

OPTIMIZING VOLUNTEER PREPARATION TO SUPPORT STUDENT MOBILITY PROGRAM AT UNIVERSITY OF DHYANA PURA

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ABSTRACT

This research aims to optimizing the candidates' preparation of Diakonie Baden with information about Germany prior to departure in relation to culture shock reduction and having better on German language skills. In order to determine the required information, students of Universitas Dhyana Pura who went to Germany and currently conducting volunteer program, the International office were interviewed. Based on the research data, it resulted the detail information and practical way on how to live in Germany as well as differences between Germany and Indonesia which purposively reduce the culture shock and having better communication. In addition, a German club was established. Interested students can meet the exchange students from Germany and get more information about Germany and the culture before applying for the volunteer program with Diakonie Baden. This research provides a good starting point in preparing volunteers from Undhira for Germany, since there are more topics about Germany to cover.

Keywords: Culture shock, preparation, student mobility

1. Introduction

Universitas Dhyana Pura (Undhira) offers students program abroad each semester. Students program abroad includes internship, volunteer work, or student exchanges. The country destinations are Amerika, Canada, Germany, Japan, Malaysia, Singapore, Thailand, among others. The cooperation between Undhira and overseas partners are strengthen each year. In order to strengthen the student's preparation before they are entering other countries, students must prepare themselves. The project and this paper are going to be focused on the volunteer program in Germany. In cooperation with the Diakonie Baden, Undhira students are offered to live and work in Germany for a year. Workplaces can be either in hospitals, the elderly care, the youth welfare or in a kindergarten. The student mobility program offered in Undhira shows in Table 1.

Table 1. Student mobility at Undhira

Program	Exchange	Internship	Volunteer
Duration	One year (September till August)	Six months or one year, depends on the semester and the country	One year (September till August or March till February)
Quota	Two to four students, depends on the funding	All students who pass the interviews and are offered an internship abroad	2 students in September and 2 in March

Source: Undhira, 2019

Studying or working abroad can have many benefits for the students. Not only will it improve one's social life but also offer students better career prospects after their graduation. It may be a challenge to step outside of one's comfort zone and to immerse yourself in another culture but the whole experience is worthwhile. Living abroad gives students the chance to live in a different environment and meet people who have grown

up in a different culture. Students get to experience the country in a different way by picking up local knowledge, like where to buy the best coffee in town or what tourists traps to avoid. They'll be able to try new foods, learn about traditional music and dance or go to local activities, learn the local language and make new friends from a different country.

However, living abroad can also have challenges related to a sense of feeling lost in the world, due to language barriers, social integration issues, and financial challenges. (Alghamdi, May 2016). This research has identified problems in lack of German language skills where Indonesian students are less interaction with Germany students unless they plan to go to Germany. Students who plan to do program in Germany must take A German test, when they fail the test, the Diakonie Baden will write the students a recommendation letter so they still can apply for a Visa and commitment to study German language during their voluntary program in Germany. Students won't focus much on their German language studies, which will lead to difficulties in communication in Germany. Comparing the values for the 6 dimensions of Hofstede of Germany and Indonesia, there are many differences. If Indonesian students come to Germany, they have to live in a different culture and experience many new things every day. This can lead to a culture shock. Many students who are not prepared enough could be too afraid to step out of their comfort zone because of the culture shock and rather stay in their home country. (Hofstede, 2010) This sense of feeling lost in the world leads to culture shock. There are four different phases of culture shock everyone experiences differently: honeymoon stage, frustration stage, adjustment stage and acceptance stage (Ferraro, 1990). To keep this culture shock as low as possible it is important to prepare the students for the differences.

This research is going to only focus on Indonesian students going to Germany for their volunteer work. In order to help the students to decrease their culture shock when coming to Germany. The research conducted in qualitative by interviewing students who have been to Germany, interested to go to Germany, and accepted for the program and ready to go after the visa approved, the German students who currently studying in Undhira, and the International Officer who arrange the program. It is located at Undhira, in Bali. The aim of this research is to help the Indonesian students to understand about Germany in general, prepare the language and the culture understanding before entering volunteer work in Germany. It's also going to help the international office with providing more information about Germany and the culture to students who are interested in the volunteer program in Germany.

2. Method

In order to determine information about Germany including do Indonesian students want or need to know, interviews with students who went to Germany and currently in Germany conducted. 2 students were interviewed by Email and everyone answered the same questions. They were asked how they prepared for their time in Germany, what information could the international office at Undhira provide them with and what not and what kind information they wished they had before coming to Germany. In addition to it, the interview also conducted to the Head of the International and staff to know what has been prepared and need to be prepared to ease the process prior student's departure.

