



Fostering Hybrid Identity in Hello Talk to Conquer Intercultural Miscommunication

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Abstract

Global digitalization has increasingly exposed people to diverse cultures worldwide, which, while enriching, also creates greater potential for intercultural miscommunication. Despite this, many individuals still lack adequate Intercultural Communication Competence (ICC) to effectively navigate such challenges. Therefore, fostering hybrid identities through the negotiation of meaning—also known as the grounding process—is essential for enabling more meaningful intercultural dialogue. This study aims to identify adaptive strategies in performing the grounding process by examining a case study of Chinese users navigating intercultural miscommunication while interacting with international peers in Hello Talk Voice Rooms. A qualitative approach is employed through non-participant online observation, further interpreted using Xin's analytical model, Communication Accommodation Theory (CAT), and foundational concepts of ICC. The findings reveal that language differences and habitual communication styles are the most significant sources of intercultural miscommunication. However, attitudes, beliefs, and levels of open-mindedness also play crucial roles, as both similarities and differences inevitably shape intercultural interactions. Maintaining constructive and respectful dialogue requires avoiding judgment, developing a strong self-concept and cultural awareness, and demonstrating a willingness to adapt one's behaviour to different contexts. Enhancing language proficiency also contributes significantly to smoother communication. These adaptive strategies have broad global relevance, particularly within Southeast Asia, including Indonesia. Pragmatic negotiation emerges as a powerful tool for strengthening intercultural relationships, fostering mutual collaboration, and enhancing understanding across countries—especially in trade and cultural exchange. Young people, students, and educational institutions in Indonesia can cultivate hybrid identities by utilizing platforms such as Hello Talk and adopting grounding strategies demonstrated by Chinese users to minimize intercultural miscommunication.

Keywords: Intercultural Communication, Grounding Strategies, Chinese People, Southeast Asia Miscommunication

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Introduction

Global digitalization has been revealing numerous gaps in intercultural communication, yet many people are still lacking adequate Intercultural Communication Competence (ICC) to navigate the situation. It begins from the emergence of globalization and new media that brings advance technologies while simultaneously gathers various cultures, ethnicities, genders, and religions worldwide, possible to generate intercultural communication barriers (Feng et al., 2025, p.2). Those barriers are mainly caused by the limitations of shared symbols in online platforms between the sender and receiver in distinct cultural contexts, typically non-verbal cues and text-based messages (Xixi & Habil, 2023, p.116; Waziri, 2022, p.61-62).

Hence, an ability to bridge the gap is needed, for instance, ICC (Yang et al., 2025, p.1). ICC is defined as an ability to produce effective and appropriate intercultural communications based on knowledge, skills, and attitudes for creating harmonious multicultural relationships (Yang et al., 2025, p.1). It is formed upon three basic foundations; 1) Affective, a sense of sensitivity and emotion formed by situations, people, and environments, 2) Cognitive, a sense of intercultural awareness to understand different characteristics of cultures, and 3) Behavioural, the effective actions in interactions with both verbal and non-verbal communication skills (Pinariya & Sutjipto, 2021, p.91-92; Lin & Zhang, 2021, p.3674-3679).

Although ICC remains crucial, only linguistic proficiency has been predominantly valued (Permatasari & Andriyanti, 2021, p.73). Whereas in reality, a sustainable global community also depends on how people respect life, justice, honesty, and love in maintaining relationships, because cultural diversities are associated with communication behaviours (Chen, 2022, p.17; Kastner, 2021, p.26). Nevertheless, modifying these behaviours to reach mutual understanding is considered as a challenge due to rapid changes occurring in interactions (Chen, 2022, p.6).

