

Qualitative Research Method of Intercultural Contact Adaptation to Cruise Ship Crews from Yogyakarta, Indonesia

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Abstract: Working in a multicultural environment today is a common thing, but the challenge of cultural shock is still something that has yet to find the right solution. This is because each organization is different in dealing with the cultural shock that occurs. The subject of this research is the Carnival cruise ship crew which consists of more than seventy crews from different countries, which is a challenge for crews from Indonesia who work on it. Using qualitative descriptive methods from the results of online interviews with five cruise ship crews who have experience working between three to five contracts. This research is to understand the adaptation process of intercultural communication and the barriers to intercultural communication experienced by Carnival crews from Indonesia. The result of this research is the existence of adaptation by divergence and convergence, both verbal and nonverbal in the adaptation process of intercultural communication. These results can enrich the theme in the umbrella of qualitative research models in the field of communication science as well as related theories from human science about intercultural social life. This relationship is understood to be useful from a practical aspect, especially for prospective cruise ship crew before starting their adventure working on a cruise ship.

Keywords: Accommodation Theory, Adaptation, Carnival Cruise Ship Crew, Intercultural Communication, Multicultural Society

I. INTRODUCTION

In carrying out their work, they do not work alone, but others are directly or indirectly involved in the work being carried out. Humans carrying out their work need responsibility for the relationship they experience. This involvement in relationships and communication with others is a basic human act; the act of communication, in addition to the instrumental action. Communication is one of the ways for humans to adapt. With the right approaches, adaptation to a new environment can be quickly overcome.

Humans as well as individuals are also part of the organization. An organization, its form requires a value-building to sustain and direct its members towards progress, be it religious or the noble values of its ancestors. Because humans are part of an organization or society, the basic value of humanity is how they can socialize, gather, and create in an emotional (communal) building. In Kant and Hegel's view, society is implemented more "naturally as a collective manifestation of knowledge, reason, and identity of a nation" (Jürgen Habermas, 2011).

There are more than 50 years of research analyzing human adaptation to new cultures. Over the years these models have developed to better explain this phenomenon. Initially, Lysgaard(1955) found that adaptive experiences are a continuous process. Oberg (1960) in English and redefined the stages of the 1955 U-shaped Lysgaard model. Oberg's version also starts with a "honeymoon" stage of enthusiasm and fascination with a new location. Rather than having a "crisis," Oberg suggests that unwillingness, something will happen to employees that leave individuals feeling alone and losing the comfort and familiarity of the home. At this time, ex-pats are sliding down the curve, entering a period of "culture shock." Oberg uses the term "culture shock" to describe the feelings, confusion, and demands that may occur when someone comes into contact with a new culture.

Once the individual starts experiencing emotions, he or she is at the bottom of the "U-curve" At this point, a person experiences the most difficult period of the entire adaptation process (Jacobson, 1963; Kepler, 1983, Lysgaard, 1955; Torbion, 1982). Oberg (1960) modification and redefined adjustment are the three of these models. These include employee integration and the enjoyment of a new culture (Nash, 1967). Adjustment occurs when an ex-pat realizes that to be successful, he must learn to make the best of a new culture. Over time, successful adaptations are achieved with sufficient information about the host country and culture. Glanz, L., Williams, R., &Hoeksema, L. (2001) take a different perspective on this phase of the process and show that individual experience is an attempt to build a "sense of coherence" with a new culture.

This study aims to look at the mechanism of intercultural communication and recognize intercultural barriers based on Yogyakarta's Carnival cruises crews. This thesis has been carried out to enrich the theme in the system model of research in the field of communication science, which is also linked to human science theories about life and is useful in its practical aspects, and the results of this study can help and provide additional feedback, especially in terms of preparation for adaptation.

II. LITERATURE REVIEW

Many studies on cruise ships theme have been carried out since cruise ships existed, such as (Radic, A., 2019) highlighting the safety of the crew, (Sehkaran, SN, & Sevcikova, D., 2011), (Radic, A., et al., 2020) (Leff, JH, 2019), (Gibson, P., & Perkins, L., 2015) (Jeong, JY, & Hyun, SS, 2019) (Yang, G., et al, 2008) (Kaminakis, K., et al, 2019) highlight lifestyle, social life on cruise ships. Meanwhile, (Huang, J., & Hsu, C. H., 2009) (Dennett, A., 2018) investigated interactions on cruise ships. This study focuses on the intercultural adaptation process from the communication side from the perspective of Indonesian crews from the Central Java region.