Another 4 students who were interested and plan to join the program were gathered and questioned through a quiz. These students were gathered as a German Club which aimed to prepare each students with their German, includes of discussing topics about Germany. The club was created and it's believed to motivate students as integrative and instrumentally based on book by Dulay, Burt, and Krashen stated that social group identification motivates student to be fluent in second language that is used by social group that shows their identity (Dulay, Burt, & Kreshen, 1982) The first meeting started with a quiz to see how much students know about Germany and followed with a presentation about Germany. The presentation was also about the questions asked in the quiz. After the presentation, the Indonesian students were asked questions about Germany includes culture and the language. In the end the students took the same quiz like the beginning to see if the meeting was helpful in order to learn something new about Germany. The quiz usage to measure the effectivity of language learners are important as

it is a strategy of self-directed learning allow adult learners to cope better with their studies (Khiat, 2015).

Additionally, there were some meetings with an Indonesian student who was preparing to go to Germany for her volunteer work. These meeting consisted of helping with documents necessary for the Visa application, helping with translation and also German language lessons.

3. Result and Discussion

A. Simple Questions

There were some language lessons were programmed to prepare them before departure. During the program was held, there were German exchange students also on campus which it gives better way in practicing. German students were asked only do the conversation and help them in writing, without preparing lesson and grammar requirement. The Indonesian students can also listen to more German and get used to the sound of the language. Indonesian students were taught on simple questions in Germany as shown in the table below.

How to say – in German

Hello, how are you?	Hallo, wie geht es dir? (inf) Hallo, wie geht es Ihnen? (for)
I don't speak German.	Ich spreche kein Deutsch.
Do you speak English?	Sprichst du Englisch? (inf) Sprechen Sie Englisch? (for)
Could you say that more slowly please?	Kannst du bitte langsamer sprechen? (inf) Können Sie bitte langsamer sprechen? (for)
Can I have the menu, please?	Kann ich bitte die Speisekarte haben?
I would like...	Ich möchte...
Where is the washroom?	Wo ist die Toilette?
May I have the check please?	Kann ich bitte die Rechnung haben?
I'd like to pay, please.	Zahlen, bitte.

Table 3.1 Simple questions in German

B. Documents Preparation

The results of the interview with the Indonesian students who have returned from Germany and currently in Germany regarding the documents preparation before departure. The International office mostly were helping forms of application and documents required for voluntary work in Diakonie Baden. However for visa application students receive the source of information from the Internet such as Google, Youtube, and the website of German Embassy. The International office tried to gathered information from the German Consulate in Bali, however students must present themselves at German Embassy in Jakarta, due to visa purposes. None of students were answered getting helped by German students who currently studying in Undhira to fill out the form.

For the Language certificate, students must receive a Deutsch Proficiency test of B level. They may follow Geman courses at anywhere closed to their hometown, however the test must be taken at Goethe Institute located in Jakarta. Each of student must present him/herself in Jakarta. If student failed to pass the test, Diakonie Baden will issue a letter to support the visa application where students will be given a Deutsch intensive course during their stay in Germany.

C. Useful Information Prior Departure

The last question asked on what are the wishes for before going to Germany. The students answered with more information about food, culture, language and public transportation. Therefore, details information on general informations were given to students includes the public holidays, differences between Germany and Indonesian such as: public transport, trash, weather and culture. Subtopics of culture are food, prices for daily shopping, do's and don'ts, what to bring and some sample sentences in German to use in a restaurant.

Public transports such as Bus, tram, S-Bahn, U-Bahn, regional trains (RE/RB/IRE), ICE/ICs are the main public transportation in Germany. Except for ICE/ICs which is a German high-speed train for long-distance travel, the rest is used for regional transport. Each passenger must buy a ticket from the ticket office, ticket box, or through application. Before students arrive in Germany, each of them are expected to download an application in their phone to check the type of public transportation, estimated time arrival, estimated time departure, seat number, gate of departure and gate of arrival. This was discussion topics in German club, preparing students on how to learn using the application. Of course another type of public transportation is taxi, however it is very expensive and being a volunteer it only an alternative due to price issues.

