

4. DATA ANALYSIS

4.1 Group Identity

No Drama Zone group consisted of twelve person, some of the member are from different countries. In the beginning, this group was created for playing The Last of Us (an action shooter game), the game served as sole purpose of the group but as the members increase to 10 persons, the group's purposes changed from just playing games into socializing, having fun such as: sharing E3 feeds, The Electronic Entertainment Expo, commonly known as E3, is an annual trade fair for the video game industry presented by the Entertainment Software Association (ESA). It is used by many video game publishers and accessory manufacturers to introduce and advertise upcoming games and game-related merchandise (e3expo.com), sharing games information and playing any games. The group was called TLOU but because there were a lot of problems happened inside this intercultural group, the group's name was changed into No Drama Zone!. According to Edwin Salvatore, the example of the drama was 'Kanishka saga'. She hated Royce, known as Bracer, because Bracer always shouting when Kanishka tried to speak with other members. Kanishka complained always complained about Bracer. She even divided the group member into two sides, one sided with Bracer and the other side sided with Kanishka.

The No Drama Zone! Group has gathered in playstation application called "party" when most of their members were online. PS4 users can use the Party function to chat via voice and text with up to seven of the user's Friends and fellow players on the PS4 and PS Vita. The Party function was available while using a game or other application, even if the other people in the chat room are using different games or applications.

An additional benefit of Parties was to make it easy to invite people into the game users' are playing, therefore users can keep everyone together from game to game. The Red line beside the person's name indicates that person was the party owner.



Picture 4.1. Playstation Party

4.1.2. Why The Group Called No Drama Zone!

This Group was called No Drama Zone because there was a problem within this group. The problem had started from a joke but was turned into a real problem for example Steve's conversation with other members when someone was leaving the group, Kanishka (Indian ethnicity) ask: "what happened? Why did he leave the group?" Steve answered her with jokes "I do not know, I did not do any shit to him." And everyone was laughing, but it turned out this joke offended Kanishka, and she was angry with everybody within the group. Kanishka thought that a lady must be prioritized and everyone should respect the lady's opinion (Interview with Edwin Salvatore, Steve Mulyadi, & Royce on March 3rd, 2015)

This problem was soon followed by Edwin's (one of the member) conversation about Kanishka "Goodness, I am so pissed. I decided not to involve you guys about this. But ok, our wein dick(online id : wein_dix) saga is over. However Kanishka (ex member of this group) saga is over." After dealing with Kanishka, Edwin changed the group name from TLOU to No Drama Zone! Then he created rules for this group to keep the peace and tranquility of the group (Observation and interview within the group, March 3, 2015) there are three rules that must be followed within the group. The first rule is "The Group's purpose was strictly for having fun, socializing and gaming" by having fun means sharing information of games within the group; "Do not bring any personal problem you have with each other into this group" means do not bring any fights, any sarcasm to the group's chat; "Men and Women are equal within this group" to make sure that no one acts like Kanishka again within the group.

4.1.3. Members

The No Drama Zone! Group consisted of twelve persons. The group founder was Edwin Salvatore. He was born in Indonesia and grew up in Singapore. Then there was Jesse Rodriguez his Online ID : Backspace_Ninja. Jesse lived in America he and the others know each other from Steve Mulyadi (another member of the group). Then, there was Royce (BBB) Online ID: BlackBlueBracer from the Philippine, she lived in Canada the other members are Bambang Setiabudi Online ID : Bemzkudidamslives in Jakarta, Novan Os Online ID: Nosz lives in Surabaya, Ahu Wang Online ID: TheRenx lives in Medan, Angel from Philippine, Bank Greentea online ID: Bank PLH from Thailand, and lastly Sorraca from Indonesia.

4.1.4. Group Purpose

Edwin Salvatore, the founder of No Drama Zone! Group stated that No Drama Zone! Group's purpose was strictly for having fun, socializing and gaming (Interview with Edwin Salvatore on March 5, 2015).

4.2. Research Setting

The researcher had known Edwin Salvatore since 1998 as a friend. Because Edwin was a key person for this study, the researcher asked Edwin to be one of the key informants, from whom the researcher would gather the data. In this research Edwin's group was using Playstation 4 party as a tool to communicate with each other. The key informant (Edwin) originally formed a group, which consisted of four persons to play *The Last of Us* together (Edwin, Steve, Daffa and Kanishka). as time passes they met new friends from another country and that was how the No Drama Zone! group become a group with members from several different countries.

No Drama Zone! group members played at night because most of them lived in Asia, except Jesse. During the period of playing, which was from 9 p.m. to 3 a.m. west Indonesian time, these people gathered in the same party and communicated with each other. This was one of the advantage of PS 4, which is to allow people to gather in the same party even though they are not playing the same games and during Asia's night time (starting from 21.00 to 03.00 a.m Surabaya's time) these people gather in the same party and communicates, because Playstation 4 allows people to gather together in the same party, even if they do not play the same games.

Active members in No Drama Zone! Group often talked about games, foods, and jokes. However, games and foods were the most interesting topic of their discussions. A member in this group named Novan Os frequently spoke in Bahasa Indonesia and spoke only to Indonesian and that was why Royce (BBB) often replied in Indonesian "tailo" "diam" and that was the Indonesian word she understood.

The researcher began to observe this group's communication on February 2015, when No Drama Zone! was still known as the TLOU group, with Edwin as the founder of the group The researcher was observing Playstation 4 and LINE as means of communication the party used. Playstation 4 and LINE. Playstation 4 was used to join the group's activities such as playing, sharing stories and communicating within the group. LINE was used as a communication media to make appointment on what

time everyone should be online so they can gather together in the Playstation 4 party. During the period of March to August 2015 the Conducted a study on Playstation party to collect data from the No Drama Zone! Group. The researcher joined the party in Playstation 4, observed, interviewed the member, and sometimes joined the gaming session. The No Drama Zone! group used English as their common language to communicate with each other. Therefore, each member in this group should be able to speak in English.

4.3. Informant Profile

1. Name : Edwin Salvatore

Age : 23 years old

Nationality : Indonesian (born) lives in Singapore

Edwin was born in Indonesia. He moved to Singapore when he was twelve years old. Edwin has been playing games since he was seven years old. He had his elementary study in Indonesia, then he moved to Singapore during his Junior High. He is the founder of No Drama Zone! Group. He knew the members from TLOU (The Last of Us). Thus he invited Steve, Daffa and Kanishka to TLOU. Then he invited more people such as Bemz, Bracer, Jacob, Angel, Novan and Ahu into the group. After the group had “Kanishka drama” problem, Edwin changed the group name into No Drama Zone! and set rules to the group so the member would not fight with each other anymore.

Edwin was the right informant because he was directly involved in the No Drama Zone!, and he was capable to give a complete information that was related to this research study.

2. Name : Steve Mulyadi/Mulyadi Lee

Age : 33 years old

Nationality : Indonesian, Jakarta

Steve was 33 years old, his Online ID is “L33_PR1ME”, “ChoosenUndead”, and “ST3V3_PR1M3”. Steve was an Indonesian and lived in Jakarta. He became an orphan when he was fourteen years old and begun working ever since then. At the age of twenty five, Steve became inventory staff in his current boss’ warehouse. He lives in his boss’ second house, a house that was build specially for the warehouse staffs. Ever since Steve was a child, he loves playing games and games were his only

stress reliever. When the Playstation has an online feature Steve became so excited because he can communicate with so many people.

He knew Edwin from TLOU (The Last of Us). Along with Edwin and Daffa, Steve formed the TLOU! Group later changed into No Drama Zone! Group. He loved to be in party with others. He was the one who suggested Edwin to invite more people to No Drama Zone! group.

Steve was an active player, he played almost every night and very active in communicating with Jesse (American), Kanishka (Indian), Royce (Philippians), Bemz, and almost everyone within the group. Because Steve had experiences in communicating with others from different cultures, researcher chose him as one of the key informants.

3. Name : Royce (BBB)

Age : 21 years old

Nationality : Philippine, lives in Canada

She was 21 years old. Her Online ID is “BlackBlueBracer”. Later in this research Royce will be known as Bracer because the other informants refer her as Bracer. She was from Philippine, currently she lives in Canada. She was invited by Edwin to the group. Edwin and Bracer knew each other from TLOU (The Last of Us) She was a very active member of No Drama Zone! Bracer often shared game feeds, foods pictures, scenery pictures, festival pictures, these things became topics of conversation within the group.

Researcher chose Bracer as one of the informants because Bracer was a very active member. She initiated almost every conversation in the group. Should the group was too quiet for the whole day, Bracer would threw random topics out of blue to the group, such as : “Don’t call me dead man.” Then the others would respond to

her by replied “Dead man.” Then the group became alive again after she threw random topics.

4. Name : Jesse Rodriguez

Age : 21 years old

Nationality : Mexican, lives in America

He was 21 years old his Online ID is “Backspace_Ninja”. He was a Mexican and lived in America. He was invited by Steve Mulyadi to No Drama Zone! They knew each other from Dark Souls (an RPG game) and Steve introduced him to Edwin and the No Drama Zone! Group. Jesse was an active member of the group even though he lives in different time zone than most of the group member. In this research study Jesse will be referred as Jess because Edwin & the others referred him as Jess.

