

Improving Interpersonal Communication Capability Of Indonesian Workers In South Korea

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Abstract.

The aim of this community activity is as an effort to improve the interpersonal communication skills of Indonesian workers (TKI) in South Korea. Good interpersonal communication skills are an important key in adapting to different cultural work environments and building effective relationships with colleagues, superiors and the surrounding community. The method used is online counseling. The targets are migrant workers who work in South Korea. The problem solving model used includes: identifying factors that influence the interpersonal communication skills of migrant workers in South Korea, such as differences in language, culture and communication norms. The results and discussion include a review of strategies and approaches that can be used to improve the interpersonal communication skills of migrant workers, including communication skills training, use of modern communication media and increased cultural understanding. Apart from that, this activity has provided important insights for the government, labor placement agents and TKI themselves in their efforts to improve work quality, adaptation and social interaction in their respective work environments.

Keywords: interpersonal communication, TKI and South Korea.

I. INTRODUCTION

Migration of Indonesian workers (TKI) abroad, including South Korea, has become a significant phenomenon in the last few decades. South Korea is one of the main destinations for migrant workers who are looking for work opportunities and a better life. Even though TKI have the skills and technical knowledge required in their profession, the main challenge they face is in terms of interpersonal communication with local communities (Misnan et al., 2020). The effective interpersonal communication is an important element in forming good relationships between migrant workers and South Korean society. However, differences in language, culture and social norms often become significant obstacles in achieving this. TKI often face difficulties in communicating with co-workers, superiors, neighbors and society in general. Lack of interpersonal communication skills can hinder social integration, limit employment opportunities and affect the psychological well-being of migrant workers (Maharani, 2016). Additionally, the importance of strong interpersonal communication skills in the work context cannot be ignored. TKI who are able to communicate well will be better able to understand instructions, collaborate in teams, build strong professional relationships and increase work productivity. Therefore, improving the interpersonal communication skills of migrant workers in South Korea is an urgent need (Zakiah et al., 2019). Through community service activities, it is hoped that this will become a concrete effort to improve the interpersonal communication skills of migrant workers in South Korea.

By identifying the challenges faced by migrant workers in communicating with local communities, relevant steps and strategies can be formulated and implemented. Improving interpersonal communication skills will help migrant workers interact more effectively, expand their social networks and achieve success in their work environment. Apart from individual benefits, improving the interpersonal communication skills of migrant workers will also have a positive impact on relations between Indonesia and South Korea as a whole. By establishing better communication between migrant workers and the people of South Korea, closer cooperation, mutual understanding and respect will be created between the two countries. In this context, this community service activity aims to make a real contribution in improving the interpersonal communication skills of migrant workers in South Korea and help them face the challenges they face in interactions with local communities. The steps and strategies that can be implemented to improve the

interpersonal communication skills of migrant workers in South Korea include learning Korean, involvement in social activities, speaking practice, use of technology, understanding Korean culture, looking for work opportunities that facilitate interaction with the community.

Korea, development of non-verbal communication skills and establishing relationships with Korean people. Through this comprehensive approach, it is hoped that migrant workers can overcome communication barriers and improve their ability to interact with local communities (Sulistiyono et al., 2021). In addition, this article discusses the importance of understanding Korean culture in improving interpersonal communication skills. Korean culture has distinct norms and customs, and a deep understanding of this culture will help migrant workers communicate more effectively, respect local customs and build good relationships with Korean society. In the context of community service, this article also explains how to engage in volunteer activities and utilize online resources to support the learning and growth of interpersonal communication skills of migrant workers in South Korea. By improving interpersonal communication skills, it is hoped that migrant workers can achieve greater success in their work environment, expand social networks and build positive relationships with the local communities where migrant workers work. (Muhammad, 2017).

II. AUDIENCE TARGET

The target audience for this community service activity is as follows:

1. Indonesian Workers (TKI) in South Korea.
This activity is aimed at providing guidance and strategies to migrant workers who work or will work in South Korea. They are the main group who will directly benefit from improved interpersonal communication skills.
2. Related organizations and institutions.
Organizations and institutions involved in the placement and protection of Indonesian Migrant Workers, such as the Ministry of Manpower, the National Agency for the Placement and Protection of Indonesian Migrant Workers (BNP2TKI), as well as related local government institutions, are important target audiences. The results of this activity can provide insight and recommendations in designing policies, programs and training aimed at improving the interpersonal communication skills of migrant workers in South Korea.
3. South Korean society.
South Korean society is also a target audience. By understanding the challenges and efforts made by migrant workers in improving their interpersonal communication skills, it is hoped that South Korean society can better understand and support the social integration of migrant workers. South Korean society can also play a role in helping migrant workers practice and apply interpersonal communication skills.
4. Education and training institutions.
Educational institutions, such as Korean language training institutions and vocational education institutions, are also important target audiences. This article can provide input for them in designing more effective curriculum and learning strategies to improve the interpersonal communication skills of migrant workers before and while working in South Korea.

