LOCAL CITIZENS INTERPERSONAL COMMUNICATION WITH REFUGEES IN PEKANBARU CITY, INDONESIA

WULANDARI HAPPY

FBMK 2019 28

LOCAL CITIZENS INTERPERSONAL COMMUNICATION WITH REFUGEES IN PEKANBARU CITY, INDONESIA

By

WULANDARI HAPPY

Thesis Submitted to the School of Graduate Studies, Universiti Putra Malaysia, in Fulfilment of the Requirements for the Degree of Master of Science

June 2019

Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfillment of the requirement for the degree of Master of Science

LOCAL CITIZENS INTERPERSONAL COMMUNICATION WITH REFUGEES IN PEKANBARU CITY, INDONESIA

By

WULANDARI HAPPY

June 2019

Chief Supervisor   **: Abdul Mua'ti @ Zamri Bin Ahmad, PhD**
Faculty   **: Modern Languages and Communication**

This study aims to explore the interpersonal communication of Pekanbaru City local citizens with refugees around them. This research conducted to find out the motives, the behaviors and the local's preferences when communicate with refugees. The result of the study is expected to contribute on Indonesian government discussion of designated island to accommodate refugees who are live and will come to Indonesia. So, this study believes that there should be any thorough research about the local citizen acceptance toward the issue. Because at the end of the day, refugees who come to a host country will affects the local society in their life.

However, the lack of study on host community and refugees in Indonesia especially based on the local citizens' point of view do not fulfilled specific data of them while this study believes that the variable from each area has to be particular because having various cultures could lead local citizens to different behaviors on dealing with social dynamics. Therefore, this study used phenomenology in qualitative to gain specific data from local citizen's experiences when communicating with refugees. By studying the interpersonal communication between local community and refugees thoroughly and putting the experience into a pattern or concept may contribute to a government and any related institution for future strategy to enter and convey a plan to a group of people so it could be more efficient and targeted.

Data is collected by using semi-structured interview and observation on five suitable informants based on purposive sampling. The framework analysis is used for data transcription while discourse analysis is used for data from observation. As a result, the first objective which is the motive of communication has found that local citizen communicates purposely for inclusion, to show friendliness, and to sell certain items as they see refugees as their potential customers. The second objective which focus on the

i

communication behavior, informants seen to have prominent behavior such as high understanding, tolerance and committed to avoid problems in their communication with refugees. Then, the third objective resulted in language barrier and lack of understanding in honorific usage as the disruption aspects while understanding and familiarity work as supportive aspects.

KOMUNIKASI INTERPERSONAL ANTARA WARGA TEMPATAN DENGAN PELARIAN DI BANDAR PEKANBARU, INDONESIA

Oleh

WULANDARI HAPPY

June 2019

Penyelia : **Abdul Mua'ti @ Zamri Bin Ahmad, PhD**
Fakulti : **Bahasa Moden dan Komunikasi**

Kajian ini bertujuan untuk meneroka komunikasi interpersonal warga bandar Pekanbaru dengan pelarian di sekeliling mereka. Kajian ini dijalankan untuk mengetahui motif, tingkah laku dan keutamaan tempatan apabila berkomunikasi dengan pelarian. Hasil kajian ini, diharapkan dapat menyumbang kepada pembahasan kerajaan Indonesia tentang pulau yang akan ditetapkan untu menampung pelariang yang sedang dan akan dating ke Indonesia. Oleh kerana itu, kajian ini mempercayai bahwa perlu ada penelitian menyeluruh mengenai penerimaan warga Indonesia terhadap isu tersebut. Ini kerana di kemudian hari, isu pelarian akan memberi kesan kepada masyarakat setempat dalam kehidupan mereka.

Walau bagaimanapun, kekurangan kajian terhadap komuniti tuan rumah dan pelarian di Indonesia, terutama berdasarkan pandangan penduduk setempat tidak memenuhi data khusus mereka. sementara kajian ini percaya bahawa pembolehubah dari setiap kawasan perlu khusus, kerana mempunya pelbagai budaya boleh membawa warga kepada tingkah laku yang berbeza dalam menangani dinamika sosial.

Tambahan pula, kajian ini menggunakan fenomenologi secara kualitatif untuk mendapatkan data tertentu dari pengalaman warga tempatan ketika berkomunikasi dengan pelarian. Mengkaji komunikasi interpersonal antara masyarakat setempat dan pelarian serta meletakkan pengalaman menjadi corak atau konsep, boleh menyumbang kepada kerajaan dam mana-mana institusi yang berkaitan untuk strategi masa depan, untuk memasuki dan menyampaikan rancangan kepada sekumpulan orang supaya ia dapat lebih cekap dan disasarkan. Data dikumpul dengan menggunakan kaidah wawancara separa berstruktur dan pemerhatian pada lima informan yang sesuai berdasarkan persampelan bertujuan. Analisis rangka kerja digunakan untuk data transkripsi dari wawancara sementara analisis wacana yang digunakan untuk data dari pemerhatian.