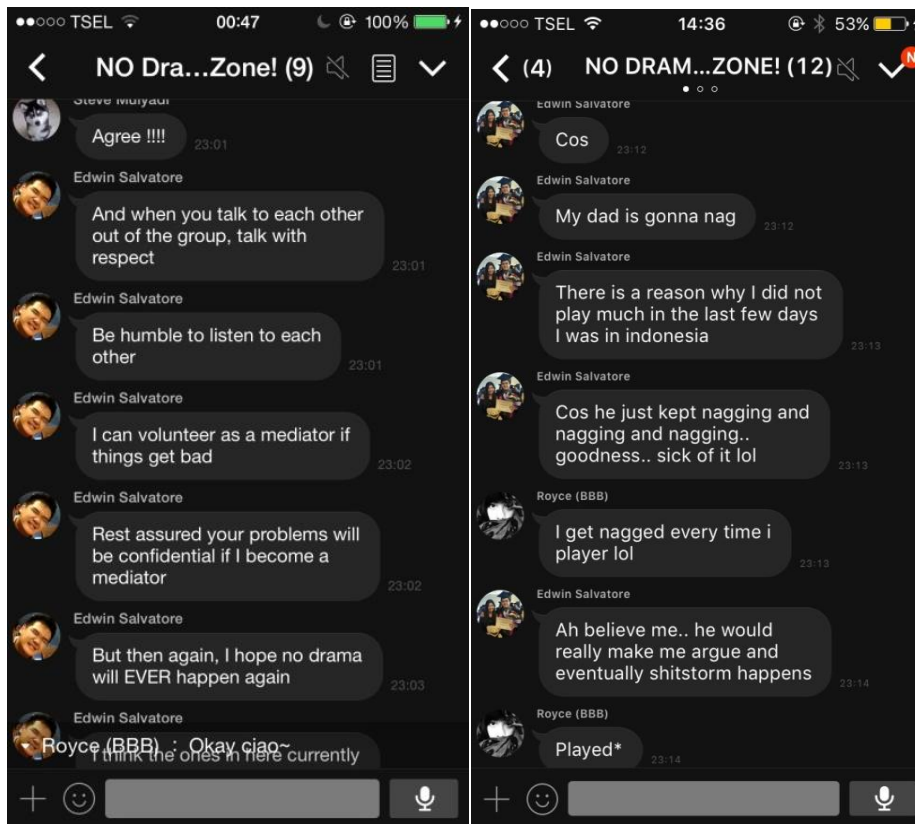
Jess was chosen as one of the informants because he always joined the PS4 party every time Steve was in the party. Jess was not so active in LINE chat because he felt frustrated by the usage of language in LINE chat. Jess considered Steve as his best friend; he claimed that he did not have many friends in his life. The group consisted of 12 persons and Jess was one of the most active members (playing and joining party). Researcher could observe his conversation with Edwin, Bracer & Steve.

4.4. Data Findings

4.4.1. Informant Description

a. Informant 1 – Edwin Salvatore

Edwin was the founder of No Drama Zone! He wanted that the members of No Drama Zone! group to communicate with English as main language thus everyone could understand what others were trying to say. He also wanted no more conflict happened in the group.

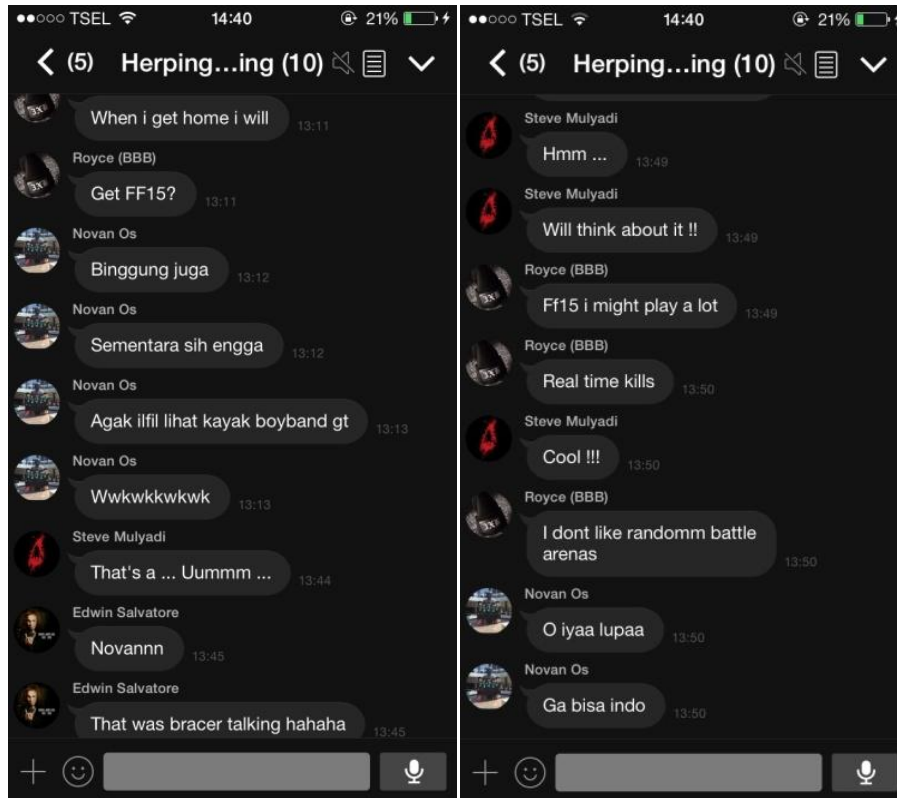


Picture 4.2, findings regarding Edwin’s situation March 5, 2015 and September 15, 2015

Edwin had hard times to communicate with the others when his parent was around, because his parent did not really approve him playing or making online friends. Sometimes during party chat Edwin’s dad came in and started talking with him about personal stuffs and if his dad talked about unpleasant things, it made Edwin really annoyed especially if the other understood what his father was talking about. Aside from the noisy environment sometimes voices were chopping when the Wi-Fi signal was bad and made the others cannot hear the voice of the speaker (observation in PS4 party).

Edwin found it really annoying when others did not talk in English, because according to him English is a universal language and if the others couldn’t speak in

English at least they should have the courtesy to try to speak in English. (Interview with Edwin Salvatore, September 5, 2015).

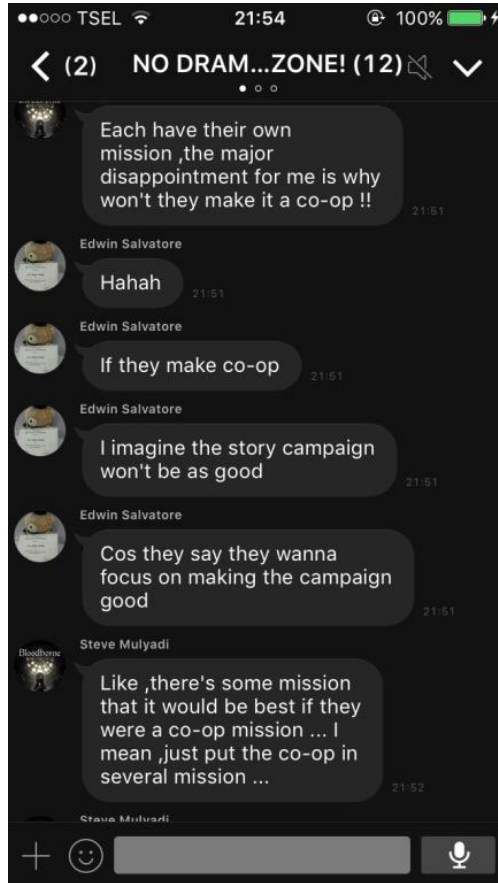


Picture 4.3, a member did not use English in the group

He tried to understand the others especially because they came from different cultures. He did say that American tend to be more open and “free” on expressing themselves such as swearing and cursing, for Indonesian and Singaporean cursing were considered harsh. He also added that it was not problematic for Singaporean and Indonesian if the person who curses and swears were close friends to them. Edwin collaborate PS4 and LINE to stay in touch with the other members.

Edwin had his own perception about things especially around gaming, such as his own interpretation about story within the game and he did not always have similar view to something with the others, such as: whether a game should have a multiplayer or not, which game was good and which was not. Edwin played during

Asia's night time because he was busy with his tax courses (interview, audio recording)



Picture 4.4, Opinion Differences Raised in Game.

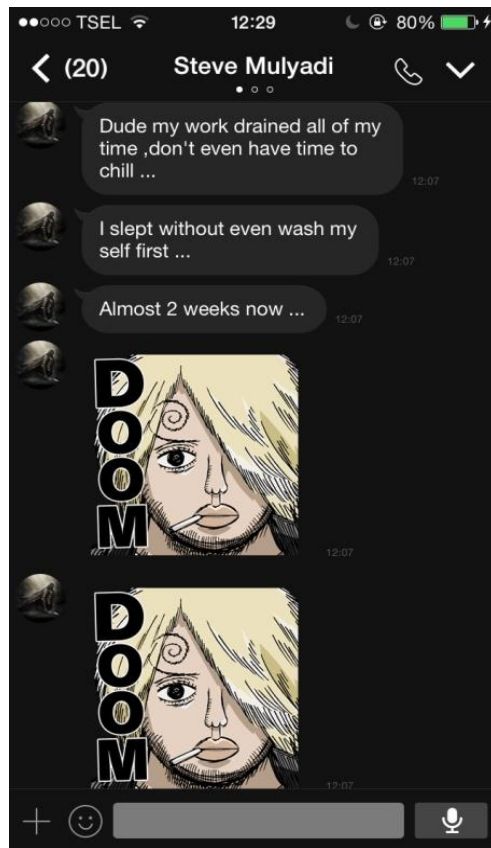
This picture showed the differences between Edwin's perception and Steve's perception about a game called Assassin's Creed. Edwin thought that Assassin's Creed should stick with the single player mode, while Steve thought that Ubisoft (Assassin's Creed creator) should have made multiplayer for Assassin's Creed.

b. Informant 2 – Steve Mulyadi

Steve was a bit more sensitive than the others, he tried to be polite to everyone and there were times he considered some people he met online were very rude due to their cursing and swearing habit. Though he was more sensitive than the others he

was friendlier than the others within the group, he loved making new friends especially if the person was foreigner. Steve often got confused about Edwin's behavior when Edwin's father was around, he think Edwin's father was too controlling and not letting him decide what Edwin wants and he also sympathize with Bracer's condition because both Bracer and Edwin had the same problem (cannot play when parents were around) Steve himself had the same problem, he will immediately stop playing when his boss suddenly called for him, or he will continue to play while replying to his boss's message which made him ignored the others in the ps4 party.