Culture is a way of life that is developed and shared by a group of people and is passed down from generation to generation. Culture is made up of many complex elements, including religious and political systems, customs, language, tools, clothing, buildings, and works of art. Not all members of a culture have all cultural elements together. Besides, a culture will change and evolve. However, a set of characteristics shared by a group as a whole can be traced, although it has changed a lot, from generation to generation (Tubbs and Moss: 2005).

Communication becomes intercultural when participants come from at least two different cultures (Chen, Starosta 1998). Culture is considered as the identification of a group, that in intercultural interactions people identify themselves as different cultural identities (Collier, 1989). (Kim, 2001), viewing each other as having different cultural identities is what differentiates intercultural from intracultural communication. In intercultural interactions, the interlocutors view each other not as representatives of cultural groups rather than as individuals. (Kim, 2001)

In intercultural encounters, interactions have different expectations and interpretations of people's behavior and as a result, communication becomes more unpredictable and problematic (Lustig & Koester, 2003). The likelihood of miscommunication and conflict increases because of differences in values, attitudes, and beliefs that come from a culture (Chen, Starosta 1998). Cultural differences are often depicted with iceberg images that show how some differences are more observable than others that lie beneath the surface.

Accommodation theory explains how and why we adapt our communication behavior to the actions of others. (Littlejohn S.W. and Karen A. Foss, 2009). Accommodation as the ability to adjust, modify, or regulate one's behavior in response to others. Accommodation is usually done unconsciously. A person tends to have an internal cognitive script that is used when talking to other people. (West, Richard & H. Turner, Lynn., 2010)

Coupland, N., Coupland, J., & Giles, H. (1991) defines convergence as a "strategy in which individuals adapt to each other's communicative behavior" People will adapt to speech

rates, pauses, smiles, eye gaze, and other verbal and nonverbal behaviors. Convergence is a selective process; one person does not always choose to use a convergent strategy with others. When people converge, they depend on their perception of other people's speech or behavior.

Giles mentioned that accommodation is an optional process in which two communicators decide whether to accommodate, one, or both. Giles believes that speakers sometimes highlight verbal and nonverbal differences between themselves and others. He calls this divergence. Divergence is very different from convergence in that it is a process of dissociation. Instead of showing how two speakers are alike in terms of speed of speech, attitude, or posture, divergence is when there is no attempt to show the similarities between the speakers. In other words, two people talk to each other without any worries about accommodating each other.

This research focuses on the study of the adaptation of intercultural communication along with its obstacles so that the results of this study can be useful for the Carnival crew and prospective crew who will depart for sailing. Communication adaptations will be studied by presenting Howard Giles' Accommodation theory.

III. METHODOLOGY

This research was conducted during the Covid-19 Pandemic, where all movements were strictly regulated. Conducting face-to-face interviews is impossible. Data obtained via an interview via WhatsApp Video call application. Respondents were selected by purposive sampling, the researcher knew one of the informants who worked as a Carnival crew member (Etikan, I., et al., 2016), for the next informant was obtained from the first informant's information (snowball sampling). The interview transcripts were then analyzed using analytical techniques. Theoretical coding which requires three phases of coding, namely open, axial, and selective. The results of this selective coding that will be described are the results of this study.

Table 1. Informant Table

No	Informant	Departemen	Length of work
1	J. Hariyadi	F & B Dept	4 contracts
2	F. Kusuma	Housekeeping	3 contracts
3	N. Santoso	Housekeeping	5 contracts
4	N. Kurnia	F & B Dept	4 contracts
5	T. Bangsa	Housekeeping	3 contracts

The analysis technique used uses thinking (Miles and Huberman, 1994) which is called an interactive model. The researcher implements the inductive principle, taking into account existing data patterns or trends in the presentation of the data that has been made. Conclusions will be drawn when the researcher has analyzed all available data. In connection with this, the researcher still has to confirm, sharpen, or revise

the conclusions that have been made, to conclude. To increase the credibility of the research, researchers used several triangulation techniques, namely the subject, data, and researcher triangulation techniques. In subject triangulation, researchers use several subjects to get objective answers related to the phenomena they experience. Meanwhile, the data triangulation that the researcher uses to increase the credibility of the research is by using several data collection techniques, namely individual and group interviews (informants are brought together in a video conference session through the Whatsapp Video call application).