Hasil objektif pertama menunjukkan warga tempatan berkomunikasi dengan kemasukan, ramah dan untuk menjual barangan tertentu kerana mereka melihat pelarian sebagai pelanggan berpotensi mereka. Objektif kedua adalah tingkah laku komunikasi. Informan dilihat mempunyai tingkah tingkah laku yang menonjol seperti pemahaman yang tinggi, toleransi dan komited untuk menghindari masalah dalam komunikasi mereka dengan pelarian. Kemudian, matlamat ketiga menghasilkan penghalang bahasa dan kurang pemahaman dalam penggunaan kehormatan sebagai aspek gangguan sementara pemahaman dan kebiasaan bekerja sebagai aspek sokongan.

iv

ACKNOWLEDGMENTS

In the name of Allah the Most Gracious and The Most Merciful

The writer would like to give her appreciation to those who have contributed to this thesis. This study was made possible due to their guidance, support, and assistance.

First of all, my gratitude to Prof. Abdul Mua'ti @ Zamri bin Ahmad, the Chairman of the Supervisory Committee; for his views from the beginning of the study selection and later is pleased to be the study supervisor. Also to Associate Prof. Jusang Bolong for his wills as the Member of the Supervisory Committee. I feel proud to get the opportunity to be supervised by them. Both of them have patiently provided their time, support, and understanding during the study are carried out and completed.

Special thanks to the Staff of Modern Languages and Communication, Universiti Putra Malaysia for the help during my study in here and to Sultan Abdul Samad Universiti Putra Malaysia Main Library for the staff that was kind and the facilities that have been very helpful.

I would also like to thank the informants and Pekanbaru City authorities for their cooperation and help in given valuable data for the study.

An exceptional thankfulness to my dearest siblings, my grandmother, and my family for their emotional support throughout the thesis writing process.

This thesis was submitted to the Senate of Universiti Putra Malaysia and has been accepted as fulfillment of the requirement for the degree of Master of Science. The members of the Supervisory Committee were as follows:

Abdul Mua'ti @ Zamri Ahmad, PhD
Professor
Faculty of Modern Languages and Communication
Universiti Putra Malaysia
(Chairman)

Jusang Bin Bolong, PhD
Associate Professor
Faculty of Modern Languages and Communication
Universiti Putra Malaysia
(Member)

ROBIAH BINTI YUNUS, PhD
Professor and Dean
School of Graduate Studies
Universiti Putra Malaysia

Date:

Declaration by graduate student

I hereby confirm that:
- this thesis is my original work;
- quotations, illustrations and citations have been duly referenced;
- this thesis has not been submitted previously or concurrently for any other degree at any other institutions;
- intellectual property from a thesis and copyright of thesis are fully-owned by Universiti Putra Malaysia, as according to the Universiti Putra Malaysia (Research) Rules 2012;
- written permission must be obtained from supervisor and the office of Deputy Vice- Chancellor (Research and Innovation) before thesis is published (in the form of written, printed or in electronic form) including books, journals, modules, proceedings, popular writing, seminar papers, manuscripts, posters, reports, lecture notes, learning modules or any other materials as stated in the Universiti Putra Malaysia (Research) Rules 2012;
- there is no plagiarism or data faalsification/ fabrication in the thesis, and scholarly integrity is upheld as according to the Universiti Putra Malaysia (Graduate Studies) Rules 2003 (Revision 2012-2013) and the Universiti Putra Malaysia (Research) Rules 2012. The thesis has undergone plagiaris detection software.

Signature: _____   Date: _____

Name and Matric No.: Happy Wulandari, GS 48994
_____

viii

Declaration by Members of Supervisory Committee

This is to confirm that:

- the research conducted and the writing of this thesis was under our supervision;
- supervision responsibilities as stated in the Universiti Putra Malaysia (Graduate Studies) Rules 2003 (Revision 2012-2013) are adhered to.

Signature:
Name of Chairman of Supervisory
Committee: <u>Prof. Dr. Abdul Mua'ti @ Zamri Ahmad</u>

Signature:
Name of Member of Supervisory
Committee: <u>Associate Prof. Jusang Bin Bolong</u>

TABLE OF CONTENTS

Page

xi

LIST OF TABLES

LIST OF FIGURES

CHAPTER 1

INTRODUCTION

1.1.   Background of Study

There is a discussion in the Indonesian parliament regarding the plan to establish a designated island as a solution for the Indonesian government towards the third country situation which today has reduced the number of their receipts for resettlement of state refugees.

The third state, such as the US (Lind, 2018; Golshan, 2018; Mark and Gal, 2018; Cohen and Labott, 2018; Alvarez, 2018), Australia (Karp, 2018; Pascoe, 2018) and German (Benček and Strasheim, 2016; Jäckle and König, 2017), significantly reduced the number of refugee acceptance with their particular reasons, making the transit country such as Indonesia has to deal with the number of refugee populations without being able to be directed to the third world country (Taylor, 2018).