Steve could not get online as much as he was because he was busy doing his work. Steve was annoyed if his boss contacted him during his play time or if his boss' child was around, because they pestered him (by asking him so many questions regarding the game). Steve worked as Inventorial Staff in his boss' warehouse and lives in staff's house. Aside of the noisy environment, sometimes voice could be heard as choppy when the Wi-Fi signal was bad (in Steve's case the Wi-Fi was being used by his boss or their children). And this made the others cannot hear the voice of the speaker.



Picture 4.5, Steve disclosed his personal life

This picture explained that Steve was very exhausted from his work and he did not have time to rest. For Steve, getting online and playing games with the others counted as resting.

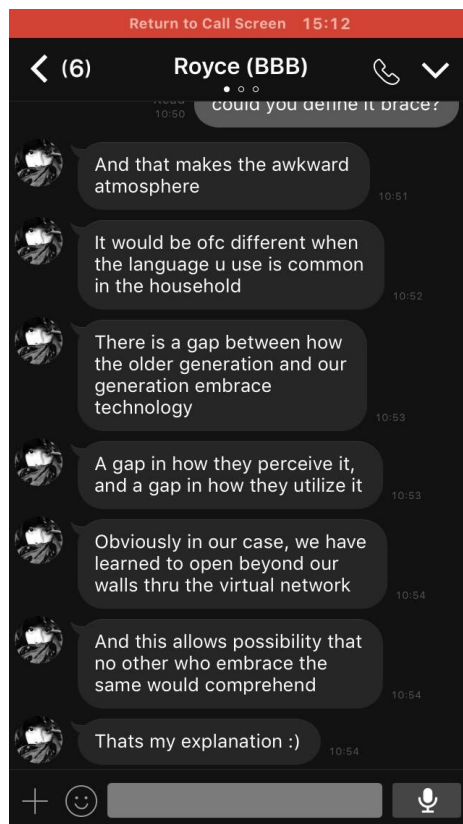
c. Informant 3 – Royce (BBB)

According to Bracer the usage of language was very important within this group, she said that she did not feel comfortable when other languages beside English was used in the group and people feel the need to wonder and create an awkward atmosphere. However, when anyone was talking in other language beside English, Bracer tried to listen and not being intrusive.

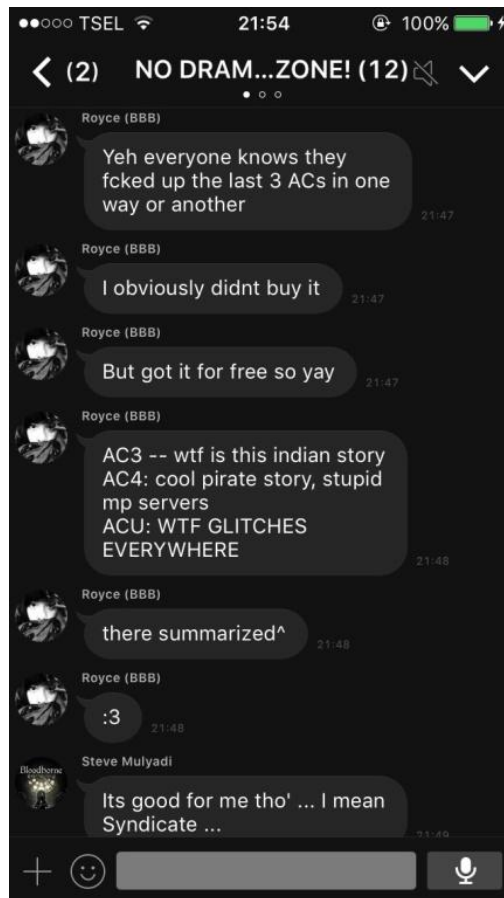
According to Bracer it was a matter of being observant to learn beyond her own comprehension. She tried to listen and pick up words she can tell and tried to

understand how it was constructed. That was how she could say “tailo”. Tailo was a cursing word in Indonesia, it was supposed to be “tai lu” and she also added that it was like learning culture but verbally. (Observation in PS4 party)

Bracer shared the same experience with Edwin, her parents were always angry if she played games, they would start lecturing her about not wasting time with playing games and that made her understand Edwin’s situation where he couldn’t really enjoy playing when his father was around. According to Bracer there was a gap between how the older generation and their generation embracing technology, a gap in how they perceived it and a gap in how they utilized it. She also added “obviously in our case, we have learned to open beyond our walls thru the virtual network and this allows possibility that no other who embrace the same would comprehend” (Interview with Bracer, August 24, 2015).



Picture 4.6



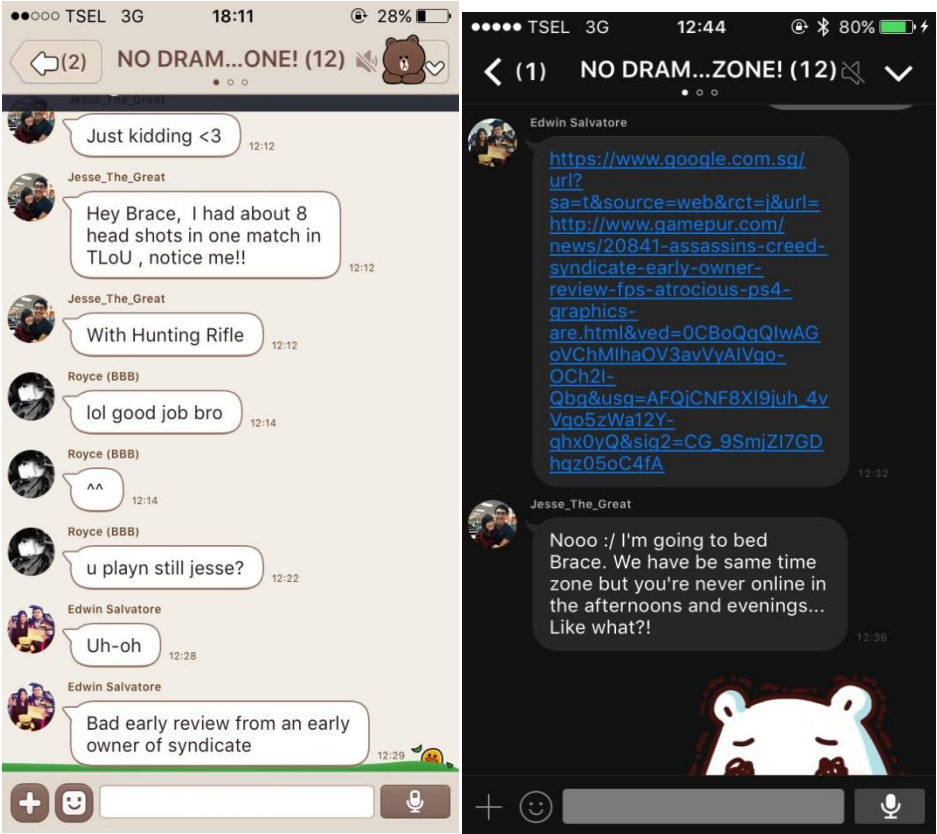
Picture 4.7, Bracer told her opinion regarding Assassin's Creed game.

This picture showed the differences of Bracer's point of view with Steve's point of view regarding the Assassin's Creed series. In this picture Bracer was commenting regarding Ubisoft's game, the Assassin's Creed and Bracer concluded that the last three Assassin's Creed series were bad. But Steve had a different opinion regarding the newest Assassin's Creed, Steve thought that the newest Assassin's Creed was quite good for him.

d. Informant 4 – Jesse Rodriguez

Jess lived with his fiancée in America, Jess was very close with Steve and Jess called him Prime. He knew Steve since 2010, he considered Steve as his best friend and he rarely talked with the others beside Steve and Bracer. Jess met Steve on

Facebook through gaming profile, after that they became friends. Steve invited Jess to No Drama Zone! group on March 2015. When Jess joined the group, he was the only one who had different time zone with the others. In order to play together with the others, Jess had to be at home during his daytime, and during his night time the others were doing their jobs. Months later Bracer moved from Philippine to Canada, she's on the same time zone as Jess but everytime Jess asked Bracer to play with him, Bracer was always unavailable. For Jess, his problem in communicating with people in the group was time differences. If everyone were busy for the whole day then Jess would not able to play with them because they were offline and when they were online, Jess already offline (school or sleeping). Since Jess was the only American in the No Drama Zone! group, No Drama Zone! group members tried to avoid asking personal questions to Jess in order to avoid making conflict in the group.



