

Editorial Team

EDITOR IN-CHIEF

- Assoc. Prof. Dr. Drs. Abubakar Ajalil, M.Si, SCOPUS ID. [58634461600](#), Universitas Serambi Mekkah, Indonesia

MANAGING EDITOR

- Dr. Dian Aswita, S.Pd, M. Pd, Universitas Serambi Mekkah, Aceh, ID SCOPUS : [57202957850](#), Indonesia

SECTION EDITORS

- Prof. Dr. Magdalena Mo Ching Mok, M. Ed, Educational University of Hongkong, ID SCOPUS 7006024212, Hong Kong
- Dr. Asriani, S. Pd., M. Pd, Universitas Serambi Mekkah, Indonesia
- Dr. Hj. Rani Siti Fitriani, S.S., M. Hum, Universitas Pasundan, Bandung, Indonesia
- Dr. Wahyu Khafidah, S.Pd.I, MA, Serambi Mekkah University, Indonesia
- Dr. Usman Effendi, S.Sos., MM, Universitas Persada Indonesia YAI Jakarta, Indonesia, Indonesia
- Dr. Hj. Darmawati, M. Pd, Universitas Serambi Mekkah, Banda Aceh, Indonesia
- Dr. Arfriani Maifizar S.E, M.Si., Universitas Teuku Umar Aceh Barat, Indonesia, ID SCOPUS [57210744149](#), Indonesia
- Zhao Jing, M. ED, Gizhou Education University, China, China
- Nurlaili Ramli, S. SiT., MPH, Health Polytechnic of the Ministry of Health in Aceh, Aceh Besar. ID SCOPUS [57195919249](#), Indonesia
- Zaiyana Zaiyana Putri, Universitas Serambi Mekkah, ID SCOPUS [57211267424](#), Indonesia
- Fitri Wulandari, S.Pd., M. Hum, Universitas Islam Riau, ID SINTA 6704089, Indonesia
- JUNAIDI S, PD., M.PD., Universitas Serambi Mekkah, Indonesia
- Said Ali Akbar, S. Pd., M. Si, Universitas Serambi Mekkah, Banda Aceh ID SCOPUS [57190374979](#), Indonesia
- Muhammad Fajrin Pane, SH.I., M. Hum, Politeknik Tanjung Balai, Sumatera Utara, Indonesia
- Anita Noviyanti, S. Pd., M. Pd, Universitas Serambi Mekkah, Banda Aceh, Indonesia, ID SCOPUS [57219092073](#), Indonesia
- Drs. Burhanuddin AG., M. Pd, Universitas Serambi Mekkah, Aceh Indonesia, ID SCOPUS [57219343469](#), Indonesia
- Drs. Jailani, M. Pd, Universitas Serambi Mekkah ID SCOPUS [57219098536](#) Indonesia
- [Drs. Ridhwan Ismail, M. Pd, Universitas Serambi Mekkah ID SCOPUS 57219091724, Indonesia](#)
- Drs. Yulsafli - MA, Universitas Serambi Mekkah, ID SCOPUS , Indonesia
- Drs. Anwar S. Pd., M. Pd, Universitas Serambi Mekkah, Banda Aceh ID SCOPUS [58634699300](#), Indonesia

- Drs. Muhammad Isa, M. Pd, Universitas Serambi Mekkah, Aceh ID SCOPUS [57205735891](#), Indonesia
- Prof. Mahendran, P.hD, Universitas Pendidikan Sultan Idris, Malaysia
- Dr. J. Karthikeyan, Ph.D, National College, Tiruchirappali, India
- Sophia Manning, Ph.D, Kean University New Jersey, USA

WEB AND OJS MANAGER

- Munawir Munawir, ST., MT, Universitas Serambi Mekkah, ID SCOPUS [57194214483](#) Indonesia

ADMINISTRATOR OFFICE AND LAYOUT TEAM

- Dra. Ismawirna M. Pd, Universitas Serambi Mekkah, Banda Aceh, Indonesia. ID SINTA 6167918, Indonesia
- Dra. Armi M, Si, Universitas Serambi Mekkah, Aceh. Indonesia ID SCOPUS [57219094630](#), Indonesia
- Said Ali Akbar, S. Pd., M. Si, Universitas Serambi Mekkah, Banda Aceh ID SCOPUS 57190374979, Indonesia