IV. RESULT AND DISCUSSION

When a person interacts with other cultural groups, he brings his cultural identity. This identity can be in the form of behavior and language. There is nothing wrong with cultural identity and there should be no need to feel inferior when one encounters another culture. However, sometimes groups of cultures when interacting with other cultural groups feel insecure about their language and dialect. They tend to reduce or even eliminate these languages and dialects in their daily interactions. In this case, this results in an accommodation process, where cultural groups who feel inferior then try to accommodate cultural groups that are considered higher in the form they understand.

Based on disclosures from informants who have worked for several years on the Carnival Cruise Line, they seem to have mastered the conversational language on the cruise ship which tends to be mixed between English, Indonesian, Italian, Spanish, Filipino, and other languages. of the use of words expressed by informants is called convergence that H. Giles and his colleagues have established in a general observation that communicators often imitate one another's behavior. They call it convergence. This synchronization is of course done to achieve effective communication when communicating with people in the environment where they work. All informants revealed that when they were on the cruise for the first time they had not adapted well and they experienced a culture shock. Things like this are natural to experience when someone is in a new environment. Adaptation to culture is mainly done so that things that can become obstacles in communication can be avoided.

Kim (2001) sees the adaptation process as a spiral, whereby each new experience in the host culture adds to self-development. Every time an individual experiences a situation where old cultural patterns do not function, an individual will experience a certain level of stress, which comes from feelings of confusion. Negative stress often activates a defensive response, which means the individual may try to keep old habits and reject the new culture. But over time and with some effort, individuals may begin to respond to new environments by changing their behavior, which then gradually leads to adaptation and development.

Regarding the adaptation process, when Indonesian crews start living and working in a new place, they will feel a cultural difference with Indonesia as their home country. For this reason, to live with a different culture, the Indonesian crew must be able to adapt to the culture on the cruise ship. In this section, the researcher will look at the adaptations made by Indonesian crews after living on a cruise ship. The following will present the findings of researchers regarding the adaptations made by the Indonesian crews when they first lived on a cruise ship.

Convergence

During communication, people will try to accommodate or adjust their speaking styles with others. Giles, Nikolas Coupland, and Justine Coupland (1991) define convergence as "a strategy in which individuals adapt to each other's communicative behavior". Convergence occurs when there is a great need for social approval, often from powerful individuals

A. *Adjustment to the Environment*

When Indonesian crews start living on cruise ships, they must be able to interact with other crews in the environment so that they can adapt well, so that work operations are not interrupted. To adjust to the new environment, Indonesian crews try to make adjustments to the environment on the cruise ship in the form of food and weather.

Food

The adaptation to food experienced by Indonesian crews is more about taste, from the results of the research it was found that in addition to taste, adaptation was also related to the readiness of the stomach to digest food. Almost all Indonesian crews have fewer problems with taste but more with stomachache after eating it. Several other Indonesian crews have difficulty choosing halal food prepared on the cruise ship.

1) *Taste of Indonesia*

White rice, potatoes, pasta, and typical Indian bread I forgot the names are all provided at the counter, for the side dishes there are meat or chicken, seafood or fish and are complemented by vegetables either in the form of salads or vegetables that have been cooked Indonesian-style vegetables even though they taste at all different from the mother's cooking at home. All crew is free to take whatever food is there. So it's not limited to Pasta food only for Italian crews, Adobo food for Filipino crews, and so on. (Informant 3)

Even though the food is served completely and there are several foods with the label "Indonesian Food", Indonesian crews feel uncomfortable with taste problems, especially for crews who have just arrived on a cruise ship. (Informant 1)

2) *Halal food*

Indonesian crews who are Muslim, on the cruise ship still maintain the prohibition in their belief, namely to consume

halal food. Visibly, the food is separated and differentiated, both the container and the place are slightly far apart for food from processed pork with other processed foods such as fish, non-pork meat, or poultry. However, some Indonesian crews questioned how to process it, down to the tools used to cook it.