Pict 4.8 and pict 4.9

4.4.2. Findings and Discussion

Data findings are derived from interviews and observations. Interviews were done via PS4 party and LINE, while observation was done by using PS4 party. The researcher analyzed the data findings using appropriate theories as guidelines

4.4.2.1. Language Barrier Generated Emotional Barrier

According to Chaney and Martin (2004, p.11), language communication barriers will happen if the sender and the receiver use different language or words that the receiver does not understand. Thurlow, Lengel and Tomic (2004) stated that:

“language in computer mediated communication is a symbolic system for creating meaning and is made up of sounds (or *phonemes*), letters (or *graphemes*) and words (or *morphemes*). These are in turn combined to form grammatical structures like sentences according to the rules (or *syntax*) agreed by any particular community of speakers. This is a marvelous thing in itself. Linguistic forms like sounds, letters, words and grammatical rules don't tell the whole story, however. Meaning is not simply 'put together' this way. Understanding what someone means when they say something requires more than recognizing the sounds and words they use, and even if people know the correct rules of grammar, there's no guarantee that those people understood the meaning. Instead, meanings are negotiated between speakers, and have to make careful judgments about context in order to decide what someone means.”(Thurlow, Lengel and Tomic, 2004)

In this part, the language barriers correlate with emotional barriers, because the language barriers in No Drama Zone! generate emotional barrier. According to Chaney and Martin (2004, p.11) emotional barrier is related with emotion or feelings of the receiver, if the receiver's emotion is not good then the communication barrier will be developed.

According to Edwin, the No Drama Zone! group was an international group due to their multi-nationality, members in this group used different languages such as Indonesian, Thai language, English, Tagalog and Japanese. The primary language that this group used was English. There was a member in this group who rarely spoke in English, most of the time he was using Indonesian language to communicate and only speak to Indonesians in the group. Edwin stated that members in No Drama Zone! group should have the courtesy to speak in English and he found it annoying if they did not speak in English. This statement was obtained from an interview with him,

“As much as possible I'd like for everyone to speak in English, because it is an international language and that you know... everybody should have understand it... especially if they are placed in such international context, but you know if some people might not do their best to speak in English... it's kind of... uhhh it's annoying... to be honest you know, others don't really understand your language, so you should at least you know uhh.. have the courtesy to make an effort to speak in English. Especially in this 21st century, you should update yourself on how to speak English. And if you cant speak in english for whatever reason, at least try to speak a little bit of English. But i know they are some people in the group, they don't want to speak in English and I don't understand why, and if they don't want to be a part of the group then I can't do anything you know, but I do believe that many of us already tell them of this irritation.” (Interview with Edwin Salvatore using PS4, October 17,2015).

Steve stated his annoyance toward the person who did not try to speak in English when speaking in this group through interview as well. During the interview he said,

“And about Jesse who’s not very active in the group, I think it’s because he felt awkward, like being pushed away from the community. You know how Novan always speak in Indonesian knowing it is an International Group ! And that’s also the reason for me not to join in what he come up with in a conversation, I don’t wanna add even more awkwardness”(interview with Steve Mulyadi, October 17,2015)



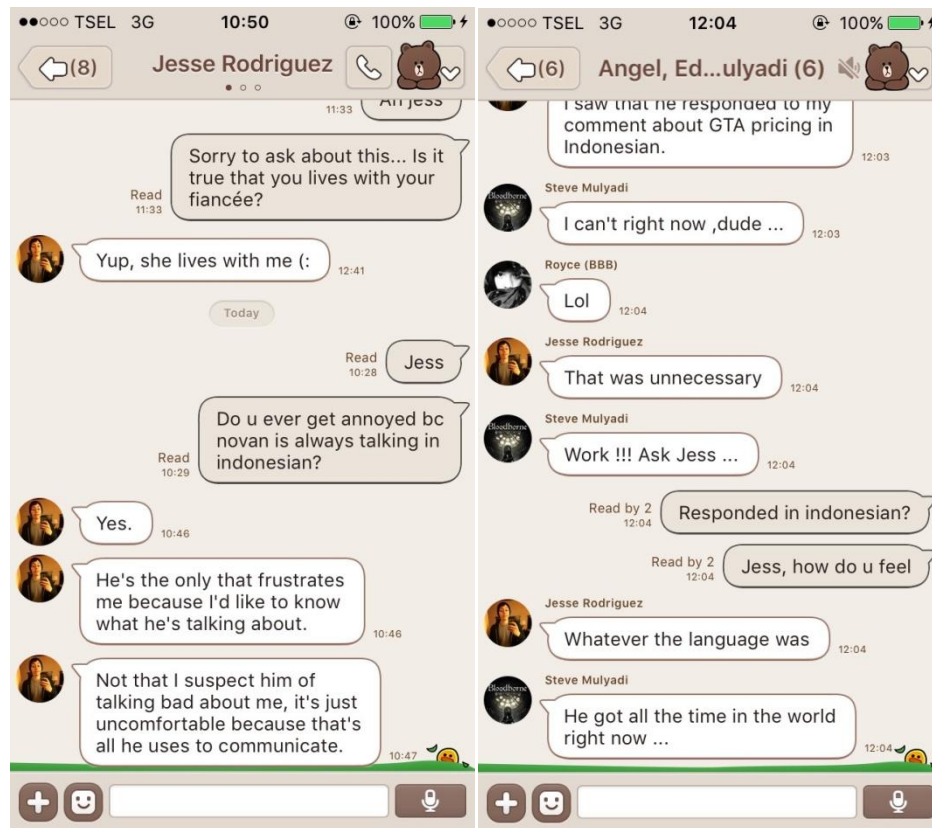
Picture 4.10, usage of language that caused barrier in the No Drama Zone!

The picture 4.10 was taken via LINE chat, it was the chat in No Drama Zone! group. Through the picture can be seen that Bracer was asking if anyone is willing to buy a game called Final Fantasy 15 when the game is released around 2016 to 2017. Novan

replied her in Bahasa Indonesia by telling her that he will not be getting it because he did not like the game. According to Novan, the main character and his group seems like a boyband; then Novan was laughing. Steve felt awkward and he just said “that’s a ... uummm ...” Then, Edwin replied Novan by telling him that it was Bracer talking. It was a reminder that Novan should not use Bahasa Indonesia. After a while, Novan admitted that he forgot that Bracer cannot talk in Bahasa Indonesia. However he continued to always spoke in Indonesian and rarely used English when he replied to people who were not from Indonesia.

Jess and Bracer thought Novan as a very impolite person, Jess stated,

*“He’s the only one that frustrates me because I’d like to know what he’s talking about. Not that I suspect him of talking bad about me, it’s just uncomfortable because that’s all he uses to communicate. I saw that he responded to my GTA pricing in Indonesian. That was unnecessary, whatever the language was. **How the fuck could I carry a conversation with someone speaking a completely different language? It’s like me speaking Spanish to you all and ONLY Spanish**”*(interview with Jess Rodriguez, October 17, 2015)

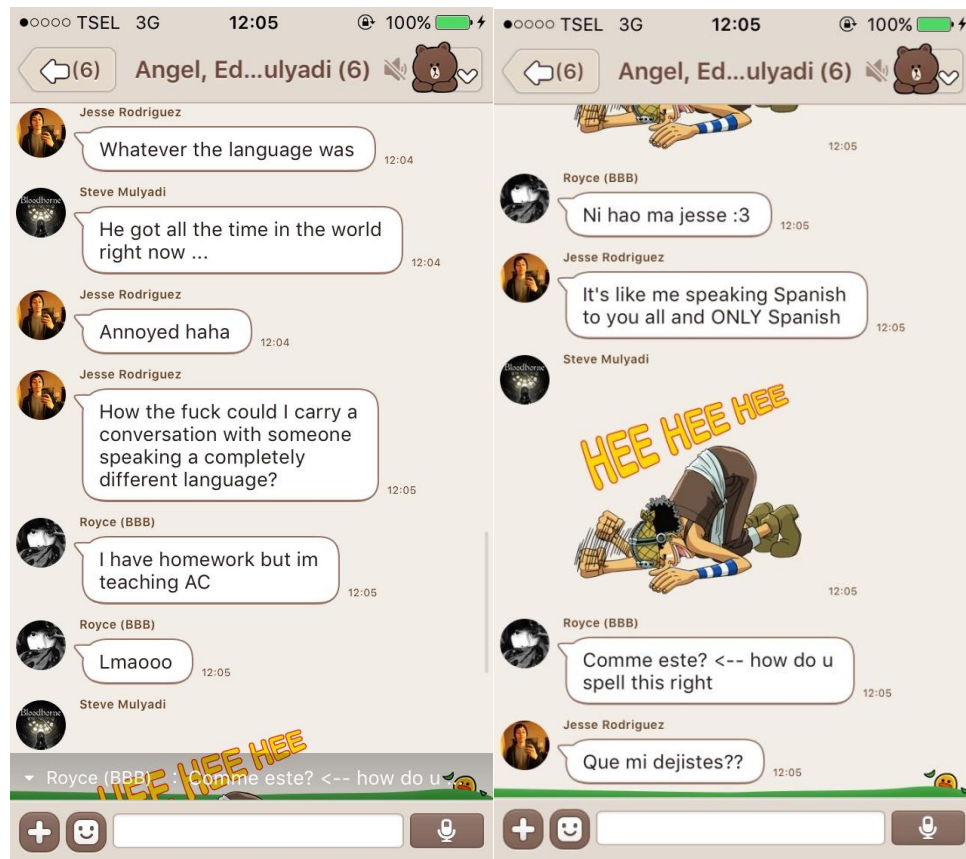


Picture 4.11, Jess disclosed his frustration regarding usage of language in the No Drama Zone! group

At the time, Jess was talking in the group in English and Novan replied him in Bahasa Indonesia. The researcher immediately asked Jess regarding how he felt, researcher often observed their group conversation and found that Novan almost never speak in English, even when he responded to Jess or Bracer's text. In the text above Jess stated,

“He’s the only one that frustrates me because I’d like to know what he’s talking about. Not that I suspect him of talking bad about me, it’s just uncomfortable because that;s all he uses to communicate.”