ENGLISH LANGUAGE ADVISORS

- Septhia Irnanda, S.Pd., M.Tsol., Ph.D, Unversitas Serambi Mekkah, Aceh ID SCOPUS 5720957372, Indonesia
- Sabrina, S. Pd., M. Appling., M. Tran, Universitas Serambi Mekkah, Banda Aceh, Indonesia
- Muhammad Aulia, S.Pd., MTSOL.,MA.(Res)., Ph.D, Syiah Kuala University, Aceh, ID Scopus 58785862800, Indonesia

LAYOUT EDITORS

- Samsuddin Samsuddin, Program Studi Teknik Komputer - Universitas Serambi Mekkah
- Dr. Nasir Ibrahim, SE., M. Si, Universitas Serambi Mekkah, Bld, Ekonomi dan Design Grafis
- Elvitriana Elvitriana, Prodi Teknik Lingkungan- Fakultas Teknik Universitas Serambi Mekkah
- Firdaus Firdaus, Designer Grafis Zoom Printing, Aceh, Indonesia

PROOFREADERS

- Prof. Dr. Asnawi Abdullah, BSc.PH, MHSM, MSc.HPPF, DLSHTM, Ph.D, Universitas Muhammadiyah, Aceh, ID SCOPUS : 57202957850, Indonesia
- Ery Utomo, P.hD, Universitas Negeri Jakarta
- Muslem Daud, S. Ag., M. Ed., Ph.D, Universitas Serambi Mekkah, Aceh, Indonesia, Indonesia
- Dr. Faradiba Sari Harahap, S. Pd., M. Pd, Politeknik Tanjung Balai, Sumatera Utara, Indonesia
- Dr. Muhammad Subhan, Ph.D., M.Sc., B.Eng., MLogM, Aff.M.ASCE, King Abdul Aziz University, Saudi Arabia
- Muhammad Aulia, S.Pd., MTSOL.,MA.(Res)., Ph.D, Syiah Kuala University, Aceh, ID ORCHID, Indonesia
- Exkarach Denang, M. Ed., Ph.D, Udom Tani University, Thailand
- Sabrina, S. Pd., M. Appling., M. Tran, Universitas Serambi Mekkah, Banda Aceh, Indonesia
- Yunisrina Qismullah Yusuf, S. Pd., M. Ed., Ph.D, Universitas Syiah Kuala, Aceh, ID SCOPUS : 55351138500, Indonesia
- Dr. H. Muhammad Alfatih Suryadilaga, S.Ag., M. Ag, Universitas Islam Negeri Sunan Kalijaga, Depok, Indonesia

Misunderstandings in Student Communication in Various Universities

**Rani Siti Fitriani¹ , Siti Salina² , Nazwa Maharani³
Albertha Sonia Br.Tamba⁴ , Revi Yuniar Hajar⁵**

¹ Rani Fitriani is Lecturer of Indonesian Computer University
Email: drranisitifitriani20@unpas.ac.id

² Siti Salina is a student at the Indonesian Computer University
Email: siti.21223164@mahasiswa.unikom.ac.id

³ Nazwa Maharani is a student at the Indonesian Computer University
Email: nazwa.21223189@mahasiswa.unikom.ac.id

⁴ Albertha Sonia Br.Tamba is a student at the Indonesian Computer University
Email: albertha.21223161@mahasiswa.unikom.ac.id

^{*5} Revi Yuniar Hajar is a student at the Indonesian Computer University
Email: revi.21223179@mahasiswa.unikom.ac.id

Abstract

Communication is a human need to interact with others in various daily activities. A person will convey ideas, opinions, thoughts, feelings to others by communicating using language in writing and speech. We cannot deny that in communicating, misunderstandings often occur between speakers and speech partners or writers and readers. The impact of misunderstanding is a relationship that is no longer harmonious or good such as feuds, quarrels, and hostility. This study aims to analyze the phenomenon of misunderstanding in communication in a teenage environment. This research uses a qualitative research method with a descriptive approach to understand complex phenomena. The researcher collected data through 20 respondents, observation, and document analysis to identify how ambiguity arises in communication and its impact on interactions between individuals. The results showed that the majority of respondents experienced miscommunication through text media which often led to misunderstandings compared to direct or face-to-face communication.