"..., For that food, I find it difficult to choose Halal Food. So in the beginning, I chose to eat pasta, it turned out that in the pasta with Carbonara sauce, there were bacon bits, namely smoked pork cut into small pieces for the sauce. After he finished, it felt good, he was told by a Pakistani friend 2 days later when I met him at the Mushola. (Informant 5)

This is a challenge faced by Indonesian Muslim crews who work on cruise ships in adapting to the environment, especially the problem of halal food on cruise ships. Several crews from Indonesia adjusted their food needs by bringing dry side dishes from Indonesia. Either cook it yourself or there is also a way to ask for help from other Muslim cooks to prepare the food by giving a reward for this.

b. Weather

Cruise ships that always sail from one place to another provide an experience as well as a challenge with adaptation to the climate and weather in each city they stop in. Following are the results of interviews with Indonesian crews in adapting to the weather while working on a cruise ship;

..., and unlike in Indonesia, when I was in Alaska, even though it was the only summer there, it was still all ice as far as the eye could see. According to people in Alaska, when winter comes, apart from the ice, the oceans and rivers are completely frozen, so that no ships can sail there. All crew was also given cold clothes, complete from jackets, gloves to sunglasses. So, the weather while on the cruise ship is not very pronounced, but when you leave the ship, the temperature is below -10 Celsius., very cold. " (Informant 4)

Indonesian crews experience their adaptation pattern by not getting out of the ship as long as the weather outside is less or not suitable for the prevailing weather in Indonesia, or by wearing thick clothing as a way of dealing with very cold weather when outside a cruise ship, for areas with scenic views. Ice alone, in addition to thick clothes, also wear sunglasses to avoid snow-blind. Apart from climate-related weather problems, working on a cruise ship also has other challenges with weather, which is very specific only to cruise ship crews, namely sea-sick or seasick. This is reflected in the following research results:

Seasickness is very torturous and embarrassing because we can vomit anywhere, vomiting while in the room is not a problem, but when we work, it is very - very embarrassing and disturbs the comfort of passengers and other crew. Even to avoid that first time, I ran back when I was in the middle of chatting with a passenger. Immediately I just stayed, after returning and relieved I went and apologized to my guest and told me what happened. " (Informant 2)

To overcome the condition of seasickness or seasickness, the Indonesian crew adapted by taking a break, drinking hot tea, eating seasickness pills, eating green apples, salty crackers, and having a big meal before starting their activities on the cruise ship.

"If seasickness, there we are given warm tea, salty crackers, and green apple. The point is we have to eat before work if the stomach is empty we will get seasickness. For food like I mentioned earlier, yes, bring some Indonesian food, even though you have to wrap it neatly because it is often confiscated by Immigration officers. " (Informant 3)

Language Adjustment

Language is the number one difficulty because mastery of a language other than English is an important thing, besides English itself, when used by crews from other countries, it has a different pronunciation and sometimes a different meaning than what the Indonesian crew knows. Before coming to the cruise ship, almost all Indonesian crews tried to study, but it was not as easy as imagined. The only thing that makes Indonesian crews sure that they can work on a cruise ship is, to work, they don't need any other foreign language, English is enough. However, because they will be staying on the cruise ship for quite a long time, the Indonesian crew must be able to communicate in a language other than English, even though it is limited.

Use English and Indonesian

From the statements of several informants consciously trying to adapt to the behavior of using English and Indonesian, this was done by both Indonesian crews and crews from other countries on board the ship.

"Indonesian is not too difficult. You could say that Indonesian is easy. This means that it is easy to learn to communicate daily. Some of the crew speak Indonesian, but it is not very fluent either, only a few words to greet each other, ask how they are, and other short sentences, so I speak Indonesian when greeting and communicating with them. For crews from Singapore and Malaysia, they speak Malay so it is somewhat similar to Indonesian too.' (Informant 2)

If fellow crew who are familiar sometimes I use mixed Indonesian with English to them, I try to make a few conversations but it's simple like 'what are you up to?' 'Where are you going'. Or jokes like 'you again' (Informant 5)

Use English and Other Crew Languages

The use of English and other languages simultaneously was carried out by Indonesian crews in communicating onboard the cruise ship. So that Indonesian crews and crews from other countries also feel appreciated and feel comfortable when communicating.

..., even my supervisor is nice, even though he is a Filipino person he sometimes assigns tasks to use Indonesian, and I sometimes answer him in Filipino. (Informant 1)

The use of mixed languages apart from English using other crew languages is one of the strategies used by Indonesian crews to adapt to other crews on cruise ships. This is quite effective, seen from the results of the interview above, the feeling of comfort and feeling of being appreciated when interacting between cruise ship crews.

