

## **Inter-cultural Communication Skills in Creating Harmony in Social Life**

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### **ABSTRACT**

Communication and culture are not just two words but two concepts that cannot be separated. Intercultural communication emphasizes cultural effects on communication. Intercultural communication is communication between two or more different cultural backgrounds. Culture is complex from the whole knowledge, belief, art, law, customs and every other ability and habits possessed by humans as members of a society.

**Keywords:** communication skills, social life

### **Introduction**

The world is now increasingly open, openness is increasingly fast because it is supported by transportation and telecommunications infrastructure that allows for human mobility as well as the transfer and exchange of information. Besides that, communication technology infrastructure also allows the transfer and exchange of information without involving physically. These two developments are an explanation of the reality of the world, yesterday, now and tomorrow, that all humans cannot avoid intercultural communication. This intercultural communication occurs anywhere and anytime, both directly and through the media, for example in meetings or interpersonal interactions, group interactions, interactions in organizations, interactions with the public and mass groups.

Humans are special and unique creatures. Special because it has the ability to think, reason and determine the direction of life and history. Unique because it is different and has its own peculiarities in each area. Humans continue to grow and develop. One of the characteristics of humans is the social and cultural nature they possess. Every human group has a different way of being social and cultured. However, due to technological developments, intercultural meetings cannot be avoided. Between one community group and another society cannot avoid communication. So the dynamic intercultural communication was born.

Talk about intercultural communication is inevitable from cultural understanding. Communication and culture are not just two words but two concepts that cannot be separated. Intercultural communication emphasizes cultural effects on communication. Intercultural communication is communication between two or more different cultural backgrounds. Naturally the process of intercultural communication is rooted in intercultural relations that require social interaction. This social interaction consists of content and meaning which cannot be separated from each other which is essential in forming relations.

In social reality it can be seen that humans cannot be said to interact socially if someone does not communicate. Likewise, it can be said that effective intercultural interactions are highly dependent on intercultural communication. This concept also explains that the purpose of intercultural communication will be achieved if forms of intercultural relations describe the conscious effort of the communication participants to

renew relations between communicators and communicants, create and renew an effective communication management.

## **Discussions**

### **Benefits of communication**

#### **The nature of intercultural communication and communication**

Communication is a process of statement between people, which is expressed by one's thoughts or feelings to others by using language as a channeling tool. Communication statements are called messages (messages), people who convey the message are called communicators (communicators) while people who receive statements are given the name communicator (communicate). Communication is stated as a process of delivering messages to communicants.

If analyzed communication consists of two aspects, namely:

- Fill in the message (the content of the message) that is the thoughts and feelings you want to convey
- Lambing (symbol) is the language of delivery of the contents of the message

Etymologically, communication comes from the Latin "communication" which originates from communist words which means the same. Same here means the same meaning or meaning. So communication occurs when there is a common meaning about a message delivered by the communicator and received by the communicant. If there is a similarity of meaning between the two actor's communication (communication actors; communicator and communicant) or the communicant does not understand the message received, communication will not occur.

Intercultural communication is expressed as communication between two or more different cultural backgrounds. Liliweri (2007) states:

- 1) Intercultural communication is the most effective self-interpersonal statement between two people who have different cultural backgrounds
- 2) Intercultural communication is the exchange of messages delivered orally, in writing, even imaginary between two people of different cultural backgrounds
- 3) Intercultural communication is the distribution of messages in the form of information or entertainment delivered orally, in writing or by other methods carried out by two people who are of different cultural backgrounds
- 4) Intercultural communication is the transfer of information from a culturally specific person to someone of another culture
- 5) Intercultural communication is the exchange of symbols in the form of symbols carried out by two people of different cultural backgrounds
- 6) Intercultural communication is the process of transferring messages by a person through certain channels to others who both come from different cultural backgrounds and produce certain effects
- 7) Intercultural communication is every process of information sharing, ideas or feelings between those with different cultural backgrounds. The process of sharing information is done verbally and in writing, also through body language, style, personal appearance, or the help of other things around it that clarify the message.

Guo-Ming Chen and William J. Starosta stated that intercultural communication is the process of negotiating or exchanging symbolic systems that guide human behavior and limit them in carrying out their functions as a group. There are six assumptions in the application of intercultural communication, namely:

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- 1) Differences in perception between communicators and communicants  
Communication, whatever the form and context, always displays climate differences between communicators and communicants
- 2) Communication between cultures contains content and relationships between individuals naturally the process of intercultural communication is rooted in the intercultural social relations that require social interaction which is emphasized that the content of communication is not in an isolated range. Relations (relations) are formed essentially from two things, namely content and meaning
- 3) Personal style influences interpersonal communication Different styles of communication between ethnic groups that can support and may damage attention when people communicate. Some people communicate by showing dominance (Sok Kuasa), some are submissive, some are authoritarian but some are democratic and participatory and open
- 4) The purpose of intercultural communication: reduce the level of uncertainty One perspective of intercultural communication is to reduce the level of uncertainty about others, namely by three stages: a. Pre-context or stage of impression formation through verbal and non-verbal symbols (avoid knowing or communicating) b. Initial content and impression, which is a continued response to the impression that arises from the initial contact. Closure, opening up, which was originally closed through attribution and the development of implicit personalities
- 5) Communication is centered on culture where in culture there is a system and the dynamics that govern the procedure for exchanging symbols of communication and culture will only exist if there is communication
- 6) The purpose of intercultural communication is inter-cultural effectiveness humans cannot be said to interact socially if they do not communicate. Intercultural communication will be achieved if the form of intercultural relations describes the conscious effort of the communication board to renew an effective communication management.