Suggestion emmerged from the representation of politic parties, community and humanitarian organization in Indonesia (Astungkoro, 2017) and experts from a non-governmental organization who has the same idea *(PKS,* 2017; *Pengamat,* 2015; *Pulau*, 2015; *Pemerintah*, 2015; *RI*, 2015), in addition with Indonesia previous experience on 1970's-1990's when accommodated Vietnam War refugees on Galang Island in Batam, makes this policy more likely to be implemented.

In the parliament, they discussed in state scope capabilities such as security, law, administration, bureaucracy, and management including the ability of staff available for this matter. Where this study positions itself to contributes from a communication point of view.

As communication is the carrier of culture and social relationships (Kim and McKay-Semmler, 2013), identifying people's communication would have the government to have substantial steps when entering the society to convey the policy to the community.

This study believes hosting refugees is not a simple plan. It is about mitigating groups of people (local society and refugees) with different values, cultures, and custom into one area. It should be understand that the government position in this matter is the mediator of both sides. Means, it should be able to facilitate and mediate both sides reasonably. If the government does not understand how the community's interpersonal communication comprehensively, then how it is going to implement this function. Moreover, by the history from the previous study in another country, this issue is sensitive enough to potentially lead onto new problems for a country.

1

In that sense, the result of this study expected to provide a necessary knowledge for the government or related authorities by putting the local citizens communication motives and behaviors into a concept that potentially help the government or the relevant authorities to enter society, so roles and efforts can be made more relevant and targeted efficiently.

1.2.   Problem Statement

This study is necessary because to contribute with an insightful suggestion to the government, the lack of exploration studies on host community and refugees in Indonesia, do not fulfilled specific conditions of them especially based on the local citizens' point of view, which this study believes it has to be particular from each area. Since Indonesia with its various cultures could affect the behavior of the local in facing social dynamics.

Previous studies about the life of local citizens with refugees around them are from Makassar city in Sulawesi (Gabiella and Putri, 2018) and Cisarua in West Java (Ali, Briskman and Fiske, 2016). While there are thirteen cities in Indonesia pointed by the government to accommodate refugees, then there are other ten cities wait to be studied.

Indonesia is a country with various cultures adapts by its local and until this present moment the island for the establishment is not decided yet. The possibility is, it will open a new island or choosing from the nearby island from the pointed cities. So that, it is compulsory for any future research, Indonesian government, and interested authorities in designated island, to gather information and variable according to the area so they could get the relevant picture and enter the local to convey the message in the most appropriate way. In addition, the relevant variable could be tested for future research in focus on the readiness or acceptance of the local towards refugees to Indonesia.

Further, it is essential to gain sight from a host point of view. Because Carassa and Colombetti (2015) stated, one-sided recognition of the speakers' intention does not suffice. A study needs to concern on the other side to have genuine communication. The effect of the communicative act is not necessarily limited to the audience as it may also involve the speaker. That is why this study focuses on the Pekanbaru citizens as the host for the refugee as one of those 13 cities. After it is a government to a government and institution to institution politics. It will leave the issue on the local society, where they would interact with refugees in their daily. Having refugees exist in local's environment right now and study it, the result would also be considered as prediction for predicting strategy for social treatment by the government and predicting social problems that may occur.

Finally, there was no commotion or problem related to this matter in Indonesia especially in Pekanbaru city. However, there is a discussion about designated island since 2015 which possibly ignite a dynamic in the society. In order to read the possibilty of the

2

situation, further research is necessary in Indonesia. However, the lack of study to suit the diversity of Indonesian becomes an obstacle, which means variables from the specific data needs to obtain, then that is the reason why this research pursued.

1.3.   Research Questions

From the statement of problems and background of the research study, three questions raised. These questions are directed to discuss the issues about interpersonal communication within local society and refugees with the following questions:

1.   What are the motivations Pekanbaru City local citizen have in communicating with a refugee?
2.   How does the communication behavior between local citizens toward refugees in their daily conversation?
3.   What are the aspects that can disrupt or support the local citizen's willing to engaging in communication with refugees?

1.4   Research Objective

The general objective of this research is to discover local citizens interpersonal communication of local citizens towards refugees in Pekanbaru City, Indonesia. To achieve the main objective of this study, following specific objectives defined:

1.   To determine the motivations of Pekanbaru local citizen in communicating with a refugee.
2.   To gain a qualitative understanding of the local citizen communication behavior toward refugees.
3.   To discover which aspects that can disrupt or support the local citizen's willing to engage in communication with refugees.

1.5.   Significance of Study

In the fact that Indonesia government is in a discussion about implementing the policy, this study is very in line and will be very helpful to be taken into consideration during the discussion. Since this study uses the qualitative method, the researcher believes the results will be profound that the roots of the problems can be found and allow it to implemented in other problems.

Figuring out the community situation is essential for a government, not only because it is an obligation as a government, but it is as well beneficial in profit and loss point of view. Commotion occurred between society and the government countries because the government almost certainly makes decisions without involving society sight on that,

including the case where the government accepts refugees as it is willing to have a role in a global level, but without its society consent, it could be an issue.