B. Behavior Adjustments

1) Work habits

The behavior adjustment made by Indonesian crews after observing other crews is a big asset when it comes to interacting with other crews directly.

"(German crew) Although they are known to be stiff and not easy to talk to, they are very easy to ask for help and will do it with totality. On-time, on appointment and planned are the basic characteristics that characterize them. They are very focused and rarely talk unnecessarily while at work. So yes, the atmosphere became quiet, we all focused on working on completing our respective tasks, finally, I became used to this condition." (Informant 3)

2) After working hours Habits

The habits that are carried out by crews other than those from Indonesia outside of working hours make the atmosphere more intimate and less formal like when working, this makes the crew interact with each other by adjusting to these habits.

"... Italian crew likes to be greeted first, when we meet again they will greet us even though we don't. Greetings Buongiorno = good morning when you meet other people. The call Signor (father) or Signora (Mother) is used to greet someone. Finally, I often greet them first following their habits." (Informant 1)

Observation with habit patterns made by other crews outside of working hours is another strategy used by Indonesian crews in adapting to other crews outside working hours, socialization becomes more familiar after Indonesian crews know the habits of other crews on cruise ships, so that Indonesian crews able to prepare themselves and not be awkward with new habits that have occurred or those carried out by other crews.

Divergence (Vocal Pattern)

Accommodating or adjusting speaking style, Indonesian crews use divergence strategies with crews from other countries. Giles, Nikolas Coupland, and Justine Coupland (1991) define divergence as a strategy used to highlight verbal and non-verbal differences among communicators. Groups with strong cultural pride often use divergences to suppress group identity.

Vocal pattern adjustment is one of the things done by Indonesian crews when having conversations with other crews. In this study, the researchers found that there were several things that Indonesian crews did concerning adjustments when having conversations with other crews,

namely:

1) Non-Verbal Elements

Vocal adjustments from non-verbal elements such as gesture, movement, facial expressions, posture, eye contact are other strategies that Indonesian crews do to accommodate when talking to other national crews on a cruise ship. Accommodating differences in non-verbal language habits is one of the strategies applied by Indonesian crews on cruise ships, by accepting these differences, in the end, negative stereotypes about other crews are reduced or even completely lost.

..., holding my head, because what I did was good. Even though Nach feels uncomfortable with his head being held - tapped, but I understand that it is their culture, finally, I have to adjust myself that holding the head is a form of appreciation and congratulations with body language that is conveyed to us. So whether it is polite or not is just a different kind of acceptance, in my opinion. (Informant 2)

"..., and there are some words that I don't understand they use their hands to explain what is meant. If the crew from India seems to be their original nature, when speaking they shake their heads - shaking their heads sometimes they even move their whole body, the Filipino crew when showing a direction, their faces especially their mouths follow the direction they are pointing at. (Informant 4)

Indonesian culture in particular and Asian culture in general when speaking there is a tendency to bow their head and avoid direct eye contact, this is related to ethics, Eastern courtesy, whereas in the western world in general avoiding eye contact with the interlocutor is a form of disrespect, belittling, against them or do not appreciate what is said.

Non-verbal communication is used to strengthen or give meaning to verbal communication in other words that non-verbal communication plays an important role in supporting verbal communication, such as convincing someone with facial expressions, eye contact, body gestures, and others.

Verbal Elements

Articulation, grammar, intonation, tone, speed of speech, differences in pronunciation, became a challenge when there was communication between Indonesian crews and other crews.

"... Indians have strange vocals, but fortunately, I'm not surprised anymore, because I often watched Indian films back in Indonesia. Unlike his counterpart from the Philippines, his vocals are very foreign to the ears, and for his English, none of them are really good. We all communicate properly, the important thing is to know each other, understand each other. For my supervisor, he speaks in a deep voice and is like a person muttering, so there is some time for me to digest what he said before answering." (Informant 5)

“..., with time, I have come to understand that the intonation of Europeans and Americans is a little higher than us Indonesians, and they do not hesitate to warn us if we are wrong. And also holding my head, because what I did was good. Nach, although uncomfortable with his head being held - patted, but I understand that it is their culture. So whether it is polite or not is just a different kind of acceptance, in my opinion. (Informant 2)

The results show that there is an agreement with the accommodation theory developed by Giles, Nikolas Coupland, and Justine Coupland (1991). The adaptation made by Indonesian crews on cruise ships is the convergence strategy, namely environmental adjustments, language adjustments, and behavior adjustments with other crews. While the divergence strategy is through adjusting vocal patterns both verbally and non-verbally, where during the communication, the Indonesian crew will try to accommodate or adjust their speaking style with other crews.