Waste separation in Germany is a mandatory unlike Indonesia. Waste separation means different types of garbage are collected and recycled separately. Waste start separated consumer such as households by putting them in separate bins. There are six different bins: black for general waste, blue for paper, yellow for plastic, white for clear glass, green for colored glass and brown for composting. The trash pick-up truck will pick-up the trash differently based on the bin colour and the day. This detail information will be published in local newspaper or from the local registration offices. Indonesian students must pay details to the garbage disposable situation because if anyone dispose their garbage illegally it will lead to fine payment, liable to prosecution which can result in a very high fine or even jail time (innen, 2019).

Germany has four seasons: warm summers, cold winters, bloomy springs, and fallen leaves during fall seasons. (Porter, 2020). Students must prepare themselves in all seasons and depends on the voluntary placement. Some area might be colder in the winter or even hotter in summer.

D. Culture **Food**

People in Germany prepare their meals from breakfast, lunch, and dinner and mostly with breads instead of rice like Indonesians eats. Where breakfast is the most important meals of the day as energy resources. Breakfast consist of breads, chesses, hams, sausages, boiled eggs, fruits accompaniment by tea, coffee, milk, and/or juices. Most of people will bring their lunch to work or their activities or buying in the near food stalls where mostly are sandwiches and fruits. Then dinner is usually hot food same as breakfast but recently people are more concern of their health, they prefer to eat very light or added more vegetables.

Prices

The currency in Germany is using Euro and Indonesian students are not familiar with its currency. Due to living costs in Germany are different and higher compared to Indonesia. Students are given a glance on how expensive it is to live in Germany. Next to prices for groceries, there are prices for other items such as a cell phone card, prices when they are socially active with friends, and others especially for daily personal consumptions. To help students understanding on prices, everyone was asked to do a roll play on how to purchase using it currency with simple list of prices as shown below.

At the supermarket:

Apple (1kg)	2,20 €	Bread	1,30 €
Banana (1kg)	1,60 €	Beef (1kg)	11,50 €
Biscuits	1,00 €	Margarine	0,80 €
Cereals	2,50 €	Milk (1l)	0,70 €
Cheese (250g)	2,50 €	Onion (1kg)	1,10 €
Chicken (500g)	3,50 €	Orange Juice (1l)	1,00 €
Chocolate (100g)	1,50 €	Potato (1kg)	1,00 €
Coke (1,5l)	0,90 €	Pepper	0,50 €
Cooking oil	1,60 €	Rice (1kg)	2,00 €
		Tomato (1kg)	2,60 €

Other items:

Cell phone card (simple)	10,00 €	Shampoo	1,85 €
Deodorant	1,50 €	Stamp national	0,80 €

Going out:

Cinema ticket	8,00 €	Dinner at a Restaurant	15,00 €
Coke	3,00 €	Döner Kebab	3,50 €
Disco entrance	8,00 €	Pizza	8,50 €
Theatre	10,00 €	Sandwich	2,50 €
Wine	3,50 €		

Table 3.2 Prices for daily consumption
Source: (Studying in Germany , 2019)

Do's and don'ts

When visiting a country, everyone must know the ethics of conduct that is accepted in the destine country. Indonesian students are informed Do's and Don'ts during preparation, to avoid any behavior mistakes. Indonesian tend to "Baper" or stand for Bawa Perasaan. Baper is slang used commonly by Indonesian youth which stands for "bawa perasaan". It means that you're being so sensitive to everything, put ahead feelings and emotions to everything, easily touched especially when Germans are well known as straight forward person. Do's and don'ts are listed as below:

No	Do's	Don'ts
1	Visiting someone with small gifts as a gratitude sign	Being unpunctual is a considered wasting people time it is unacceptable
2	Purchasing public transport tickets even though there are no staff who checked regularly.	Making noise is considered rude because quiet hours are regulated by law. The quite. Quiet hours mostly implemented in households or living environment, even during Sundays or any public holidays, people are not want to be bothered.

3	Shake hands are expected gesture when meeting others and shake hands to woman first	Jaywalks is used for pedestrians when the green lights are turning. Pedestrians must wait even though there is no traffics around. Breaking this rule can be fined 5 Euros.
4	Priorities passenger off first from public transportation before entering the train/tramp	Unannounced visit is not acceptable because German prefer privacy
5	Separating waste is a must	Walking in bicycle lanes is considered offence to others. Germany is bicycle friendly country, and the bicycle lane is facilitated separately
6	Straight forward when talking. German applies the communication type of Low context, where Indonesian applies the type of High Context	Calling by first name. When we call someone's name, must address Herr (for man) and Frau (for woman) in front of His/Her name as a politeness

Table 3.3 Do's and Don'ts Applied in Germany
Source: (Drivee Germany , 2019)

E. Measurement on Students Knowledges about Germany

Students were given questions consist of general knowledge of Germany. The questionnaire was given on the first meeting of German Club to measure their knowledge on facts about Germany and at the last meeting they were given the same questions. The goal was to see learning progress of students individually. The questionnaire were given in five minutes time and are not allowed to use their phones or discussion with others.