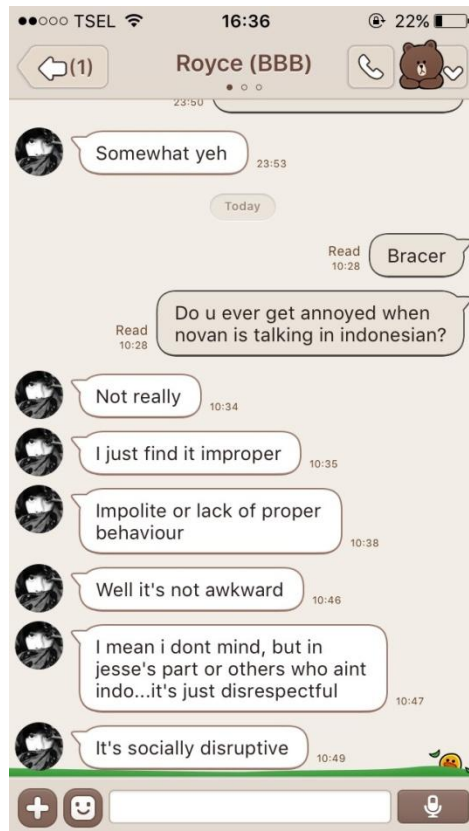
Jess confirmed that Novan always used Bahasa Indonesia to communicate in the group chats and in PS4 party.



Picture 4.12, Jess disclosed his frustration regarding usage of language in the No Drama Zone! group

According to Bracer, it would be awkward when members of the group were talking in any language beside English. But should they talked in other language, Bracer would try to listen and pick up to words she can tell and tried to understand how it was constructed. For her it was a matter of being observant to learn beyond her own comprehension. That was how she could say “tailo”. Tailo was a cursing word in Indonesia, it was supposed to be “tai lu” and she also added that it was like learning culture but verbally (observation in PS4 party). Although Bracer tried to understand Novan’s behavior, Bracer did not get annoyed by Novan but she also stated that Novan was impolite or lack of proper behavior. This statement was obtained by interview with her,

“...Not really, I just find it improper... impolite or lack of proper behavior, well it's not awkward. I mean I don't mind, but in Jesse's part or others who ain't Indo... it's just so disrespectful. It's socially disruptive.”(Interview with Bracer, October 17, 2015).



Picture 4.13, Bracer gave her opinion regarding the usage of language in No Drama Zone! group

Based on the data that had been gathered, the researcher found that the language communication barriers in this group created another barrier, the emotion barrier. According to Chaney and Martin (2004, p.11) emotion barrier is related with emotion or feelings of the receiver if the receiver's emotion is not good there will be bigger communication barrier. When Novan always spoke in Indonesian language in No Drama Zone! group, Novan caused communication barriers in the group. He caused language barrier by always speaking in Indonesian and emotional barrier by

irritating the other members who did not speak Novan's language. During the interview with Jess, he stated that he felt frustrated because he did not know what Novan was saying all of the time in the group. Thus, Jess' frustration became emotional barrier in communicating in this group. Jess became reluctant to even ask what Novan was saying. Steve also added that Jess might feel like being pushed from the community; meanwhile Bracer stated that Novan was being improper all of the time.

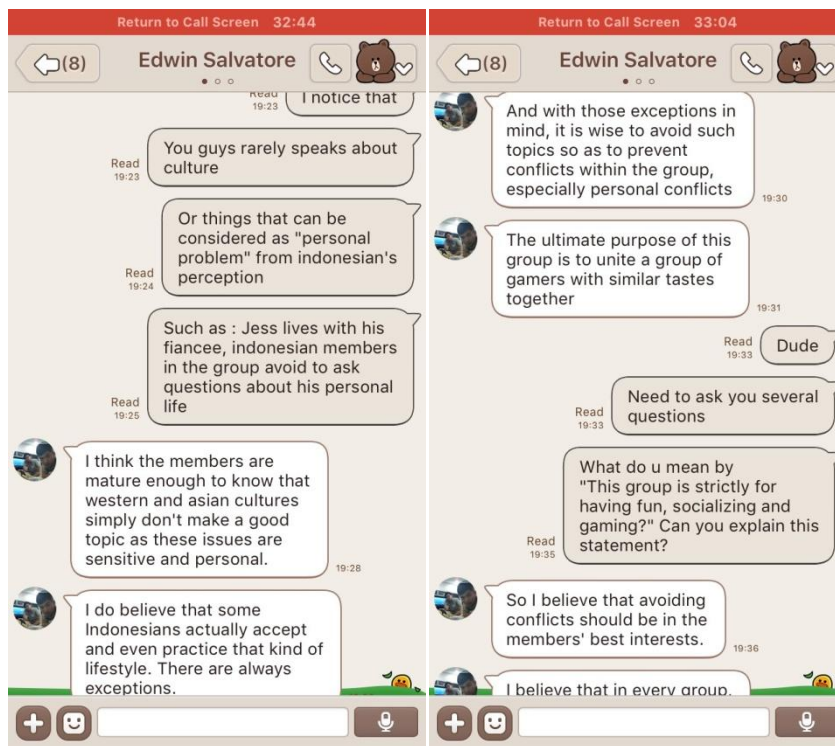
According to Thurlow, Lengel and Tomic (2004) language in computer mediated communication is a symbolic system for creating meaning and is made up of sounds (or *phonemes*), letters (or *graphemes*) and words (or *morphemes*). These are in turn combined to form grammatical structures like sentences according to the rules (or *syntax*) agreed by any particular community of speakers. Understanding what someone means when they say something requires more than recognizing the sounds and words they use, and even if people know the correct rules of grammar, there's no guarantee that those people understood the meaning. Instead, meanings are negotiated between speakers, and have to make careful judgments about context in order to decide what someone means. Communication in No Drama Zone! group was mediated by PS4 party and LINE thus it was heavily relied on party chat, where the members gathered in the virtual party in PS4 and LINE chat, where all members can read the texts. In this part, PS4 and LINE acted as technology that mediated the communication in the No Drama Zone! group.

Since Novan always used Bahasa Indonesian-language while speaking in the group, whether it was in PS4 party or LINE chat, members of the group who are not Indonesian would not understand what he said. The data that had been gathered in the field were strongly supported by the theory of language in computer mediated communication. The language barrier in this group can be identified and caused another barrier, which was the emotional barrier. Language in computer mediated communication is a symbolic system for creating meaning and is made up of sounds (or *phonemes*), letters (or *graphemes*) and words (or *morphemes*), the agreement of

symbolic system in No Drama Zone! group was to use English as their primary language, therefore the usage of language was very important to this group because it was one of the most important thing that keep them together beside playing the same game. Language is a product of culture, and culture is a product of language, therefore the language reflects the culture itself (Novinger, 2001, p.45). Language is not only a technical code of communication, but also the nonverbal code of another characteristic feature of thought and behavior patterns of structure and methods of language used.

In the No Drama Zone! group, there were several things that could be identified as High and Low Context culture, this part used Jess' personal life as an example regarding the cultural barrier in the group (high and low context). For example: Jess lived with his fiancée and Jess was the only American in the group, which means Jess was the only one who lived in the West (before Bracer moved to Canada).

According to Jess, he lived together with his fiancée. Personal info regarding this was obtained by doing an interview with Steve, Steve told the researcher a bit regarding Jess' personal life. Researcher noticed that nobody ever asked Jess regarding his personal life, because people from high context culture such as: Most of No Drama Zone! members (including Edwin, Bemz, Novan and the others except Bracer) tried to avoid asking things like Jess' personal life. Living together with fiancée in Indonesia could be considered taboo, therefore asking Jess regarding his personal life such as: where did he attend his school, which city did he live at, why did he live with his fiancée not with his family can be considered rude/trying to avoid conflicts (table 4.1 High Context communication Conflict either must be solved before work can progress or must be avoided because it is personally threatening) from the point of view of people who hold the high context culture.



Picture 4.14, Edwin Stating Asian and Western Cultures Do not Make Good Topic.

In picture 4.14 Edwin stated,

“I think the members are mature enough to know that western and asian cultures simply don’t make a good topic as these issues are sensitive and personal. I do believe that some Indonesians actually accept and even practice that kind of lifestyle. There are always exceptions. And with those exceptions in mind, it is wise to avoid such topics so as to prevent conflicts within the group, especially personal conflicts. The ultimate purpose of this group is to unite a group of gamers with similar tastes together.”(Interview with Edwin November 12, 2015).

The researcher found an invisible barrier in the group when the researcher was doing observation and interviews with the informants, they did try to avoid things that could be classified as personal in Asia such as: living with fiancée, not living with parents and did try not to ask things regarding Jess’ country. Although this was never actually became a barrier in communication, the fact that most of the members did

not know anything regarding Jess and Jess' life actually generated intercultural barrier in communication. The No Drama Zone! group members almost never asked Jess anything regarding his life, such as : how do you do? How was your school? Without even realizing, they rarely called for Jess' name in the LINE chat, they always invited him to the PS4 party and Steve was also there.