According to the Ministry of National Development Planning of the Republic of Indonesia, due to the demographic bonus, Indonesia is going to be the most potential nation until 2035. In that sense, any possible view to enhancing Indonesia on a global level is needed. By having a role in refugees matter, it has long-term benefits for Indonesia to be known worldwide and by studying it, it will strengthen this goal wisely and accurately.

Later, this study of how Indonesian treats and behaves on refugee will openly contribute as a consideration to government policy on how to treat its society, on how to have a role in a global level by involving the community, and bring out the excellent image of the Indonesian intercultural communication act and openness toward new phenomena, and foreign issues. Indeed, this study will be beneficial for the government mainly to deal with the social issue in society.

1.6.   Scope and Limitation of the Study

As can be inferred on the problem statement section, this study would like to discover the fundamental of the communication between host and refugees in the host area. In order to fulfill that intention, this study helped by qualitative method with the phenomenological approach to discover, find, and focus on gaining host experience who lives side by side with refugees.

There were several limitations happened along the study. As this study used purposive sampling, requirements for suitable informants and the willingness of the potential informants would sort numbers of local citizen who joined this research. Pekanbaru city was selected under the reason of this city is one of the 13 pointed city which accomodate refugees in Indonesia. Moreover, researcher as the local but not indigineous to the research area, really benefit this study in the aspect of access and familiriaty to the research environment in the same time still maintain the objectivity toward informants.

Five informants helped this research and there were three refugees involved as well. However since they want to keep their privacy, any documentations of them like pictures or videos could not be obtained in this research. They are really tryin hard to keep their privacy if not with the local citizen, they may not want to give statement to support the data of this research.

In data transcript, researcher had to cancel the use of computer application for organizing data since it dirsupted the data analyzing process. The computer need to be fixed several times and it deleted the data that have been input before into the application as well, so

considering the time constrait, researcher relied on manual data transcript and data organizer such as self-managed papers onto severeal folder and paper maps.

Further, in the process of communication with the local and obtaining their experience into English for this research purposes, the researcher didnot use translator service. There are aspects such context, expression, and intention that researcher try to keep, so instead the researcher did it by herself since she was present at the moment and she was able to understand the words of the local better.

REFERENCES

Aarts, H., and Dijksterhuis, A. (2003). The silence of the library: Environment, situational norm, and social behavior. *Journal of Personality and Social Psychology*, *84*(1), 18–28. doi:10.1037//0022-3514.84.1.18

Alvarez, Priscilla. (2018, September 18). The U.S. sends an unwelcoming signal to refugees. *The Atlantic Post*. Retrieved from https://www.theatlantic.com/politics/archive/2018/09/refugee-admissions-trump/570535/

Ali, J. A., and Ocha, W. (2018). East Africa refugee crisis: Causes of tensions and conflicts between the local community and refugees in Kakuma refugee camp, Kenya. *Journal of Social Science Studies*, *5*(1). doi: 10.5296/jsss.v5i1.12512

Ali, M., Briskman L., and Fiske, L. (2016). Asylum seekers and refugees in Indonesia: Problems and potentials. *Cosmopolitan Civil Societies Journal, 8*(2):4883. doi:10.5130/ccs.v8i2.4883

Alloush, M., Taylor, J. E., Gupta, A., Rojas Valdes, R. I., and Gonzalez-Estrada, E. (2017). Economic life in refugee camps. *World Development*, *95*, 334–347. doi:10.1016/j.worlddev.2017.02.030

Andaya, B.W; The unity of Southeast Asia: Historical approaches and questions. *Journal of Southeast Asian Studies*, *28*(1), 1997.

Andersen, P and Guerrero, L. (1998). *Handbook of Communication and Emotion: Research, Theory, Applications, and Contexts* (1st ed.). California. Academic Press.

Ant. (2018, March 13). Ratusan pengungsi pencari suaka di pekanbaru anak di bawah umur. *OkeZone*. Retrieved from https://news.okezone.com/read/2018/03/13/340/1871850/ratusan-pengungsi-pencari-suaka-di-pekanbaru-anak-di-bawah-umur

Anggoro, FB. (2019, March 20). Penampungan pengungsi yang rawan konflik di pekanbaru ditertibkan, beberapa akan ditutup. *Antara*. Retrieved from https://riau.antaranews.com/berita/111425/penampungan-pengungsi-yang-rawan-konflik-di-pekanbaru-ditertibkan-beberapa-akan-ditutup

Armanda, Rizky. (2019, March 20). 47 Pengungsi di pekanbaru dipindahkan ke tempat akomodasi baru yang jauh dari pemukiman warga. *Tribun Pekanbaru*. Retrieved from https://pekanbaru.tribunnews.com/2019/03/20/47-pengungsi-di-pekanbaru-dipindahkan-ke-tempat-akomodasi-baru-yang-jauh-dari-pemukiman-warga?page=2

Astungkoro, Ronggo. (2017, September 04). Krisis Rohingya: IABIE: Saat buktikan sila kedua pancasila. *Republika*. Retrieved from https://www.republika.co.id/berita/nasional/politik/17/09/04/ovrgkk-krisis-rohingya-iabiesaatnya-buktikan-sila-kedua-pancasila