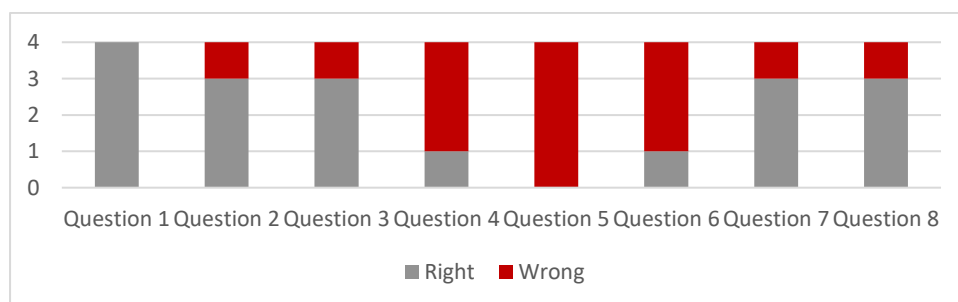
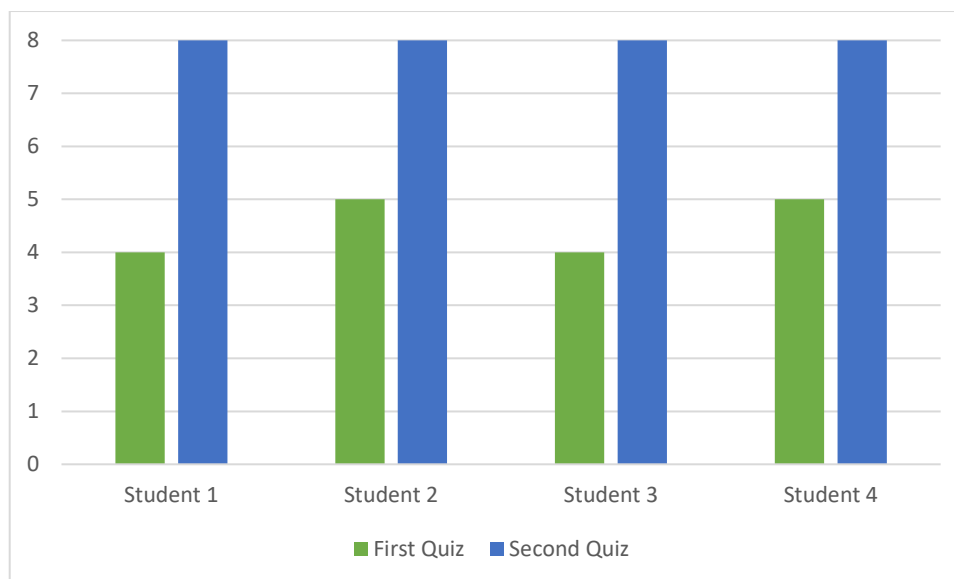


Table 3.4 Result of first questionnaire
Source : Undhira, 2019

Every student was able to give the right answer for the first question about Germanys capital city. For Question two, about the German flag, and Question three, about which country is below Germany, only one student had the wrong answer. The result of Question five was surprising. None of the students knew that the current Chancellor of Germany is Angela Merkel. Only one student knew the right answer to Question six about the mountain range in Germany. The last two Questions about the Sea in the north of Germany and Germans neighbor countries, and only one student got the wrong answer.

At the last German club meeting students were told to answer the second questionnaire and didn't know would be the same questions. This second questionnaire students answered all questions with the right answers. It shows that students know the facts about Germany. The comparison results shows below.



Tabel 3.5 Comparison first and second questionnaire
Source: Undhira German club, 2019

4. Conclusion

Through the German club it was possible to give interested students more information about Germany and answer their questions about the practical preparation includes simple questions, documents preparation, useful information prior departure, cultures include food, prices for daily needs, do's and don'ts living in Germany. Through given questionnaires students were able to see their knowledge improvement and more to preparedness of how they will live in Germany. The international office can also benefit from the German club because students can prepare themselves on the documents needed and how to fill necessary documents. Working together with a small group of four students was efficient. It was possible to answer every student's questions and have a discussion afterwards. The assistance of German students also plays big role during the German club meeting. This research needs to be continued with further research on preparation on each voluntary placement, in order to give clear information required necessary documents.

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