By targeting these groups, this activity is expected to provide significant benefits in improving the interpersonal communication skills of migrant workers in South Korea. Moreover, this activity is expected to facilitate social integration and encourage better relations between migrant workers and South Korean society.

The following is the problem solving model used to improve the interpersonal communication skills of migrant workers in South Korea:

1. Identify Communication Challenges (Karuniasari, 2015).
The first step is to identify the main challenges faced by migrant workers in communicating with South Korean society. This is done through interviews or case studies to understand communication barriers

that often arise, such as language differences, cultural differences or lack of interpersonal communication skills. This was conveyed by several speakers with academic and practitioner backgrounds.

2. Improved Communication Skills (Yazid, 2017).

On the occasion of the implementation day, tips on interpersonal communication skills were given, such as the skills to convey messages clearly, listen actively and build good relationships.

3. Involvement in Social Activities (Karuniasari, 2015).

Encouraging migrant workers to get involved in local social activities can help them practice interpersonal communication skills in real contexts. Thus, the service recommends that migrant workers involve themselves with voluntary organizations, community groups or certain communities in South Korea that suit their interests. The strategic goal is to enable interaction with local communities and expand social networks.

4. Use of Technology.

Technological advances and internet access can be utilized to support the learning and growth of interpersonal communication among migrant workers. In this activity, recommendations are provided regarding applications, online learning platforms or other digital resources that can help migrant workers gain language knowledge, vocabulary and interpersonal communication skills (Sulistiyono et al., 2021).

5. Understanding Korean Culture.

Even though in the core service activities there are no special Korean language training sessions, tips for building effective interpersonal communication recommend a Korean cultural "campaign". It includes information about Korean traditions, social norms, customs and cultural values. Providing a comprehensive understanding of Korean culture can certainly help migrant workers avoid misunderstandings, respect local customs and improve good relations with the surrounding community.

6. Collaboration with Related Parties.

The awareness of involving various related parties, including the government, non-governmental organizations, educational institutions and companies, in an effort to improve the interpersonal communication skills of migrant workers in South Korea is becoming urgent. At the end of the activity, the service also provided recommendations for building collaboration with related parties in providing training programs, resources and other support services.

III. RESULTS AND DISCUSSION

Results

a. Identify Communication Challenges:

- Language differences are the main challenge faced by migrant workers in South Korea. In this situation, migrant workers often have difficulty understanding and using Korean fluently.
- Cultural differences between migrant workers and South Korean society also become obstacles in interpersonal communication. Different cultural norms, values and customs can cause misunderstandings and discomfort when interacting.
- Lack of interpersonal communication skills is also a problem faced by migrant workers. They may not be skilled at conveying messages clearly, listening actively or building good relationships with others (Mahardika, 2021).

b. Language Learning and Communication Skills:

- The recommendation is to provide an intensive Korean language learning program tailored to the daily communication needs of migrant workers. This program may include language courses, conversation training and practical exercises to improve mastery of the Korean language (Sintowoko, 2021).
- In addition, training in interpersonal communication skills is also very important. Migrant workers can be trained in the skills of conveying messages clearly, listening actively and building good relationships with others.

c. Involvement in Social Activities:

- Migrant workers can be encouraged to get involved in local social activities that suit their interests. This includes participation in voluntary organizations, community groups, or specific groups in South Korea that can help them interact with local society (Sutherland et al., 2022)
- Through involvement in social activities, migrant workers have the opportunity to practice interpersonal communication skills in real-life contexts, build wider social networks and gain a better understanding of Korean culture.

d. Utilization of Technology:

Technology and digital resources can be utilized to support the learning and interpersonal communication growth of migrant workers. These recommendations include the use of Korean language learning applications, online learning platforms and other digital resources that can help migrant workers improve their communication skills (Karuniasari, 2015)

e. Understanding Korean Culture:

- It is important for migrant workers to have a deep understanding of Korean culture. This may include information about Korean traditions, social norms, customs and cultural values.
- By understanding Korean culture well, migrant workers can avoid misunderstandings and conflicts that may arise due to cultural differences. This will also help them communicate more effectively and build harmonious relationships with South Korean society (Yazid, 2017).

Discussion

The problem solving model proposed in this activity has a comprehensive understanding of improving the interpersonal communication skills of migrant workers in South Korea. By identifying key communication challenges, such as language differences, cultural differences and lack of interpersonal communication skills, concrete steps can be taken to overcome the problem. The proposed approach includes language learning and communication skills, involvement in social activities, use of technology, understanding Korean culture and collaboration with related parties into communication strategy nodes that can be unraveled one by one, so that alternative priorities emerge. By providing an intensive Korean language learning program tailored to daily communication needs, TKI will be able to improve their mastery of the Korean language. Interpersonal communication skills training is also important so that they can become more effective communicators and be able to establish good relationships with the community in the workplace. Through involvement in social activities, migrant workers have the opportunity to interact with local communities, develop interpersonal communication skills and expand social networks. On the other hand, the use of technology, such as language learning apps and online platforms, can be a useful resource in gaining language knowledge and improving communication skills. Furthermore, having an understanding of Korean culture is important in improving interpersonal communication.