Bartholomew, T. T., Gundel, B. E., and Kantamneni, N. (2015). A dream best forgotten: The phenomenology of Karen refugees' pre-resettlement stressors. *The Counseling Psychologist*, *43*(8), 1114–1134. doi: 10.1177/0011000015606221

Begley, C. M. (1996). Triangulation of communication skills in qualitative research instruments. *Journal of Advanced Nursing*. doi:10.1046/j.1365-2648.1996.02446.x

Benček, D., and Strasheim, J. (2016). Refugees welcome? A dataset on anti-refugee violence in Germany. *Research and Politics*, *3*(4). doi: 10.1177/2053168016679590

Berko Roy, Aitken Joan E., and Wolvin, A. (2010). *ICOMM: Interpersonal Concepts and Competencies: Foundations of Interpersonal Communication*. Lanham. Rowman and Littlefield Publisher, Inc.

Birt, L., Scott, S., Cavers, D., Campbell, C., and Walter, F. (2016). Member checking: a tool to enhance trustworthiness or merely a nod to validation?. *Qualitative Health Research*, *26*(13), 1802–1811. doi: 10.1177/1049732316654870

Boteanu, M. (2010). Communication and social environment. *Social Work Review*, *Vol. 9*, 70-77. Retrieved from https://www.academia.edu/879056/Communication_and_Social_Environment

Carassa, A., and Colombetti, M. (2015). Interpersonal communication as social action. *Philosophy of the Social Sciences*, 45(4–5), 407–423. doi: 10.1177/0048393115580265

Carter, N., Bryant-Lukosius, D., DiCenso, A., Blythe, J., and Neville, A. J. (2014). The use of triangulation in qualitative research. *Oncology Nursing Forum*, *41*(5), 545–

547. doi: 10.1188/14.ONF.545-547

Cochrane, Joe. (2018, January 26). Refugees in Indonesia hoped for brief stay. many may be stuck for life. *New York Times*. Retrieved from https://www.nytimes.com/2018/01/26/world/asia/indonesia-refugees-united-nations.html

Cohen, Zachary and Labott, Elise. (2018, September 18). Refugee levels are surging worldwide. trump is slashing the number the us will let in. *Edition.* Retrieved from https://edition.cnn.com/2018/09/17/politics/pompeo-trump-refugee-asylum-levels/index.html

Durant, A., and Shepherd, I. (2009). "Culture" and "communication" in intercultural communication. *European Journal of English Studies*, *13*(2), 147–162. doi:10.1080/13825570902907185

El-Abed, O. (2010). The Palestinians in Egypt: Identity, basic rights and host state policies. *Refugee Survey Quarterly*, *28*(2–3), 531–549. doi: 10.1093/rsq/hdp044

Forsyth, Donelson R. (2006). *Group Dynamics* (4th ed.). Belmont, CA. Thomson/ Wadsworth.

Fowler, C. (2009). Motives for sibling communication across the lifespan. *Communication Quarterly*, *57*(1), 51–66. doi: 10.1080/01463370802662499

Frisby, B. N., and Martin, M. M. (2010). Interpersonal motives and supportive communication. *Communication Research Reports*, *27*(4), 320–329. doi: 10.1080/08824096.2010.518913

Froese, F. J., Peltokorpi, V., and Ko, K. A. (2012). The influence of intercultural communication on cross-cultural adjustment and work attitudes: Foreign workers in South Korea. *International Journal of Intercultural Relations*, *36*(3), 331–342. doi: 10.1016/j.ijintrel.2011.09.005

Fusch, P. I., and Ness, L. R. (2015). Are we there yet? Data saturation in qualitative research. *The Qualitative Report*, *20*(9), 1408–1416. Retrieved from https://cpb-us-e1.wpmucdn.com/sites.nova.edu/dist/a/4/files/2015/09/fusch1.pdf

Gabiella, D., and Putri, R. A. A. K. (2018). Makassar city government's urban refugee policy: Filling in the gap? *IOP Conference Series: Earth and Environmental*

Science, *126*(1). doi: 10.1088/1755-1315/126/1/012104

Goodrick, Delwyn; Rogers, P. J. (2015). Qualitative Data Analysis. In Kahtryn E. Newcomer, Harry P. Hatry and Joseph S. Wholey (Eds.), *Handbook of Practical Program Evaluation* (4th ed., pp. 561–595). doi: 10.1002/9781119171386

Grindheim, K. A. (2013). Exploring the impacts of refugee camps on host communities . A case study of Kakuma host community in Kenya . *University of Agder Thesis*, 1–127. Retrieved from https://www.academia.edu/34003975/A_case_study_of_Kakuma_host_communi ty_in_Kenya

Golshan, Tara. (2018, June 18). Trump: the US will not turn into a "migrant camp" or "refugee holding facility." *Vox*. Retrieved from https://www.vox.com/2018/6/18/17475512/trump-migrant-camp-refugee-germany

Haggard, D. L., and Haggard, K. S. (2018). The impact of law, religion, and culture on the ease of starting a business. *International Journal of Organization Theory and Behavior*, *21*(4), 242–257. doi: 10.1108/IJOTB-04-2018-0043