This particular challenge plausibly generates an issue known as intercultural miscommunication, the phenomena of misunderstandings when people fail in achieving mutual understandings upon diversities, often triggered by a tendency to overgeneralize a particular experience upon multiple contexts (Bail et al., 2020, p.31). It could stem from a lack of cultural knowledge, critical thinking, failure in collaboration, and a lack of sociocultural adaptation. (Sugiyanto et al., p.2; Guo, 2025, p.2). If it keeps being neglected, this issue might escalate into prejudice, a hatred towards particular groups related to ethnocentrism, a crisis of judgement among communities because of their distinct cultural standards which frequently sparks severe conflicts (Hamdani 2022, p.102-104; Lai, 2021. p.48-50). However, prior research has successfully identified four essential aspects through which intercultural miscommunication could be analysed and navigated, those are the ways of thinking, value systems, beliefs, attitudes, and language use and habits (Malik et al., 2023, 466-467).

Thus, in order to navigate the intercultural miscommunication, individuals are expected to develop a hybrid identity, a capability to embrace multiple influences while maintaining connections with their cultural roots (The OR Briefings Oxford Review, 2025). It can be built through grounding, a process of achieving mutual understanding by negotiating the meanings of messages (Bail et al., 2020; p.6-8). However, there is still a dearth of studies in providing empirical situations, typically Asian perspective, looking at the disparity of ICC from Western viewpoints, in which this research purposefully takes the shortage as the groundwork (Feng et al., 2025; p.2, 12-13).

This study is intended to contribute, typically to Southeast Asian studies by providing Chinese people's adaptive and applicable ways of grounding when interacting with international peers in Hello Talk Voiceroom. The reason lies in China's mega-influence to Southeast Asia that makes them become deeply ingrained with Chinese cultures for decades, since both are linked with cultural and historical affinity. China's global power through its cultural diplomacy has predominantly managed various sectors in their bilateral relations, scoping from Confucius Institute, cultural events, student exchange programs, media diplomacy to political diplomacy, as well as actualizing the operation of Belt and Road Initiative (Ma, 2024, p.39-42; Kumari & Bharti, 2024, p.2). For instance, rooted in long history of education migration leads to spread population movements between China and Southeast Asia, leaving them adopting similar education system (Lee et al., 2025, p.1-3). Starting from Confucius Institute that enrolls Chinese language and culture enthusiasts in Southeast Asia, it then leads Southeast Asian people to live with similar characteristic of life (Ma, 2024, p.42).

China is recognized as the largest multicultural group in Asia with high number of internet users despite the restriction to access global used applications (Moynihan & Patel, 2021, p.2). They are prominently known with their collectivism in communities, which consider the ethical behaviour of Confucian culture that fosters benevolence, righteousness, propriety, and wisdom (Lai, 2021, p.49-50). China and its culture always have a strong influence on its neighbouring countries both in East and Southeast Asia because of massive immigration that once happened in the past (Dai & Cheng, 2022, p.129-135).

From the side of Southeast Asia, they have been adopting English and Chinese in daily conversations, despite of their strong local accents and diverse vocabularies used (Fu, 2025, p.117-120). Yet, the majority often encounter language barriers, requiring an ability to adapt by practicing their paraphrasing, repetition, and problem-solving responses (Boonsuk, 2026, p.7). Moreover, failing in using language like a native might induce raciolinguistics where one group powerfully dominates another in terms of language (Wan, 2025, p.3-4). Sometimes they must handle miscommunication because of their phonological issue, yet they tend to resolve it through pragmatic negotiation with their speaking opponents rather than modifying their accents (Boonsuk, 2026, p.6). This fact indicates that developing effective communication accommodation is evidently essential to promote an individual's language proficiency (Mseer, 2025, p.27-33; Meyerhoff, 2023, p.1-6).

