

Culture Shock of Indonesian Workers in The Field of Communication in Japan

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ABSTRAK

Warga Indonesia yang bekerja di negara lain, seperti Jepang, Malaysia, Taiwan, Singapore, atau Timur Tengah, disebut sebagai tenaga kerja Indonesia. Karena Jepang adalah negara maju, karyawan Indonesia harus menyesuaikan diri untuk berkomunikasi dengan orang Jepang, yang disebut "komunikasi antar budaya". Tujuan dari penelitian ini adalah untuk mengetahui bagaimana orang Jepang berkomunikasi dengan satu sama lain saat menghadapi shock budaya. Jenis penelitian deskriptif kualitatif yang digunakan dalam penelitian ini termasuk teknik analisis data yang terdiri dari observasi, wawancara, dan dokumentasi. Analisis data dilakukan melalui reduksi data dan pengambilan kesimpulan. Penelitian ini mewawancarai karyawan Indonesia yang bekerja di Jepang dan menemukan bahwa mereka sangat tertarik untuk bekerja di sana karena mereka menerima upah yang besar. Jepang dikenal karena sopan santunnya, masalah bahasanya, dan musimnya. Dengan demikian, mereka terus mencoba menyesuaikan diri. Selain itu, mereka meneliti secara menyeluruh lingkungan sekitar mereka dan mencoba beradaptasi dengan lingkungan baru.

ABSTRACT

Indonesian citizens who work in other countries, such as Japan, Malaysia, Taiwan, Singapore or the Middle East, are referred to as Indonesian workers. Because Japan is a developed country, Indonesian employees have to adapt to communicating with Japanese people, which is called "intercultural communication". The purpose of this research is to find out how Japanese people communicate with each other when facing culture shock. The type of qualitative descriptive research used in this research includes data analysis techniques consisting of observation, interviews and documentation. Data analysis was carried out through data reduction and drawing conclusions. This research interviewed Japanese employees from Indonesia and found that they were very interested in working there because they received great wages. Japan is known for its manners, language issues, and seasons. Thus, they continue to try to adapt. Additionally, they thoroughly research their surroundings and try to adapt to the new environment.

INTRODUCTION

When Indonesian nationals work overseas, they are referred to as "Indonesian workers."



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These workers may be found in the Middle East, Singapore, Malaysia, Japan, or Taiwan. Saying that there are instances of brutality, violence, and wage reductions among Indonesian labourers in Sakura is nearly impossible. The Hadetama Job Training Institute or organisations that handled the departure of Indonesian workers to Japan provided particular training and preparation for those who wished to work in Japan, according to the problems the researchers discovered (Ahmadi Miru and Sakka Pati, p. 66, 2016). Communication competency is the capacity to act in a way that is suitable and productive for the situation at hand. If someone has the drive to communicate, the necessary information, the right communication skills, sensitivity, and integrity, they can interact well (Porter & McDaniel, 2010: 460–461).

Knowing how the environment affects the form and substance of a communication message is one aspect of communication competency, among other things. Knowledge of whether a topic is appropriate or inappropriate to transmit to certain individuals in a particular environment, but may not be appropriate for other individuals in a different environment, is an example of this ability. Adaptability or flexibility, conversation engagement, conversation management, empathy, appropriateness, and effectiveness are the criteria that Canary and Cody (Selviana, et al. 2017: 78) list for determining communication competency.

These issues relate to obstacles that arise from cultural origins and linguistic disparities that impede cross-cultural communication. Because Japan is renowned for having the highest discipline, workers there must focus and take responsibility for the work they are assigned. This explains the behavioural and linguistic contrasts that Indonesian employees in Japan encounter on a daily basis. at Indonesia, nearly all employees, whether at workplaces or businesses, still follow Ngaret clocks, which is the practice of wasting time that has been ingrained in Indonesian culture for generations. According to (Arikunto and Suharsimi., 2002), this is what distinguishes the conduct of the people or nations of Indonesia and Japan.

A sense of physical and psychological discomfort brought on by encounter with a different culture is known as culture shock. being taken aback or shocked to learn that the surroundings have altered (Littlejoh in Mulyana 2006). People who live in a new cultural setting may have deep and negative reactions such as despair, irritation, and disorientation, which (Oberg., 2004) refers to as "culture shock." Furthermore, according to (Stoltz., 2000), a person who possesses an adversity quotient (a measuring capacity) is brave enough to take on new problems. Indonesian workers can more effectively direct themselves or adapt to a new workplace if they possess the communication skills necessary to overcome Culture Shock. Additionally, the goal of this communication competency is to assist Indonesian workers in lessening their fear, self-confidence, and emotional load. (Janelly et al., 2022),(Mandari & Boer, 2021),(Haryanti, 2020),(Muhajirin & Shasrini, 2023),(Yektiningsih et al., 2021)

METHOD

Research design

A qualitative descriptive research method is the one that was employed. In qualitative research, the snowball sampling approach is used for data collecting. A sample method called "snowball sampling" is based on letters or interviews. In order to receive the next sample, this technique continuously requests information from the prior sample until all requirements for

research samples are satisfied (Iskandar, 2010: 219).

