaming or justifying what is their tradition.
Informant 39	Understand the habits, culture, and character of others and treat them according to what they should be.
Informant 40	Introducing culture politely and without degrading other people's culture.
Informant 41	Respect each other's differences between different ethnic groups.
Informant 42	I try to be neutral in speaking and respecting opinions expressed by others.

Based on the above informants' comments, to keep a respectable intercultural communication to people from other ethnic groups, they maintain mutual respect and maintain intercultural communication based on mutual respect and understanding. Therefore, to maintain successful intercultural communication, individuals in the society need to be competent towards intercultural communication skills to other people from different ethnic groups. Williams (2005, p. 356) argues that exposure to numerous cultures was the greatest forecast of intercultural communication skills. Mulyana (2012, p. 38) asserts that with regard to the tendencies that cultural differences will remain forever,

theoretical knowledge and practical global guidelines on intercultural communication need to be taught to Indonesia people, including those who work in business, so that they are able to work and communicate cross-culturally in the twenty-first century.

4 What Do You Expect from People from other Ethnic Groups in Maintaining Intercultural Communication to Build Social Harmony?

The informants show a strong interest in maintaining intercultural communication to promote social harmony. To achieve this, some informants gave invaluable comments as stated in the following table.

Table 6. Participants' perception on building social harmony

Informant 1	Respect and maintain differences without degrading each other.
Informant 2	I really hope for mutual respect for each other's differences by paying attention on the values of <i>Pancasila</i> and <i>Bhinneka Tunggal Ika</i> (Unity in Diversity).
Informant 4	I hope for mutual respect with each other's differences so as to create social hamony.
Informant 5	I hope for the need for mutual respect between two different ethnic groups.
Informant 6	Love each other and respect other people even they are from different religions, races, and ethnicities.
Informant 8	Give positive effect even the people are from different ethnic group.
Informant 9	I very much hope to maintain good cooperation and build intact social relation.
Informant 10	Friendly and not arrogant.
Informant 11	The point will be very good if we respect the opinions, tribes, beliefs that each person has.
Informant 12	Uphold the values of <i>Pancasila</i> , interpret deeply and implement them in social life and society.
Informant 13	Intercultural knowledge
Informant 14	Respect each other's cultures.
Informant 15	Friendly and mutual respect.
Informant 16	Knowledge of tolerance between ethnic groups.
Informant 17	Reducing conflict, miscommunication or misunderstanding so that brotherhood is established.
Informant 18	Eternal peace.
Informant 19	What we hope for is the realization of peace among each other.
Informant 20	Respect each other.
Informant 21	Understand each other about their differences because of differences that can unite individuals or groups.
Informant 22	Respect and accept differences in views and opinions.
Informant 23	Take and sort out and try to combine with our own culture.
Informant 24	My hope is that other people from different ethnic groups can also appreciate the culture that I have.
Informant 26	I hope that communication can still run well. Mutual respect for differences is the key to creating social harmony.
Informant 27	Be able to provide an understanding of cross-cultural communication and be able to accept the differences.
Informant 28	Mutual understand and respect each other.
Informant 29	I hope they understand the differences, do not vilify groups of different ethnic groups, and hope they do not consider their ethnicity to be the right

	one in order to maintain harmony in friendship.
Informant 30	Respect each other.
Informant 31	They are able to appreciate the differences between cultures in society without highlighting that their culture is the best compared to other cultures.
Informant 32	Inter-cultural understanding is needed.
Informant 33	Creating a culture of mutual respect and developing a broader perspective.
Informant 34	I hope tolerance will be maintained.
Informant 35	Trying to respect differences and maintain good communication, and provide education so that others can understand the culture we have.
Informant 36	We can carry out activities related to national culture.
Informant 37	The main purpose of intercultural communication is to create harmony between nations and countries in accordance with our country's " <i>Bhinneka Tunggal Ika</i> " (Unity in Diversity). Indonesia consists of several races, ethnicities, and cultures, therefore intercultural communication is very necessary to achieve harmony, unity and cooperation among nations.
Informant 38	Do not force between different cultures/habits.
Informant 39	Understanding each other.
Informant 40	Maintain the characteristics of one's own culture and still respect the culture of others.
Informant 41	I hope that other people can accept diversity and the differences that occur.
Informant 42	When communication takes place, other ethnic groups are expected to respect other ethnic groups as well, and use polite language and not offend others.

Based upon the informants' comments, the key to build social harmony in the multi ethnic society is accepting diversity and difference. Diversity and difference occur because there are lots of cultures in our planet and community.

To create harmony and tolerance within the multi-ethnic nations, cross-cultural competence (CCC) gets to be a imperative perspective in protecting cross-cultural communication (Weda & Atmowardoyo, 2018, p. 9). The capacity to comprehend other cultures, in fact, is not as it were imperative at the interpersonal level but moreover at the universal one (Mulyana, 2012 as cited in Weda & Atmowardoyo, 2018, p. 9). Mulyana subsequently upgrades that history uncovered that a few clashes and wars between nations are due to disappointments or troubles in increasing in value and understanding other cultures.

CONCLUSION

The present study reports on students' perception on promoting social harmony through intercultural communication in Indonesia as a multi-ethnic country. The study about appears that millennial as one of the potential elements to preserve intercultural communication to build social harmony in multi-ethnic society must be maintained. Resistance, shared understanding, shared regard, not belittling individuals from distinctive ethnic bunches, etc. are positive behaviors which ought to be advanced in multi-ethnic society. Subsequently, stereotypes and inclusive behaviors ended up imperative in building social agreement and peace in a multi ethnic country.

Social concordance is an perfect dream in life. Millenials as operator of alter is required to actualize and upgrade shared understanding among individuals from different ethnic bunches. Tolerating contrasts in a wide extend of social live could be a key

worldview in line with understanding other societies to construct social agreement in society. For all intents and purposes, individuals ought to keep up common regard and keep up intercultural communication based on shared regard and understanding. Cross-cultural competence gets to be a foremost in keeping up the case. to a few clashes and combats between nations are due to disappointments or difficulties.

The implication of the present study is to promote social harmony in a multi-ethnic society, cross cultural competence and intercultural communication are primary capital among Indonesian generation, especially for millennial in social lives.

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