Heale, R., and Forbes, D. (2013). Understanding triangulation in research. *Evidence-Based Nursing*, *16*(4), 98. doi: 10.1136/eb-2013-101494

Heath, L. (2015). *Triangulation: Methodology*. *International Encyclopedia of the Social and Behavioral Sciences* (2nd ed.). *24*. Elsevier. doi: 10.1016/B978-0-08-097086-8.44059-6

Hebbani, A., Colic-Peisker, V., and Mackinnon, M. (2018). Know thy neighbour: residential integration and social bridging among refugee settlers in Greater Brisbane. *Journal of Refugee Studies*, *31*(1), 82–103. doi: 10.1093/jrs/fex016

Hebbani, A., Obijiofor, L., and Bristed, H. (2010). Intercultural communication challenges confronting female Sudanese former refugees in Australia. *Aras*, *31*(1), 37–61. Retrieved from https://www.researchgate.net/publication/48381306_Intercultural_Communicatio n_Challenges_Confronting_Female_Sudanese_Former_Refugees_in_Australia

Hill, A., Watson, J., Rivers, D., and Joyce, M. (2007). *Key Themes in Interpersonal Communication*. Open University Press. New York: McGraw-Hill.

Huettman, E. (1993). Using triangulation effectively in qualitative research. *Business Communication Quarterly*, *56*(3), 42. doi: 10.1177/108056999305600318

Indra, Zul. (2019, January 10). Walau miliki 34 etnis, kondisi riau masih kondusif. *Tribun Pekanbaru.* Retrieved from http://pekanbaru.tribunnews.com/2013/07/30/walau-miliki-34-etnis-kondisi-riau-masih-kondusif

Irawanto, D. W., Ramsey, P. L., and Ryan, J. C. (2011). Tailoring leadership theory to Indonesian culture. *Global Business Review*, *12*(3), 355–366. doi: 10.1177/097215091101200301

Ivanov, S., and Stavrinoudis, T. A. (2018). Impacts of the refugee crisis on the hotel industry: Evidence from four Greek islands. *Tourism Management*, *67*, 214–223. doi: 10.1016/j.tourman.2018.02.004

Jäckle, S., and König, P. D. (2017). The dark side of the German "welcome culture": investigating the causes behind attacks on refugees in 2015. *West European Politics*, *40*(2), 223–251. doi: 10.1080/01402382.2016.1215614

Karp, Paul. (2018, February 15). Petter Dutton calls for migration cut: "We have to reduce the numbers'. *The Guardian.* Retrieved from https://www.theguardian.com/australia-news/2018/feb/15/peter-dutton-calls-for-migration-cut-we-have-to-reduce-the-numbers

Kim, Y. Y., and McKay-Semmler, K. (2013). Social engagement and cross-cultural adaptation: An examination of direct- and mediated interpersonal communication activities of educated non-natives in the United States. *International Journal of Intercultural Relations*, *37*(1), 99–112. doi: 10.1016/j.ijintrel.2012.04.015

Kim, Min Joo and Denyer, Simon. (2018, October 17). South Korea denies refugee status to hundreds of Yemenis fleeing war. *Washington Post.* Retrieved from https://www.washingtonpost.com/world/asia_pacific/south-korea-denies-refugee-status-to-hundreds-of-yemenis-fleeing-war/2018/10/17/5d554d1e-d207-11e8-8c22-fa2ef74bd6d6_story.html?utm_term=.4584549a9d54

Kirui, P., and Mwaruvie, J. (2012). The dilemma of hosting refugees: A focus on the insecurity in North-Eastern Kenya. *International Journal of Business and Social Science*, *3*(8). Retrieved from http://www.ijbssnet.com/journals/Vol_3_No_8_Special_Issue_April_2012/18.pdf

Korem, A., and Horenczyk, G. (2015). Perceptions of social strategies in intercultural relations: The case of Ethiopian immigrants in Israel. *International Journal of Intercultural Relations*, *49*, 13–24. doi: 10.1016/j.ijintrel.2015.06.008

Krishnan, T. V., Seetharaman, P. B. S., and Vakratsas, D. (2012). The multiple roles of interpersonal communication in new product growth. *International Journal of Research in Marketing*, *29*(3), 292–305. doi: 10.1016/j.ijresmar.2012.04.003

Kumssa, A., and Jones, J. F. (2014). Human security issues of Somali refugees and the host community in Northeastern Kenya. *Journal of Immigrant and Refugee Studies*, *12*(1), 27–46. doi: 10.1080/15562948.2013.810797

Lagi, nelayan aceh selamatkan 79 pengungsi Rohingya. (2018, April 20). *BBC*. Retrieved from https://www.bbc.com/indonesia/indonesia-43837197

LeFebvre, R., and Franke, V. (2013). Culture matters: Individualism vs. collectivism in conflict decision-making. *Societies*, *3*(1), 128–146. doi: 10.3390/soc3010128

