

Intercultural Sensitivity Perceptions among University Graduate Students in Indonesia and Malaysia

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ABSTRACT

This study aimed to examine the level of intercultural sensitivity among postgraduate students, to investigate the intercultural sensitivity's perceptions of postgraduate students, and to analyze the strategy on developing intercultural sensitivity from postgraduate students' perspectives. The participants of study were postgraduate students from two public university in Indonesia and Malaysia, which the total sample is 51 participants. Qualitative and quantitative has been implemented as methodology to answer the purposes of study. The instrument of study used Intercultural Sensitivity Scale (ISS) designed by Chen and Starosta (2000) and two reflective questions which is offered by online questionnaire. The finding revealed that postgraduate students of Indonesia have greater level of intercultural sensitivity than postgraduate students of Malaysia according five indicators of ISS. However, the difference is not too significant. The participations suggested that several points of intercultural sensitivity's perceptions, including Perspective of Life: Accepting, appreciating, and understanding cultural differences; Respect for different cultures; and Effectively guidance on diverse cultures experiences. University as multicultural educational environments can adopt several strategy on the developing intercultural sensitivity among postgraduate students, such as Attending Multicultural Classroom; Students' Activities; Students' Own Awareness; Improving Communication Skill; and University support services. Keywords: Intercultural sensitivity, perceptions, graduate students, public universit

Kata Kunci: *Intercultural sensitivity, perceptions, graduate students, public university, strategy*