Based on the observation, the researcher found that most of the members of No Drama Zone! were Asians that hold the high context communication. See table 2.1 stated that the relationships in high context communication depend on trust, build up slowly, and stable. One distinguishes between people inside and people outside one's circle. In this case, most of the members were introduced to Jess by early 2015. People in high context communication considered Jess as their acquaintance (outside circle) not their inner circle.



Picture 4.15. Western Lifestyle According to Steve.

In picture 4.15, Steve confirmed that Jess was indeed live together with his fiancée. In PS4 party Jess was actually a very talkative person who talked a lot regarding his personal life, things that he liked, games that he finished and earn platinum trophies.

Despite Jess' effort to reveal his personal life to the others, only two persons that ever listened and discussed things thoroughly with him. The first one was Steve, obviously because Jess did call Steve his best friend, and the other one was Bracer. Bracer is a Filipino but she adopted how Western people think and act, in other words both Bracer and Jess were holding on low context communication, whereas the low context communication tend to be more expressive and progressive, they are freely expressing their emotion to others (Samovar, Porter and McDaniel, 2010). From the data that had been gathered, the researcher concluded that the members of No Drama Zone! unintentionally caused high context vs low context barrier in their group by avoiding to communicate Jess simply because he is an American.

4.4.2.2. The Use of Language Generated Perception Barrier

According to Chaney and Martin (2004, p.11) perception communication barrier appeared because each person has their own perception of things, then they will interpret something in different perception. Example for the perception barrier was when Steve pronounced Wi-Fi as "WIFEY" and Bracer was laughing so hard and she even turned off her microphone for awhile. During interview Steve said,

"Dude, there was this one time when me, Edwin and Bracer were playing, Bracer was laughing so fucking hard because I was saying that the wifey signal is bitch (Indonesian pronunciation of Wi-Fi) at the time, i said wifey instead of Wi-Fi, she laughed so hard that she even turn off her fucking microphone. It was fucking hilarious at the time, it took me awhile to notice what was happening because I did not fucking know what did I do that she laughed so fucking hard. Turned out I pronounced it wifey instead of Wi-Fi."(interview with Steve Mulyadi using PS4 party, September 24, 2015).

Base on the conversation above, Steve mispronounced Wi-Fi (English pronunciation wifi) with wify (indonesian pronunciation of Wi-Fi). Perception communication barrier can be identified when Bracer laughed so hard because Steve mispronounced Wi-Fi, Bracer thought that Steve was saying wife Since Bracer is a Filipino, she did not know the Indonesian pronunciation of Wi-Fi. In Bracer's language Wi-Fi was pronounced as Wi-Fi (as in English pronunciation) that made Bracer interpreted that Steve was saying wife instead of Wi-Fi, after a while Bracer realized that Steve was trying to say Wi-Fi not wife then she laughed so hard.



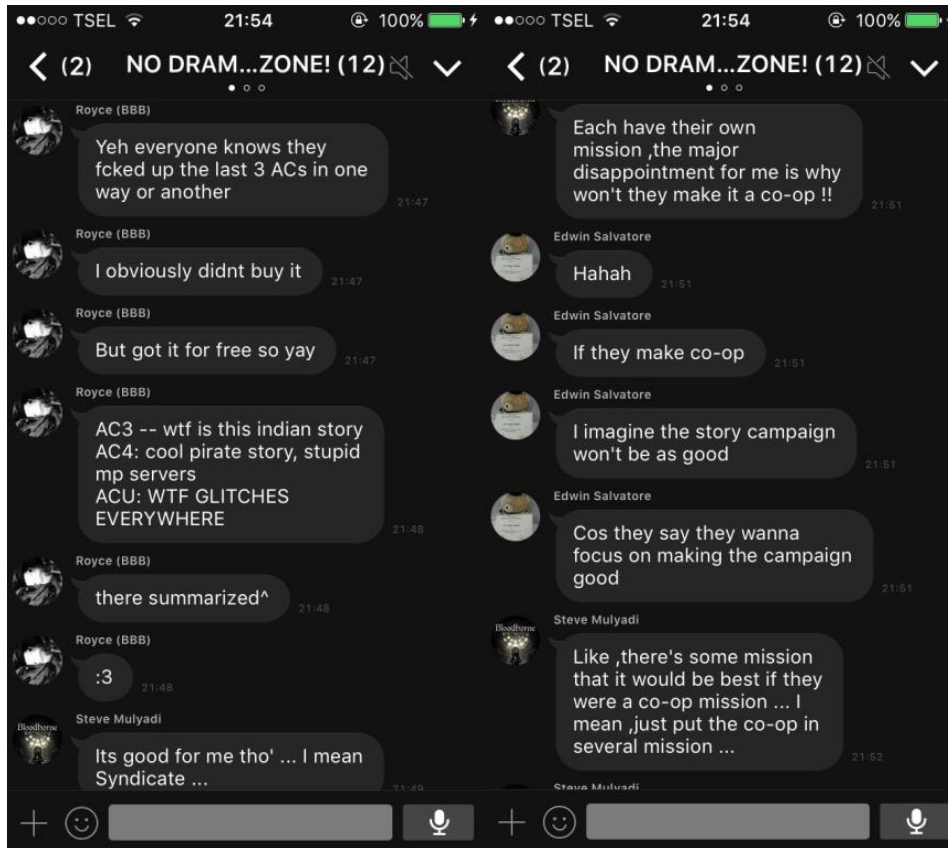
Picture 4.16. Bracer Misinterpreted the “wkwkwk” Words

Picture 4.16 was an example for perception barrier that generated by language, At the time bracer did not understand when Novan laughed using “wkwkwk” in the group. Bracer was left confused, she thought that the terms ‘wkwkwk’ was ‘wakwak’. Edwin told Bracer that the “wkwkwk” is a term that is used by Indonesian for laughing in the chats. Indonesians have various way of

laughing like “wkwkwkwk”, “wakakakaka” and any variant of combination of w and k. These terms shocked Bracer because according to Bracer, in Philippines the Wakwak was a vampiric, bird-like creature in Philippine mythology. It was said that Wakwak snatch humans at night as prey. (Interview with Bracer, August 26, 2015). This conversation showed the differences of perception between these two persons in this group, Novan were simply laughing but Bracer was scared because she thought Novan was saying “Wakwak” the vampiric hunting ghost.

According to Thurlow, Lengel and Tomic (2004) language in computer mediated communication is a symbolic system for creating meaning and is made up of sounds (or *phonemes*), letters (or *graphemes*) and words (or *morphemes*). These are in turn combined to form grammatical structures like sentences according to the rules (or *syntax*) agreed by any particular community of speakers. Understanding what someone means when they say something requires more than recognizing the sounds and words they use, and even if people know the correct rules of grammar, there’s no guarantee that those people understood the meaning. Instead, meanings are negotiated between speakers, and have to make careful judgments about context in order to decide what someone means. In this part, when Novan laughed with “wkwkwk” the No Drama Zone! group never had agreement regarding the usage of “wkwkwk” words. The “wkwkwk” word is the unofficial way to say “hahaha” in Indonesian (quora.com). Because the word “wkwkwk” meaning was never negotiated in the No Drama Zone! group. Therefore, from Bracer’s point of view the “wkwkwk or wakakaka” sounded like the wakwak the vampiric hunting ghost in Philippine. The perception barrier in this conversation happened because there was no agreement upon a particular word in No Drama Zone! group.

4.4.2.3. Perception Barrier Caused By Particular Games



Picture 4.17. Discussion Regarding the Assassin's Creed Series

In this conversation, Bracer, Steve and Edwin were discussing regarding series of games called the Assassin's Creed. Bracer gave her thought about the last three Assassin's Creed, according to her the last three Assassin's Creed series were bad and she did not like the series. Assassin Creed 3 (AC3) was a 2012 sandbox style action-adventure video game that is developed by Ubisoft Montreal and published by Ubisoft. It is the fifth main title in the Assassin's Creed series, and was a direct sequel to Assassin's Creed: Revelations. The game told the stories of Haytham Kenway and Ratonhnhaké:ton, set in the American Northeast from 1754 - 1783, during the American Revolutionary War (assassinscreed.wikia.com).

While **Assassin's Creed IV: Black Flag** is a 2013 action-adventure game, and the sixth main installment in the Assassin's Creed series. A sequel to 2012's Assassin's Creed III, the game has the player take on the role of an Abstergo Entertainment research analyst as they explore the story of Edward Kenway – father to Haytham Kenway, grandfather to Ratonhnhaké:ton (assassinscreed.wikia.com). But according to Bracer the multiplayer server was bad. Assassin's Creed: Unity was a 2014 sandbox action adventure game, and a sequel to 2013's Assassin's Creed IV: Black Flag, the game has the player take on the role of an Initiate as they explore the story of Arno Dorian, who joined the Assassins to investigate the murder of his adoptive father on behalf of his adoptive sister Élise de la Serre (assassinscreed.wikia.com). Bracer stated that the game was bad because it was so full of programming errors/glitches. Thus, Bracer concluded that **“the last three AC were fucked up in one way or another”** It can be seen that Bracer totally hated the Assassin's Creed series because it were always imperfect. In an interview, Bracer stated,

“It's not really Indian story. It's a Native American story, about half the game was fully dialogued in native murican language and it's quite disengaging and alienating for someone who has no idea on native American history nor their native tongue compared to other AC series that uses a little easy words in another language blend with some line... that actually makes it educationally entertaining like let's say “Va Bene (good), I shall see if I can do something about Tio (Uncle) Mario!” infused with a lil Italian but easily remembered. AC3 however uses it like “ni hao ma? Hen hao xie xie” no infusion of English, if this way spoken the neutral way, no person can retain those words nor have enough memory to have the right pronunciation, spelling or even a recalled understanding of what the whole sentence mean. It wouldn't be internationally appealing.”(Interview with Bracer, November 20, 2015).

