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### RESEARCH ARTICLE

#### CRITERIA FOR EVALUATING THE COMMUNICATION COMPETENCE IN THE MULTICULTURAL ENVIRONMENT OF HIGH SCHOOL STUDENTS

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#### Abstract

The communication competence in a multicultural environment is the ability to select and use methods and means of communication to solve posed problems in the process of sharing information between human beings with human beings in a multicultural environment. Individuals who have communication competence in a multicultural environment will have the skills to persuade, negotiate, present according to the purpose, object, content of activities, that appropriate to the multinational culture, regional culture, ethnic culture, and individual culture. The author has developed a set of criteria to evaluate the communication competence of high school students based on a surveying study to examine the relationship between individual characteristics and local, national culture.

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#### Introduction:-

##### Theory of communication competence:

Communication competence is one of the necessary competencies of human beings in any era. Psychological viewpoints suppose that communication competence is a relatively stable psychological attribute of individuals, ensuring that human beings can carry out communication activities effectively.

Communication competence is the ability to select and use methods and means of communication to solve posed problems in the process of sharing information between human beings with human beings. Individuals have the communication competence, will have the skills to persuade, negotiate, present according to the purpose, object, content of activities.

Communication competence includes: Cognitive competence in communication; Ability to own yourself in the process of communication; Capability to control the communication process

#### Factors affecting the ability to communicate in the multicultural environment of high school students

##### Internal factors:

The communication competence of high school students in a multicultural environment is greatly influenced by many internal factors, namely personal cultural factors. Each individual is born with different genetic traits, living and learning in different environments, which makes the difference between this individual and that individual, that is a personal culture. The personal culture makes a difference in gender and gender, differences in personal psychological attributes such as trends, personality, temperament, competence ...

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In the process of communication, individuals always desire to assert their ego and expect people to accept. If this ego is accepted and harmonized, individuals will have good communication results, improve the quality of communication relationships. On the contrary, if the individual ego is rejected, mocked, even trampled, ... the individual ego will be hurt, arise conflicts, break relationships.

#### **The external factors:**

For high school students, communication competence is greatly influenced by family and classroom environment factors. Every classroom, every school is a multicultural environment. Whether or not students form and develop good communication skills depends greatly on the educational methods of parents, teachers and the influence of friends.

In the family, parents' method of education shows democracy and respect for children, which can help children treat respectfully and democratically with other objects of communication. Parents accept their child's personality, respect for their views, interests, needs, and dreams as an expression of respect for a child's culture. That will be the basis for children to respect the personal culture of other individuals, from other regions and countries.

In the school, participating in activities will help children improve their understanding of different individuals, from different regions, countries with different customs and practices. Children who are respected by teachers and friends and are educated about the value of respect will help them respect others. That is expressed through the words, actions of children with those around them, through communication.

#### **Criteria for assessing communication competence in a multicultural environment:**

The assessment of communication competence in a multicultural environment has two very basic functions. Firstly, it can help educators who have the right orientation in the process of education to develop students' capacity. Secondly, helping educators can measure the level of students' ability to achieve appropriate measures, corrections, and education.

From the expression of communicative competence in the multicultural environment of high school students, the author developed a tool to evaluate communication competency in a multicultural environment including 03 contents with 16 indicators and 50 items. (specific criteria). As follows:

#### **Content 1: Awareness of the object of communication in a multicultural environment**

1. M1: Respect for gender and gender including 03 items
2. M2: Respect for personal psychological attributes including 05 Items
3. M3: Respect for the physical characteristics of the body including 06 items
4. M4: Respect for local, regional and national culture, including 04 items
5. M5: Respect for the language of the object of communication includes 02 items

#### **Content 2: Mastering yourself when communicating in a multicultural environment**

6. M6: Self-awareness of individual cultural identity includes 06 Items
7. M7: Build your values, orientations in your thoughts, actions, and lifestyle including 02 Items
8. M8: Preserve individual cultural identity, regional culture, national culture including 02 items
9. M9: Control your emotions including 02 Items
10. M10: Coping with stress in life includes 02 items
11. M11: Demonstrating confidence with 04 Items
12. M12: Maintain a stance, personal views include 02 Items