Based on the researcher's opinions and assessments, snowball sampling techniques were used to gather data from four sources of Indonesian workers in Japan who were experiencing culture shock. The researcher chose the characteristics and criteria included in the sample because they were thought to be appropriate for the research. The subjects of this study were Indonesian workers who were experiencing culture shock in Japan.

1. Observation

Both qualitative and quantitative research require a great deal of observation. The word "observation" is Latin in origin and means "to see" or "to show." It is a method of verifying the accuracy of the facts under study. In order to determine and observe intercultural communication competency in Indonesian workers experiencing culture shock in Japan, researchers employed online observation techniques via the social media platform WhatsApp (Video Call).

2. Interviews

To get information not gleaned from the observation procedure, interviews were held. The purpose of the interview is to help the researcher gather information by having conversations with people. Interviews are a helpful tool for gathering data and information about communication skills for surviving culture shock in Japan.

RESULTS AND DISCUSSION

Based on the information gathered by the author for this study, the findings indicate that the author will go over all of the research findings in interviews and through online observations at the study location. This is the reason behind the study "Intercultural Competence in Overcoming Culture Shock among Indonesian Workers in Japan." The reputation of Japan as a civilised and mutually respectful nation has sparked interest in the country. The customs of its forefathers are still observed in Japan. Regarding traffic, restrooms, and the numerous advanced gadgets and robots that simplify their jobs, Japan is the most practical nation. The high earnings that Indonesian labourers receive there also contribute to their desire to work in Japan. Japan is a developed nation with a pleasant appearance and atmosphere, as well as a clean and orderly surroundings. Animation from Japan is well-known, with characters like Detective Conan, Naruto, Captain Tsubasa, and others.

Workers from Indonesia also wish to experience things that aren't available to them. It's similar to taking a vacation during all four seasons. In addition, Japan has ample natural beauty, cosy spaces, and orderly surroundings. There are three steps in the adaptation process. The first is getting to know individuals by extending a friendly welcome, even if one is not returned. This helps you to grasp each person's personality and make yourself comfortable, which makes it easier to become friends. Asking what you can and cannot do while living in Japan can help you adapt to friends and the environment. The second is adjusting to work by following the rules and not comparing with prior firms. The third is adjusting to friends and the surroundings. It's polite to greet people in Japan first, then go up to them since, as a foreigner, you have to engage in conversation and ask questions of Japanese people. Additionally, as Indonesia differs from Japan in terms of climate, particularly during the winter, weather adaptation is required.

CONCLUSION

Drawing from the research findings and the accompanying debate, it can be deduced that Indonesian labourers are drawn to Japan due to the nation's reputation for being courteous, mutually

respectful, and committed to maintaining its historical customs. In addition to receiving high pay, people who work in Japan benefit from easy access to advanced technologies.

Respecting one another, communicating with Japanese people, and adhering to workplace regulations are the three adaptation procedures that Indonesian labourers in Japan carry out. Summer, winter, autumn, and spring were all part of the culture shock they encountered in Japan. Another communication obstacle people encounter in Japan is the need to communicate in either Japanese or English.

You can combat culture shock by learning how to properly dispose of trash so that there are no mistakes made while throwing it, using hand crims to prevent your hands from peeling from the cold, and, last, making every effort to avoid making noise in a place where it is forbidden. You will eventually become accustomed to living in Japan if you gradually adopt Japanese culture.

THANK YOU

Thank God We are appreciative of Allah SWT's boundless kindness, love, guidance, prosperity, and favours, Rabbil Alamin. "CULTURE SHOCK OF INDONESIAN WORKERS IN THE FIELD OF COMMUNICATION IN JAPAN" is the title of the assignment at the Madura University Department of English Language Education, Faculty of Teacher Training and Education. In Shalawat and Salam, the Prophet Muhammad SAW who was selected to be the religious messenger is discussed. To his parents, siblings, and the entire extended family, the researcher would like to send his sincere gratitude and appreciation for their love, support, finances, inspiration, and sacrifices made in order for this project to be successful.

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