Lee, Jihye. (2018, October 17). South Korea rejects refugee status for Yemenis seeking asylum. *Bloomberg*. Retrieved from https://www.bloomberg.com/news/articles/2018-10-17/south-korea-rejects-refugee-status-for-yemenis-seeking-asylum

Lind, Dara. (2018, September 18). Trump slashed refugee levels this year. For 2019, He's slashing them even further. *Vox*. Retrieved from https://www.vox.com/2018/9/17/17871874/refugee-news-record-history-asylum

Luck, Taylor. (2013, April 21). In Jordan, tensions rise between Syrian refugees and host community. *Washington Post*. Retrieved from https://www.washingtonpost.com/world/middle_east/in-jordan-tensions-rise-between-syrian-refugees-and-host-community/2013/04/21/d4f5fa24-a762-11e2-a8e2-5b98cb59187f_story.html?noredirect=onandutm_term=.0777a781a8d3

Mark, Michelle and Gal, Shayanne. (2018, October 03). The Trump administration said it would admit up to 45,000 refugees this year but ended up taking in fewer than half. *Bussines Insider*. Retrieved from https://www.businessinsider.my/trump-administration-refugee-cap-data-2018-9/?r=USandIR=T

Mandal, F. B. (2014). Nonverbal communication in humans. *Journal of Human Behavior in the Social Environment*, *24*(4), 417–421. doi: 10.1080/10911359.2013.831288

Martin, A. (2005). Environmental conflict between refugee and host communities. *Journal of Peace Research*, *42*(3), 329–346. doi: 10.1177/0022343305052015

Mason, J. (2002). *Qualitative Researching* (2nd ed.). London. SAGE Publications Ltd.

McKay, F. H., Thomas, S. L., and Kneebone, S. (2012). "It would be okay if they came through the proper channels": Community perceptions and attitudes toward asylum seekers in Australia. *Journal of Refugee Studies*, *25*(1), 113–133. doi: 10.1093/jrs/fer010

Miles, M., Huberman, M., and Saldana, J. (2014). Qualitative Data Analysis. *European Journal of Science Education, 1*. doi: 10.1080/0140528790010406

Moalla, A. (2013). Who is responsible for successful communication? *SAGE Open*, *3*(1). doi: *10.1177/2158244012472686*

Moon, S. J., Kim, C. S., and Kim, T. W. (2014). Chinese immigrants in Korea: The relationship between interpersonal communication and acculturation. *Asian and Pacific Migration Journal*, *23*(3), 325–344. doi: 10.1177/011719681402300304

Ngum Chi Watts, M. C., Liamputtong, P., and McMichael, C. (2015). Early motherhood: A qualitative study exploring the experiences of African Australian teenage mothers in greater Melbourne, Australia. *BMC Public Health*, *15*(1), 1–11. doi: 10.1186/s12889-015-2215-2

Nguyen, T., and Cakanlar, Ö. A. (2016). The influence of culture on impulse buying : A cross-cultural study on impulse buying. *Journal of Consumer Marketing*, Emerald. doi: 10.1108/JCM-03-2017-2139

O'Reilly, M., and Parker, N. (2013). "Unsatisfactory Saturation": A critical exploration of the notion of saturated sample sizes in qualitative research. *Qualitative Research*, *13*(2), 190–197. doi: 10.1177/1468794112446106

Pannucci, C. J., and Wilkins, E. G. (2010). Identifying and avoiding bias in research. *Plastic and Reconstructive Surgery*, *126*(2), 619–625. doi: 10.1097/PRS.0b013e3181de24bc

Pappas, N., and Papatheodorou, A. (2017). Tourism and the refugee crisis in Greece: Perceptions and decision-making of accommodation providers. *Tourism Management*, *63*, 31–41. doi: 10.1016/j.tourman.2017.06.005

Pascoe, Michael. (2018, April 17). Australia's Migrant intake is already being cut. *The Sidney Morning Herald*. Retrieved from https://www.smh.com.au/business/the-economy/australia-s-migrant-intake-is-already-being-cut-20180417-p4za0o.html

Pearson, J. C., Nelson, P. E., Titsworth, S., and Harter, L. (2011). *Human Communication* (4th ed.). New York: McGraw-Hill.

Pemerintah Kota Pekanbaru. (n.d). Sejarah Pekanbaru. Retrieved from http://pekanbaru.go.id/p/hal/sejarah-pekanbaru

Petraki, E., and Ramayanti, I. (2018). Navigating the Indonesian workplace hierarchy: Managers' use of humour as a rapport building strategy. *Journal of Pragmatics*, *134*, 199–209. doi: 10.1016/j.pragma.2018.06.010

Pekanbaru. (2019, January 10). Retrieved from http://www.indonesia-holidays.com/sumatra/pekanbaru.htm

Penduduk Kota Pekanbaru 1.1 juta jiwa. (2019, January 10). Retrieved from http://riaupos.co/19378-berita-penduduk-kota-pekanbaru-1.1-juta-jiwa.html#.XEa9Uh4zZ0y