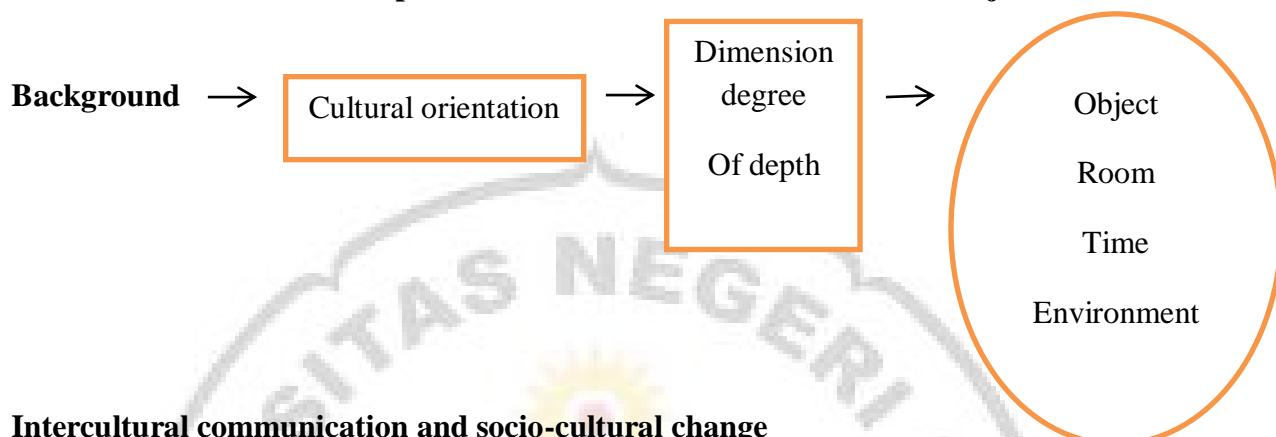
### **Nature of culture**

Culture is complex from the whole knowledge, belief, art, law, customs and every other ability and habits possessed by humans as members of a society. Frans Boaz in Liliweri expressed culture is a combination of all manifestations of the social habits of a society, individual reactions to the influence of group habits where people are determined by their habits Elements of human culture: (1) cultural history, (2) social identity, (3) material culture, (4) the role of relations, (5) art, (6) language and interaction, (7) stability & culture, (8) trust in culture & values, (9) ethnocentrism, (10) non-verbal behavior, (11) relationships between spaces, (12) concepts of time, (13) recognition and rewards, (14) patterns of thought, (15) cultural rules

### **Understand culture in the context of cultural communication**

In the process of communication between cultures, culture is not just to be seen, but culture must be understood as an exchange of perceptions about oneself and others, even the perception or attitude towards an object whether it is space, time, environment or relationship with a person as part of a information processing, themes of conversation, our views or communicants about objects formed by an individual's cognitive system

### The relationship between orientation and dimensions of objects



### Intercultural communication and socio-cultural change

Every person in society has a certain social position. In some theories, individuals play an important role as a cause of social change, on the other hand natural resources or historical environment through display of ideas, material factors and social relations. Human communication among different members of society even though they live in different geographical environments. Often geographical conditions can distinguish the way people speak, at least in dialect or accent, differences in lifestyle that affect communication behavior, through language style, use of terms, styles of dress that tend to be more open and free. Communication as social identities can be described as follows:

#### Intercultural communication

1. Inter-racial communication
2. Family communication
3. Communication of social classes
4. Communication between geographical members
5. Communication between villages with cities
6. Regional communication
7. Gender communication
8. Communication of organizational culture
9. Family communication

### Harmony of social life

#### The essence of harmony in social life

The harmony of social life is the flow that leads to harmony, equality, balance, unity and equality between groups in a society. Maintaining attitude and behavior, respecting each other, respecting each other, upholding cultural values, both their own culture and local culture, which is one aspect that must be built in creating harmony in social life in society.

### Social change

Social change is a social process experienced by members of the community and all elements of culture and social systems, where every level of community life voluntarily or influenced by external elements leaves old patterns of life, culture and

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social, then adjusts to the new. Social change can also be interpreted as a change in social institutions in a society. These changes in social institutions then influence the change in the social system. Including values of behavior patterns or attitude.

There is a view that states that social change is a response or experienced response to changes - changes in the three main elements; a. Natural factors; b. Technology factors. Cultural factors

The stages of the stages of social change itself are as follows:

- a. Primitive; at this stage, humans live in isolation and move according to the natural environment that supports it.
- b. Agro cultural; when the natural environment does not support it, the choice of planting culture becomes an option.
- c. Traditional; the community starts living permanently in a place that is considered strategic.
- d. Transition; village life is very advanced, isolation of life is hardly found anymore
- e. Modern; marked by an increase in the quality of social change that more clearly leaves the transition phase
- f. Postmodern; modern society that has gone beyond its stages
  - The process of social change consists of three sequential stages: Invention is the process by which new ideas are created and developed
  - Diffusion is the process by which ideas are communicated into a social system. The consequences are changes that occur in the social system as a result of adopting or rejecting innovation.

### **Conclusions**

From the theories that the authors have summarized about intercultural communication and social change, some things can be concluded;

1. That between social and culture is inseparable. Both are two words that are very closely related to each other. So, to understand one of them, must discuss both
1. Social and cultural changes are things that continue to happen. This has become a natural law or a provision of human life. This change occurs because of many factors. One of them is technology and human inferiority
2. Social changes occur due to existing factors. Both these factors come from the internal community and from the external community.
3. Social changes occur to meet the demands of the times or to avoid the universal system created by the majority in the world.

### **References**

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