Keywords: *misunderstanding, communication, language, university students*

INTRODUCTION

Communication is something that humans need to interact with each other, no one can escape from communication activities. The medium used to communicate is language. Language is divided into spoken and written language in terms of its use. Both languages are used in everyday communication. The use of language as a tool of social interaction is determined by linguistic and nonlinguistic factors. Linguistic elements include words, phrases, and sentences,

but of course they are not enough to facilitate communication. In communication, whether verbal or written, nonverbal elements are also very important. Education, social level, and gender also determine language use. Everyone wants everything that is said to be correct and understood correctly.

In communication, what someone says is not necessarily what the listener means. Communication means conveying our thoughts, ideas, feelings and desires to others through language. The symbols we use are often not clear enough for the listener, so they cannot understand or do what we want them to do. In some cases, more symbols are needed to understand the speaker. Successful communication depends not only on the clarity of language and logic but is also greatly influenced by nonverbal expressions such as body posture and facial expressions. The use of appropriate language, logical reasoning, and understanding of nonverbal communication support each other to achieve effective communication. (Nur Aqilah Pohan, 2023).



message. (Trismanto, 2018).

Source: Tiktok/ jstnshh

This problem can arise from homonymy, polysemy, complex syntactic structures, or lack of context. Ambiguity in verbal communication can arise when words used have more than one meaning or interpretation. In intercultural communication situations, these differences in interpretation often lead to misunderstandings. (Yoga Pratama, 2023). Ambiguity in communication often occurs when the message conveyed has more than one meaning that can be interpreted differently by the recipient of the message. (Dita Puspitasari, 2022)..

In the world of translation, computational linguistics and everyday communication, ambiguity is a challenge that must be overcome to achieve accurate and effective understanding. However, ambiguity also has a positive side, especially in the literary and rhetorical arts, where uncertainty of meaning can be used to create humor, irony or beauty. This study aims to understand the causes and effects of ambiguity in language, as well as find ways to minimize the confusion it causes. The researcher collected data through respondents, observation, and document analysis to identify how ambiguity arises in communication and its impact on interactions between individuals. This approach allowed the researcher to gain in-depth insight into the experiences and

Ambiguity in language use is the phenomenon of using words, phrases, or sentences that have more than one meaning or interpretation, which often causes confusion in communication. Ambiguity in spoken and written language can cause multiple meanings that confuse the recipient of the

perceptions of the research subjects.

Picture 1. WhatsApp chat Here's some evidence of misunderstanding:



Source: Tiktok/rnpohan

Sourc : Source: Tiktok/ Nazeea

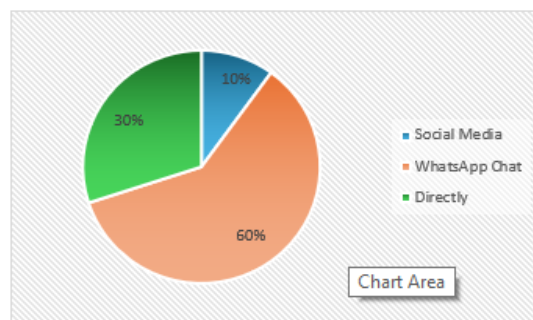
DISCUSSION

This research uses a descriptive qualitative method with data collection techniques through questionnaires distributed using *Google Form*. Respondents selected were students from various campuses randomly with a total of 20 respondents.

Based on the research results, it is known that the indicators of misunderstanding in student communication in various universities are as follows.

1. Many misunderstandings occur on *whatsapp* social media, as much as 60%; on other social media 30%; and face-to-face directly 10%. This shows that communication through text media often causes misunderstandings compared to direct or face-to-face communication. *Whatsapp* is the social media most often used in communicating personally to parents, family, relatives, friends, work partners, businesses, as well as being used for communication in course groups, school alumni groups, and other communities.

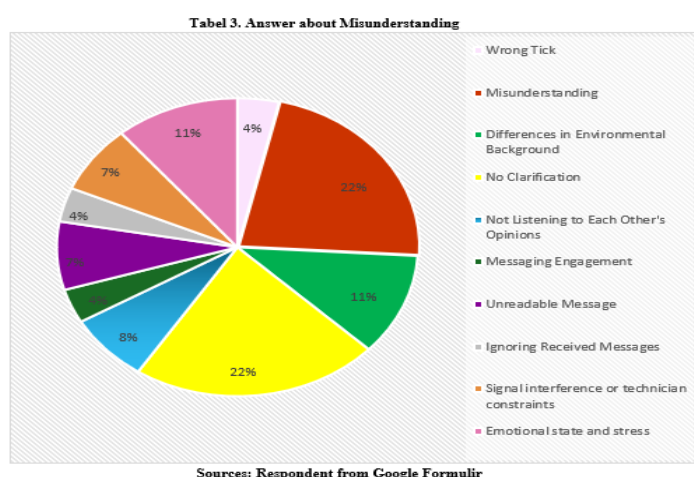
Tabel 2.
Graphic data of Communication.