#### **Content 3: Control the communication process in a multicultural environment**

13. M13: Using proficient the national language consists of 04 Items
14. M14: Using foreign languages when communicating with foreigners including 01 Item
15. M15: Ability to seek support including 03 Items
16. M16: Having the skills to refuse and protect yourself including 02 Items

#### **Specifically:**

Specifically:						
No	Content	Criteria	Specific criteria			
			Criteria 1	Criteria 2	Criteria 3	Criteria 4
1	Awareness of the object of communication in a multicultural environment					
1.1	Respect for		Using words or	Friendly,	Having the	

	gender and gender		behaviors that are appropriate for people of the LGBT community	sociable, non-discriminatory, not alienated, discriminated against LGBT people	right attitude for people with strong personalities	
1.2	Respect for personal psychological attributes	Respect for needs, excitement	Respect for the needs and interests of everyone	Do not force others to follow their interests if they do not want to		
		Respect for beliefs, dreams	Appreciate the dreams of everyone and motivate them and encourage them to realize their dreams	Do not ridicule, ridicule, bring other people's dreams to make jokes		
		Always putting yourself in the shoes of others.	Thinking before you speak			
1.3	Respect for the physical characteristics of the body	For those of tall height, oversized weight	Respect for everyone's appearance	Sincere, ingenious suggestions for you to change in a positive way	Do not mention the weaknesses of the people	
		With people with disabilities	Helping people with disabilities	Pay attention to words in communication with people with disabilities	Do not discriminate against them because they think they will not bring good luck when we meet them	
1.4	Respect for local, regional and national culture		Avoid doing taboos in customs and practices	Not distorting or mocking customs and practices	Flexible reception of local customs	
1.5	Respect for the language of the object of communication		Do not mix voices to ridicule the local voice	Do not offend or hurt you due to regional characteristics (lisp, speechlessness, clarity ...)		
2						
2.1	Self-awareness of individual cultural	Own characteristics of the body	Self-assessment of his height, weight compared to common standards	Recognize the body parts (excess, lack, beauty, bad, ...)		
		Needs,	Understand	Understand what		

		excitement	what you like	you don't like		
		Dream, ideal	Dare to dream	Determined to preserve and realize the dream		
2.2	Build your values, orientations in your thoughts, actions, and lifestyle	Strengths and weaknesses	Strengths and ways to promote strengths	Weaknesses and how to improve them		
2.3	Preserve individual cultural identity, regional culture, national culture		Implementing the cultural traditions, customs, and practices of his region and country	Selective acquisition of the cultural quintessence of other individuals, regions, and other countries		
2.4	Control your emotions		Stay calm when conflicts arise	Conflict resolution in a positive way		
2.5	Coping with stress in life		There are measures to limit stress	When the body is in a state of stress, there are always positive measures to release		
2.6	Demonstrating confidence		Speak loud, clear and confident	Bold and skillful presenting views and personal opinions	Friendly, open in the communication process	Standing, sitting postures, hand and foot movements during natural and proper communication
2.7	Maintain a stance, personal views		Consistency with personal opinions and opinions	Non-conservative		
3						
3.1	Using proficient the national language		The language is loud, clear and fluent	The language is spelled correctly and grammar	Use rich poetry, folk songs, proverbs and idioms	Flexible, able to create languages
3.2	Using foreign languages when communicating with foreigners		Communicate in at least 1 foreign language			
3.3	Ability to seek support		Assess the difficulties arising in communication	Analyze possible resources	Select the most effective supportive objects and means	

3.4	Having the skills to refuse and protect yourself		With unexpected situations, knowingly refusing	Know the dangers of communication to know how to protect yourself		
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### Conclusion:-

The communication competence in a multicultural environment is demonstrated by the skillful level of using communication means, conflict resolution, seeking help and refuse to communicate in a multicultural environment.

Fluent using in the language of the country and the people.

Having able to use foreign languages when communicating with foreigners. Using ethnic voices in the process of communication with ethnic minority communication subjects.

Resolving conflicts when communicating in a multicultural environment. This conflict may originate from various reasons of opinion, lifestyle, beliefs, religion, personal culture, etc.

Seeking support from others if situations arise that need help when communicating in a multicultural environment. Refusing, protecting yourself in situations that may lead to negative consequences.

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