Pengamat: Perlu pulau khusus untuk tampung pengungsi asing. (2015, June 14). *Berita Satu.* Retrieved from http://www.beritasatu.com/nasional/282419-pengamat-perlu-pulau-khusus-untuk-tampung-pengungsi-asing.html

PKS ingin pemerintah sediakan pulau khusus bagi pengungsi rohingya. (2017, September 03). *Kumparan.* Retrieved from https://kumparan.com/@kumparannews/pks-ingin-pemerintah-sediakan-pulau-khusus-bagi-pengungsi-rohingya

Pulau khusus untuk tampung pengungsi?. (2015, May 15). *BBC.* Retrieved from https://www.bbc.com/indonesia/berita_indonesia/2015/05/150514_indonesia_pulau_pengungsi

Putra, Yudha Manggala P. (2018, February 27). Pekanbaru tampung 1. 176 pengungsi dan pencari suaka. *Republika*. Retrieved from https://www.republika.co.id/berita/nasional/daerah/18/02/27/p4ste4284-pekanbaru-tampung-1176-pengungsi-dan-pencari-suaka

Pop, C. L. (2014). Improving interpersonal communication for a higher quality of

physical activities. *Procedia - Social and Behavioral Sciences*, *116*, 4983–4987. doi: 10.1016/j.sbspro.2014.01.1059

RI disarankan tampung pengungsi Rohingya di Pulau khusus. (2015, May 20). *Viva.* Retrieved from https://www.viva.co.id/berita/dunia/627995-ri-disarankan-tampung-pengungsi-rohingya-di-pulau-khusus

Rubin, R. B., Collado, C. F., and Hernandez-Sampieri, R. (1992). A cross-cultural examination of interpersonal communication motives in Mexico and The United States. *International Journal of Intercultural Relations*, *16*(2), 145–157. doi: 10.1016/0147-1767(92)90015-M

Saunders, B., Sim, J., Kingstone, T., Baker, S., Waterfield, J., Bartlam, B., … Jinks, C. (2017). Saturation in qualitative research: Exploring its conceptualization and operationalization. *Quality and Quantity*, pp. 1–15. doi: 10.1007/s11135-017-0574-8

Schattle, H., and McCann, J. (2014). The pursuit of state status and the shift toward international norms: South Korea's evolution as a host country for refugees. *Journal of Refugee Studies*, *27*(3), 317–337. doi: 10.1093/jrs/fet003

Seers, K. (2012). Qualitative Data Analysis. *Journal of Evidence-Based Nursing*, *15*(1), 2. doi: 10.1136/ebnurs.2011.100352

Shoji Nishimura, Nevgi, A., and Tella, S. (2010). Communication style and cultural features in high/low context communication cultures: A case study of Finland, Japan and India. *Physical Review E - Statistical, Nonlinear, and Soft Matter Physics*, *81*(4), 783–796. doi: 10.2147/opth.s31652

Smith, Josh. (2018, October 17). South Korea denies refugee status to Yemeni asylum seekers. *The Star.* Retrieved from https://www.thestar.com.my/news/world/2018/10/17/south-korea-denies-refugee-status-to-yemeni-asylum-seekers/

Stadler, S. (2019). Laughter and its functions in Japanese business communication. *Journal of Pragmatics*, *141*, 16–27. doi:10.1016/j.pragma.2018.12.011

Taylor, Michael. (2018, March 26). Living in Limbo: Indonesia's refugees face uncertain future. *Thomson Reuters Foundation News.* Retrieved from http://news.trust.org/item/20180326000130-1zmkp

Theelen, H., van den Beemt, A., and Brok, P. den. (2019). Classroom simulations in teacher education to support preservice teachers' interpersonal competence: A systematic literature review. *Computers and Education*, *129*(October 2018), 14–26. doi: 10.1016/j.compedu.2018.10.015

Tubbs, S. L and S. Moss. (2000). *Human Communication* (8th ed.). Boston. McGraw-Hill.

Tubbs, Stewart. L. (2013). *Human Communication: Principles and Context* (13th ed.). New York. McGraw-Hill.

UNHCR di Indonesia. (n.d). Retrieved from https://www.unhcr.org/id/unhcr-di-indonesia

Ustuner, M., and Kis, A. (2014). The Relationship between communication competence and organizational conflict: A study on heads of educational supervisors. *Eurasian Journal of Educational Research*, (56), 23–44. doi:10.14689/ejer.2014.56.5

Viswanath, K., and Bond, Kathleen. (2007). Social determinants and nutrition: reflections on the role of communication. *Journal of Nutrition Education and Behavior*. *39* (2), S20-S24. doi:10.1016/j.jneb.2006.07.008

Wolvin, A. D. (2010). *Listening and Human Communication in the 21st Century*. West Sussex: Blackwell Publishing Ltd.

Yin, R. K. (2011). *Qualitative-Research-From-Start-To-Finish*. New York: The Guildford Press.

Zareen, S., Ali, A., and Junjua, M. A. (2016). Usage of social networking sites: Interpersonal communication motives of youth. *Arts and Social Sciences Journal*, *5*(2). doi: 10.4172/2151-6200.100080