Sources: Respondent from Google Fo rmulir

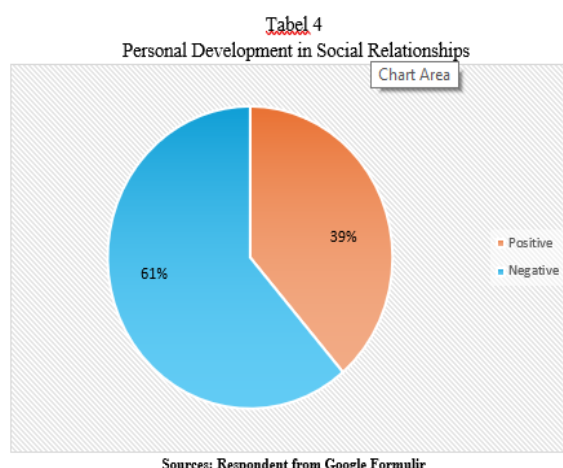
2. Indicators of misunderstanding were caused by typing errors-missed information; misunderstanding the content and message of the sentence; lack of clarification; and psychological background and environment. Typing errors and missed information are due to the fact that there are so many messages that the respondent cannot properly understand the content of the sentence. There are times when respondents write sentences in a hurry, are not focused, or speech is a little problematic so that errors occur so that the speech partner does not understand properly and is misinterpreted.

The absence of complete and informative clarification from both parties causes misunderstandings to be sustained. Different situations and conditions of the respondent-speaker and speech partner will affect the misunderstanding. A writing or speech will



cause multi-interpretation due to different psychological conditions, physical conditions, circumstances, occupations, ages, health, and busyness of the respondent-speaker and speech partner. It is possible that a person's condition will be more sensitive and easily offended because he is in a state of stress or depression when talking to other people whose writing or speech may demean or corner him even though it is in the form of a joke. It is different when someone is in a happy state without burden then when talking to speech partners then he will not be easily offended by jokes. Of course, in general, every speech or writing should still be polite and not hurt others.

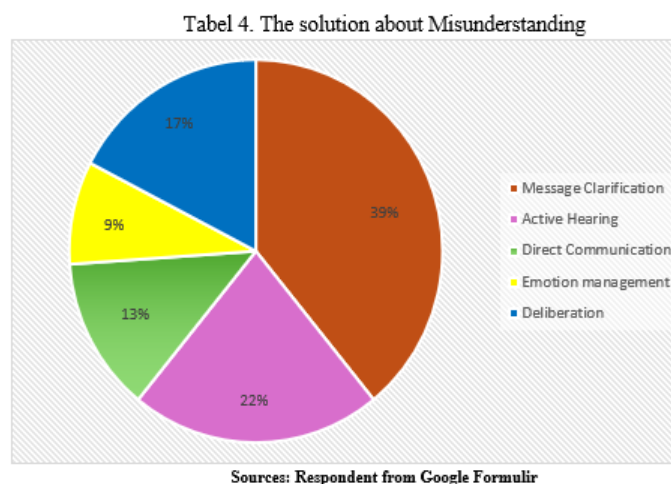
3. The impact of the misunderstanding was 61% negative and 39% positive. Misunderstandings can have positive and negative impacts. Based on the results of the study, the negative impact of misunderstanding is 61% and the positive impact of misunderstanding is 39%.



Misunderstandings, if addressed positively, can be an opportunity to learn and evaluate oneself, strengthen relationships between individuals through the conflict resolution process, and encourage the improvement of negotiation and diplomacy skills.

However, if dealt with negatively, misunderstandings can lead to prolonged conflict, decreased work efficiency because tasks have to be reworked, and emotional tension and stress. Thus, while miscommunication often poses challenges, it also offers opportunities for personal development and improved social relationships.

4. Solutions when misunderstandings occur, To overcome miscommunication, some suggested solutions include clarifying the message by asking again if there is any ambiguity to prevent misunderstanding, as well as practicing active listening by listening carefully and not rushing to respond to messages. Direct or face-to-face



communication is also recommended when misunderstandings occur, so that clarification can be done effectively. In addition, resolving conflict by deliberation while remaining calm helps in finding the best solution, and it is important to manage emotions to

remain stable during communication to avoid misinterpretation.