Meanwhile, according to Steve, the Assassin's Creed Syndicate was good, each character (Jacob and Eve) had their own missions, the major disappointment was the game was single player only and no multiplayer/co-op for the game. Means only one person can play the game.

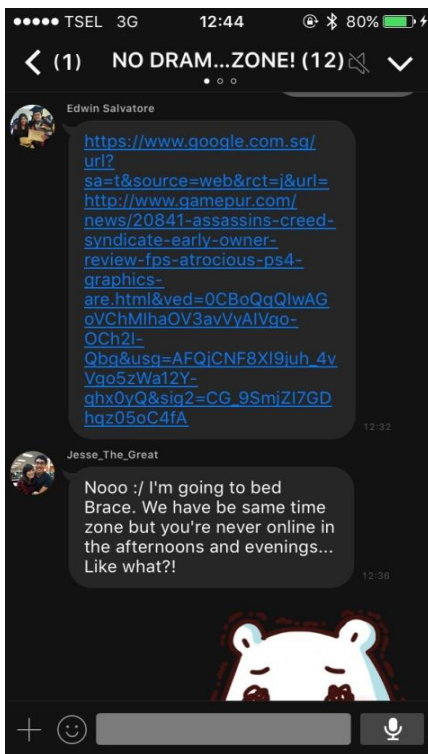
However, Edwin had his own interpretation about the game. He had different interpretations with Steve and Bracer when they were talking about Assassin's Creed series. The latest Assassin's Creed series, Assassin's Creed Syndicate had an early bad review from game reviewer company such as: IGN, Gamespot, Gameradar and Edwin was not sure about the game then they started their discussion. Edwin said that Assassin's Creed Syndicate was made exclusively for single player not a multiplayer. Despite of giving many opinions and interpretations regarding the Assassin's Creed series, Edwin himself never tried the game. During interview with Edwin, he said,

"I never actually play any of the Assassin's Creed series. Anyway my opinion was actually from some article that I read online. That's what the developers themselves were saying. But I wouldn't mind trying out the Assassin's Creed."

Based on the observation the researcher conducted in this study, the researcher agreed with Chaney and Martin's theory regarding the perception barrier. Edwin, Bracer and Steve had different interpretation in the Assassin's Creed series. The discussion of this series was dropped by them because each of them did not want to acknowledge what the other person was saying. The perception barrier was created when Edwin, Steve and Bracer began to interpret differently regarding the Assassin's Creed series. Each of them had their own interpretation of this series and they decided to not discuss about the Assassin's Creed series anymore. If they continue to discuss the Assassin's Creed series, they will create a bigger barrier because each of them had their own interpretation regarding the Assassin's Creed series.

4.4.2.4. Physical Communication Barrier in No Drama Zone! group

According to Chaney and Martin (2004, p.11) physical communication barrier are caused by time, environment, self need, and physical media factors. In No Drama Zone! group the apparent communication barrier was time. Edwin, Steve, Benz and Novan lived in the same time zone but Bracer & Jess did not live in the same time zone as the others that had been mentioned above, most of the member such as Edwin, Steve, Bracer and Jess could play together with the others during weekends. But bracer never played together with Jess although they were in the same time zone.



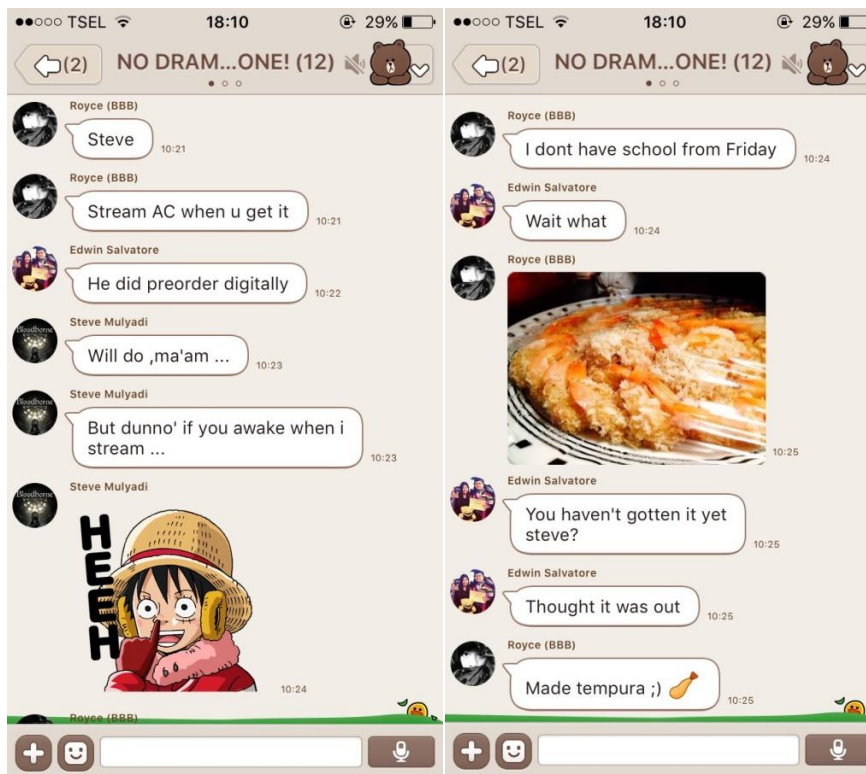
Picture 4.16, Bracer and Jess was in the same time zone but never play together

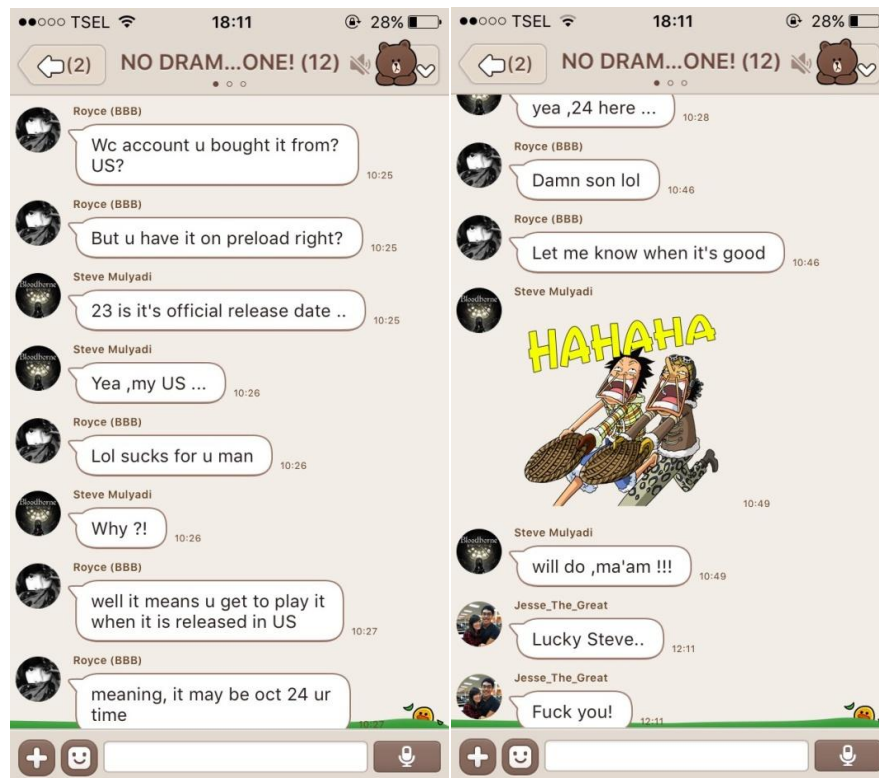
In the picture above, Bracer was asking whether Jess was still online or not. Then Jess answer,

“Nooo :/ I’m going to bed Brace. We have be same time zone but you’re never online in the afternoons and evenings... Like what?!”

As the picture showed and stated, although Bracer and Jess were in the same time zone, they still have physical barriers in their communication. Jess and Bracer were never online at the same time unless there were other person sent them invites, such as Steve and Edwin. In this part Jess statement correlates with Chaney and Martin (2004) theory regarding the physical barrier in intercultural communication which was caused by the differences of time.