By understanding Korean traditions, social norms and cultural values, migrant workers can avoid misunderstandings and build better relationships with local communities. Furthermore, collaboration with related parties, such as the government, non-governmental organizations, educational institutions and companies, can provide the necessary support in providing training programs, resources and services to improve the interpersonal communication skills of migrant workers. This collaboration will strengthen efforts to achieve the set goals. By applying this problem solving model, it is hoped that migrant workers in South Korea can overcome their communication challenges and improve their ability to interact with the local community. This will have a positive impact on their work environment, employee relationships and their overall quality of life. Looking for job opportunities that allow interaction with Korean people is certainly very conducive. If possible, seeking employment opportunities in an environment that allows direct interaction with Koreans will have a very positive future impact. By working in the hotel or restaurant industry, of course you can provide wider opportunities to improve your communication skills with Korean guests or customers on a regular basis.

Next is improving non-verbal communication skills. Interpersonal communication also involves non-verbal skills such as body language, facial expressions and eye contact. Observing Korean people's habits in certain social situations can provide insight into their non-verbal communication culture. Therefore, an open attitude is very important. Through friendships and daily interactions, migrant workers will have more opportunities to practice interpersonal communication. Apart from all the descriptions of challenges that we have conveyed, it is worth remembering that improving interpersonal communication skills requires time and patience. Continuing to practice and interact with Korean people will help TKI achieve better progress.

Additional information regarding strategies to improve the interpersonal communication skills of migrant workers in South Korea:

a. Using Korean social media.

Being active on Korean social media platforms, such as Facebook Korea, Instagram Korea, or Naver, can help TKI engage in South Korean online communities. This will provide an opportunity to interact with Korean people, learn everyday expressions, and understand trends and topics that are popular in South Korea.

b. Pay attention to the business context.

If TKI work in a business environment, it is important to understand applicable business etiquette and communication rules. TKI must learn how to communicate effectively in a professional context, such as using polite language, appropriate greetings and using respectful language towards superiors or clients.

c. Not haunted by the fear of making mistakes.

Improving interpersonal communication skills requires practice and along the journey, one may make mistakes. There is no need to panic or be afraid of trying to speak Korean and making mistakes. Mistakes are a normal part of the learning process and Koreans generally appreciate efforts to communicate in their language.

d. Stay open to feedback.

The Migrant workers must also accept feedback gracefully and take it as an opportunity to improve their interpersonal communication skills. If someone provides suggestions or constructive criticism, it must be accepted as input and then used to continue improving abilities.

A recommendation that is also very important is advocacy and protection of the rights of migrant workers. Apart from improving communication skills, it is also very important for stakeholders to pay attention to protecting the rights and welfare of migrant workers in South Korea. In this activity, recommendations and steps were also presented to increase awareness about the rights of migrant workers, strengthen labor protection regulations and ensure that there is an effective mechanism for handling complaints and violations of the rights of migrant workers. By considering these additional details and considerations, this service activity has provided comprehensive guidance in improving the interpersonal communication skills of migrant workers in South Korea.

IV. CONCLUSION

Based on the analysis carried out, it can be concluded that interpersonal communication skills are a key factor that can increase the adaptation and success of migrant workers in South Korea. Effective communication allows migrant workers to interact with co-workers, superiors and the local community better, thereby increasing their career opportunities and well-being. Although several steps have been taken to improve the communication skills of migrant workers, there are still challenges that need to be overcome. Interpersonal communication skills are a critical aspect in the adaptation and success of Indonesian Migrant Workers (TKI) in South Korea. Effective communication plays an important role in facilitating social interactions, obtaining information and building good relationships with colleagues and the local community. The challenges that must be faced are differences in culture, language and social norms.

In overcoming this challenge, it is very important to implement a holistic approach that includes aspects of education, training and protecting the rights of migrant workers. A strong pre-departure education program, developing partnerships with local education and training institutions and utilizing technology and digital resources can provide a strong foundation for migrant workers in improving the communication skills

of migrant workers before and while working in South Korea. Apart from that, protecting the rights of migrant workers and continuous monitoring of the programs implemented are also important factors in maintaining welfare and justice for migrant workers. By adopting a comprehensive approach and involving various stakeholders, the interpersonal communication skills of migrant workers in South Korea will be significantly improved. This will contribute to increasing adaptation, career opportunities and welfare of migrant workers in a multicultural and multilingual work environment.



Fig 1. Post Implementation of Community Service Activities



Fig 2. Post Implementation of Community Service Activities

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