Based on the data from the diagram above, the majority of respondents experienced a period of communication via WhatsApp. This shows that communication through text media often leads to misunderstandings compared to direct or face-to-face communication. This misunderstanding is caused by a lack of clarification when communicating, which then leads to positive and negative impacts. From Diagram 3, it can be seen that the negative impact is greater than the positive impact. According to the

respondents, the solution to overcome the problem of misunderstanding is to re-clarify the message.

CONCLUSION

Based on the results of research on misunderstandings in student communication in various tertiary institutions, it shows that social media, particularly WhatsApp, is the main channel where misunderstandings occur, recording 60% compared to other social media (30%) and face-to-face communication (10%). Misunderstandings are often caused by a variety of things such as, typing errors, missed information, misunderstanding of the message, and lack of clarification, differences in psychological and situational backgrounds between the sender and receiver of the message. Misunderstandings that often occur are caused by the misunderstanding of speakers and speech partners in understanding the message conveyed (22%) as well as the absence of clarification (22%) when there is information that is not understood or ambiguity. The negative impact of misunderstandings is greater (61%) than the positive impact (39%), with negative effects such as prolonged conflict and emotional tension, while positive effects include opportunities for learning and relationship improvement. To overcome this problem, message clarification (39%) and active listening (22%) are very important, supported by face-to-face communication as well as deliberation so as to avoid misunderstandings in communication between students in various universities.

REFERENCE

- Dita Puspitasari, B. P. (January 2022). The Importance of the Role of Communication in Organizations: Oral, Verbal, Non-Verbal, and Written (Management Literature Review). *JEMSI: Journal of Information Systems Management Economics*, Vol. 3 (3), 257-268. doi:<https://doi.org/10.31933/jemsi.v3i3.817>
- Fitriani, R. S., & Nabila, R. (2019). Language Attitudes of Bandung Students towards Mother Language in the Millennial Era: A Sociolinguistic Study. *Akrab Juara: Journal of Social Sciences*, 4(2), 129-142.
- Fitriani, Rani Siti. (2019). *Sociopsychopragmatics*. Bandung: CV. Semiotics.
- Fitriani, Rani Siti. (2021). Pragmatic Markers and Events on Social Media in New Habit Era of Covid-19 Outbreak. *Linguistic and Culture reviews* 5 (S3). 1061-1071.
- Nur Aqilah Pohan, U. T. (December 2023). Language, Logic and Verbal and Non-Verbal Communication. *JPT: Journal of Tambusai Education*, Vol. 7 No.3, 30706-30711. doi:<https://doi.org/10.31004/jptam.v7i3.11969>
- Trismanto. (2018). Ambiguity in Indonesian Language. *Bangun Rekaprima: Scientific Magazine for Engineering, Social, and Humanities Development*, Vol. 4 No. 1, 42-48. doi:<http://dx.doi.org/10.32497/bangunrekaprima.v4i1.1118>
- Yasmin, R. A. (June 2020). *Verbal Communication VS Non-Verbal Communication*. Malang: Binus University.
- Yoga Pratama, A. A. (August 2023). Study of Non-Verbal Communication: Speaking Without Words in Beyond Language by Deena R. Levine and Mara B. Adelman. *Diglosia: Journal of Indonesian Education, Language, and Literature*, Vol. 7 No. 2, 558-562.

INTERNET:

**Rani Siti Fitriani , Siti Salina , Nazwa Maharani, Albertha Sonia Br.Tamba,
Revi Yuniar Hajar, Misunderstandings in Student Communication,
Hal. 344-350**

Author: rnpohan, Theme: Misunderstanding, Download Date: Wednesday, August 28, 2024,

Link:<https://www.tiktok.com/@rnpohan/photo/7401704826385501445>

Author: Nazeea, Theme: Misunderstanding, Download Date: Wednesday, August 28, 2024,

Link:<https://www.tiktok.com/@fairyofthelakee/video/7353621841698655494>

Author: jstnshh, Theme: Misunderstanding, Download Date: Wednesday, August 28, 2024,

Link:<https://www.tiktok.com/@jstnshh/photo/7353948457624734981>

Copyright © 2024,

**Rani Siti Fitriani , Siti Salina , Nazwa Maharani
Albertha Sonia Br.Tamba , Revi Yuniar Hajar**

The manuscript open access article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.