Forms of Intercultural Communication Adaptation

The findings of language skills other than English show that Indonesian crews try to use other crew languages as a language to communicate to support them in having strong relationships with other crews. Indonesian crews as communicators try to speak other crews even though they will only choose simple words and sentence structures when talking to other crews. In this way, the success in interacting is more evident, because the findings show that other crews feel happy and appreciated by the Indonesian crew so that the relationship becomes more fluid and intimate.

Table 2 Result and Finding

Aspect	Findings	Context of Findings	Analysis of Findings
Convergence	Environmental Adaptation	Food	Indonesian crews is able to organize itself to adapt to the new environment so as to achieve a harmonious relationship between itself and the surrounding environment.
		Weather	
	Behavior Adaptation	Behavioral habits	There is awareness that living in a new social environment must be able to adapt to the behavior of other
	Language	Using another crew language	Language is used as a means of integration so that Indonesian crews can be accepted in a new environment
Simultaneously use English and other crew languages		Simultaneously use English and other crew languages to make it easier to adjust.	

Divergence	Vocal Pattern	<ul style="list-style-type: none"> • Verbal Indonesian Crew try to adjust Articulation, Grammar, • Non Verbal 	<ul style="list-style-type: none"> - Shows the effort of the Indonesian crew to adapt to other crew vocal patterns as communicants -Shows language skills limitations - Indonesian crews learn the habitual gestures of other crew when speaking, this knowledge is used in interactions with other crews so that misperception does not occur.
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When the Indonesian crew manages the anxiety and uncertainty they face, it is more at the cognitive level, while the adaptation stage is more at the behavioral level. The key to understanding how individuals are in a conversation is to understand individuals in their role as communicators and how communicators process the messages received (Littlejohn and Foss, 2011)

To make adjustments, Indonesian crews use Convergence and Divergence strategies when making adjustments, namely Indonesian crews highlight language differences (verbal) when interacting with other crews on a cruise ship where both verbal and non-verbal communication cannot be separated because non-verbal communication plays an important role in supporting verbal communication such as convincing someone with facial expressions, eye contact, body gestures, and others. The eye is a tool of the five senses that is useful for seeing. Eyes are important in the non-verbal communication process.

Meanwhile, there is a gap between Indonesian culture in particular and Asian culture in general with western culture, namely, America and Europe. Indonesian and Asian crews when speaking there are a tendency to bow their heads and avoid direct eye contact, this is related to ethics, Eastern politeness, whereas in the western world generally avoiding eye contact with the interlocutors is a form of disrespect, belittling them or not. appreciate what is said.

V. CONCLUSION

From the research results, the adaptation made by Indonesian crews on a cruise ship when communicating with other crews after being able to identify the habit of speaking becomes comfortable and more familiar. For some sentences that were not understood, the Indonesian crew asked about it and also asked for a repetition of talking to other crew who spoke too fast.

Communication carried out in everyday life includes verbal and non-verbal communication. Verbal communication is the

process of delivering information from communicators to communicants in oral and written form. Meanwhile, non-verbal communication is the process of delivering messages in the form of sign language which is usually in the form of body language or body gestures, facial expressions, eye contact, and others.

Communication used in everyday life is verbal communication followed by non-verbal communication. Verbal communication cannot be separated from non-verbal communication because non-verbal communication plays an important role in supporting verbal communication such as convincing someone with facial expressions, eye contact, body gestures, and others. The eye is a tool of the five senses that is useful for seeing. Eyes are important in the non-verbal communication process. Eye contact provides social and emotional information. A communicator and a communicant were easier to understand the information conveyed when using both forms of communication. Emotions can be expressed through facial expressions but are more reassuring to someone through eye contact. The communication adaptation that exists on the cruise ship also shows that when the interaction takes place, the two elements combine, namely the Verbal element and the Nonverbal Element, which are carried out simultaneously.

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