Below is a picture of physical barrier that was happened because the differences of time in the No Drama Zone group





Picture 4.18. Differences of time between Indonesia and America

In the pictures above, Bracer was asking Steve to stream the Assassin's Creed. It means Bracer would be able to see the Assassin's Creed through Steve's gameplay using PS4 stream settin. Then, Edwin told Bracer that Steve did preorder the Assassin's Creed game digitally through Playstation Network also known as the PSN. After that, Steve replied Bracer by telling her that he did not know whether Bracer will be awake or not when he streamed the game (because of time differences, Bracer lived in Canada while Steve lived in Jakarta). Bracer then told Steve that she did not have school in Friday, means she can see Steve's streaming in her daytime. However Steve also added that he bought it from his U.S PSN account, the game was supposed to be released on October 23. However, the U.S PSN had a feature called preload which help account holder to download the game before the release date (usually a day or two before the release date). After that Bracer explained to Steve that he will get the game on October 24 in Indonesia, not October 23 in Indonesia (observation in the group October 20, 2015). During interview with Steve, researcher asked him

whether he know regarding the time release of the Assassin Creed or not. Steve answered,

“Honestly I did not remember if Bracer did not tell me dude, I thought it is on October 23 since I always play with my u.s account, turns out it is on October fucking 24... sometimes I got confused by the time differences. I thought I could play the game asap, turns out I have to wait another day to play it..”(Interview with Steve Mulyadi using PS4 chat on October 20, 2015)

Communication in the No Drama Zone! was mediated by the PS4 and LINE, the PS4 and LINE were regarded as CMC, Pixy Ferris (1997) stated that the properties of CMC can be defined as follows, CMC does not restrict geographical and time space, limited on expressing non-verbal information, basically nameless, face-to-monitor communication instead of face-to-face communication, literal communication instead of the linguistic communication, support to reutilize the information.

Although Pixy Ferris’ theory above stated that CMC was described as not to be restricted by geographical and time space, the researcher found different fact in No Drama Zone! group. The communications and activities were restricted by time space. For example when Bracer asked Steve to stream his game, Steve told Bracer that Steve did not know whether Bracer still awake or not during his the time Steve stream his game. Aside from that, Steve did not realize that he pre-ordered the game from the U.S PSN, the release date of the game was supposed to be on October 23, 2015. Steve was confused with the time differences. He and Bracer did have a misunderstanding, Steve thought that he can stream as soon as possible until Bracer told him that he will get the game on October 24 not October 23, means he cannot stream for Bracer and he had to wait for another day to stream for her.

Environment was also one of the elements that caused physical barrier in intercultural communication, especially in a group like No Drama Zone! a group whose intercultural communication was mediated by PS4 and LINE chat. The environment of the communicator while communicating with others in the group determines whether the physical barrier will be created or not, whether the environment is noisy or it is quiet. environment related barriers in the group : Edwin had hard times to communicate with the others when his parent were around, sometimes his dad started talking with him when he was in the middle of party and playing with Steve, Bracer and Jess. When his father started to say unpleasant things to him, Edwin became uncomfortable because he did not want the others listen especially if the others in the party understood things that his father said. During interview with Edwin, Edwin stated,

“...Well I'd try to focus in the game as much as I can actually, because you now that's my hobby, and umm when I play something I'd rather not be disturbed by other people but if my dad say something which umm you know may not be very pleasant to me... then I might just get distracted a lot, but uhh.. to be honest I don't really like it, when he talks about personal stuffs and others understand it whatever we were saying or whatever he was saying, you know it doesn't make a very good impression... well mostly I'd try to focus on the game as much as possible”.



Picture 4.19, Edwin Stated His Reason for Not Playing While in Indonesia

The picture above showed that Edwin wasn't able to go online while he was in Indonesia because Edwin's father will be angry with him,

"My dad is gonna nag... There is a reason why I did not play much in the last few days, I was in Indonesia. Cos he just kept nagging and nagging and nagging.. goodness... sick of it lol. Ah believe me.. he would really make me argue and shitstorm happens".

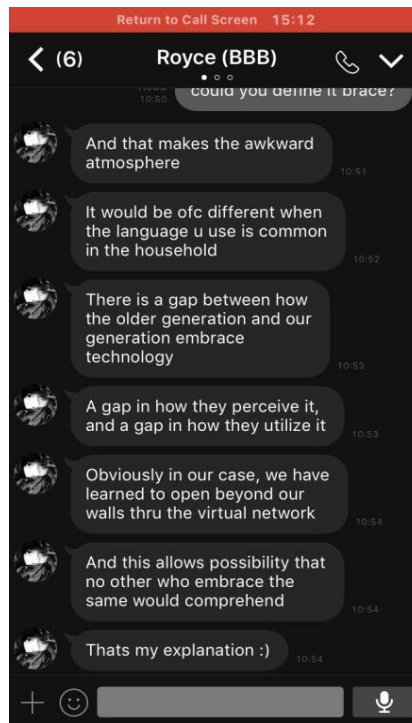
From the data that was gathered during the interview with Edwin, the environment barrier can be identified, Edwin got the disturbance from his father when he got online in Indonesia, or in Singapore when his father came to visit him. This barrier had an impact to the party chat and PS4 party, Edwin could not talk with other members and had to reply his father's questions or statements and the others cannot talk with Edwin because he was being lectured.

When Edwin's father came in and start lecturing, Steve, Bracer and Jess would stay quiet. They tried not to speak with Edwin because they did not want to bother. Although Bracer tolerated Edwin's situation (Bracer had the same experience as Edwin), Jess never notice that Edwin's father was around. Steve however, did not tolerate it. Steve would try to stay silent because he did not like any disturbance during multiplayer and PS4 party. During interview Steve said,

“Bapaknya itu harusnya pengertian-lah, masak dia ini ngga boleh itu ngga boleh.. kaya anak kecil aja, gue bukan ngajarin dia ngga nurut sama bapaknya cuman kan kasian dia juga kalo ini dimarahin, itu dimarahin semua semua diatur... kan ngga enak juga kita party mau main seneng seneng eh malah dimarahin... kaco mainnya jadinya, mau kasi tau dia win win watch out ato apa dia jadi ngga tau, headset kadang dipake kadang engga... kasian sih tp bitch-lah....” (Interview with Steve Mulyadi using PS4 party, September 24, 2015)

Translation: *“his father should have understand him, he's not a child whom you can tell you cannot do this, you cannot do that... we gather in the same party to have fun, but often times Edwin got scolded while we were partying... especially when I wanna tell him win watch out or something, sometimes he did not even use his headset... I feel him but bitch...”* (translation of the text)

The researcher interviewed Bracer and asked her regarding her feeling when Edwin's father was around and start lecturing Edwin in the middle of multiplayer and PS4 party chat. Bracer said,



Picture 4.20, Bracer Stated that She Understood Edwin’s Situation

“Well not as comfy as id hope for, for obvious reasons and when a language other than ur own is used, ofc people feel the need to wonder and makes the awkward atmosphere, it would ofc different when the language u use is common in the household. There is a gap between how the older generation and our generation embrace technology. A gap in how they perceive it, a gap in how they utilize it. Obviously in our case, we have open beyond our walls thru the virtual network. And this allows possibility that no other who embrace the same would comprehend. That’s my explanation ☺”

From the picture above, Bracer was talking regarding language because she did not understand what Edwin’s father was saying. But she did notice the gap between how older generation utilize technology, in this case it was regarding the usage of PS4 multiplayer and party chat. Edwin’s father thought his son was wasting time by playing games. Bracer totally understood Edwin’s situation because she had the same experience as Edwin. According to Bracer, her parent did not agree if

Bracer spends her time by playing PS4 or any games. Chaney and Martin (2004) stated that physical barrier happen because time differences, disturbance in environment, self need and physical media factors. In Bracer's case she totally understood Edwin's situation due to same life experiences.

Thurlow, Lengel and Tomic (2004) stated "cyberspace is just an added dimension in the lives of many people and it is hard to imagine many people living in isolation from the internet and web. Just think of how everything has a web address on every magazine advert, online banking and shopping, chat and messaging. the overlap between cyberspace and the 'real world' is great, so great in fact that the difference between what's *cyber* and what's *real* is sometimes impossible to tell". In this case the PS4 party and PS4 games were considered as cyberspace because they were an added dimension. However, this theory cannot be applied in this phenomenon, because Bracer stated that she did notice the gap between how older generation utilize technology, in this case it was regarding the usage of PS4 multiplayer and party chat. If the difference between what is cyber and what is real was almost impossible to tell, both Edwin and Bracer would not suffer so much from their parents' action. Edwin's father had thought that Edwin should study, fitness or attend courses instead of playing games and chatting with other people in PS4. Although Bracer thinks and acts like western people, her parent however did not think and act like western people, Bracer's parent thought that she spent so much time in something that was not real (cyberspace). From Bracer's parent point of view, Bracer was wasting her time by playing games, she should do useful activity such as sports instead of playing games in her home. From Bracer's point of view, she was spending quality time with her cyber friends (the No Drama Zone! group).

Example of environment barrier from Steve's side, Steve couldn't play when he was very busy with his work or when his boss was around. When Steve's boss's kids were around Steve would not join on PS4's party. When doing an interview with Steve, Steve said,

“Man, my boss’ sons ask me to play Dark Souls 2 on PS3 with them ... And you know what is the more pain in the butt is ? they ask me to bring my PS3 along with them !?! And you know why I did not bring my PS Vita along so that I can join you guys in party chat? It’s because I cant freely speak around these pricks !!! I have to watched my language because I don’t wanna be the asshole that taught them how to curse in English ... which is so boring, man !!! you know me ... I cursed a lot when we all are in the same chat room ☹☹☹”(Interview with Steve Mulyadi, September 25, 2015).

In this part, Steve explained regarding why he cannot go online and joined in the others’ party when his boss’ kids asked him to play on PS3 with them. He wanted to enjoy playing PS4 as usual with the others but when his boss’ kids began to order him, he cannot say no, in high context communication one's identity is rooted in groups, for example: family, culture, work.(Pfeiffer & Company, 1993) In this part, Steve work as inventorial staff for the kids’ father therefore Steve’s identity was as the kids’ father’s employee and he had to obey what the kids asked him to do, especially because he lives in the staff’s house which is owned by his boss. Thus the environmental barrier from Steve’s point of view was generated by his identity as his boss’ employee.