On the other hand, Hello Talk is a mobile-assisted language learning (MALL) application based in Hongkong where Chinese people are able to access although restricted to other global platforms due to the Great Firewall Regulations (Yang & Yang, 2025, p.2-3; Yahya & Mutia, 2023, p.13-24). It comprises 150 foreign languages spoken, more than 30 million worldwide users, and adapting digital communication-centred model to transcend traditional boundaries (Gajić & Maenza, 2022, p.337-339). Since the real-time digital oral conversation is mostly being overlooked, Hello Talk offers various supportive features and tools that encourage active listening, speaking, and cooperation abilities, typically its Voiceroom (Taufan & Wicaksono, 2022, p.2-3; Zhao et.al., p.44).

According to the previous fact, Hello Talk might be an answer to help Southeast Asians practicing their speaking and listening skills, at the same time providing a wider opportunity for them to negotiate meanings through sharing their thoughts and cultures (Xie & Chao, 2022, p.25).

Suyastri et al., 2023, p.16). Furthermore, the implementation of pragmatic negotiation can also foster mutual understanding in a bigger scale. For instance, ASEAN consists of independent countries pursuing collaboration in cultures and trades (Suyastri et al., 2023, p.15). In order to become a sustainable association, a stronger bond should be created through effective interpersonal interaction and meaningful values to share from one another (Suyastri et al., 2023, p.15-16; Rafaldhanis et al., 2023, p.81). Hence, Hello Talk as a mobile assisted language learning application with its distinctive Voiceroom might be a suitable channel for building the grounding or negotiation process (Gajić & Maenza, 2022, p.337-339).

In addition, this research is also expected to give benefits for local individuals and communities in Indonesia. Admittedly in this case, Indonesia is one of multicultural countries that often undergoes communication challenges back and forth, typically ethnocentrism because of misinterpretation and inadvertent disrespect of each other (Hamdani, 2022, p.101). Prior research has proven that ICC in Indonesia has not become a priority whereas numerous international students have been increasing, with the local governments are still considered passive and local universities have not created engaging programs for foreign students (Pinariya & Sutjipto, 2021; p.94).

Thus, it is hoped to find meaningful approaches to minimize intercultural miscommunication among diverse identities of students in Indonesia, by raising intercultural awareness and language competence (Sawedi & Sarwono, 2024, p.25-26, 36; Koswara & Lukman, 2022 p.205-212). The main reason is linked to the high numbers of Indonesian youngsters involving in worldwide digital interaction who are still facing difficulties in online verbal communication, with misunderstanding and other problematic interaction occurred (Sugiyanto et al., p.4). Thereafter, effective communication is possibly acquired through direct and real interaction with natives from certain cultures to accommodate meaningfully (Batunan et al., 2023, p.62-64).

According to the case study with the underexplored negotiation or grounding process to navigate the issue, this research fosters a problem formulated as follows:

How Chinese users' negotiation strategies offer to minimize intercultural miscommunication due to Southeast Asians' language barriers in Hello Talk Voiceroom?

Literature Review

The groundwork of this study is established upon some earlier research that are related. Yang and Yang (2025) examined Chinese EFL students' ICC by using Hello Talk. The findings pointed out the existence of Hello Talk that offers a more realistic and accessible solution for Chinese people to communicate with global peers freely, enhancing their intercultural communicative and cognitive skills through authentic cross-cultural interaction. This study was conducted with Byram's ICC model as the theoretical framework, while alternative communication theories are needed for further in-depth exploration, which becomes an advocacy for studies conducted in the future.

Sugiyanto et al., (2025) found that Indonesian youngsters are struggling with intercultural communication because of inadequate knowledge of norms and practices, shown from their absence of respect, lack of politeness, inappropriate behaviour, misconduct, and lack of self-awareness. The issue extended to online platforms where misunderstandings frequently occurred. Hence, sufficient cultural knowledge is needed with abilities to negotiate the meanings,

understanding the languages, norms, and values. However, this particular research has not carried communication theory as a support and expected future studies to be done in another contexts or countries.

Feng et al. (2025) highlighted some challenges that potentially hinder the Chinese students' ICC, mainly insufficient cultural mindset and knowledge, a lack of confidence, and language competence obstacles. It underscored the malleable cultural mindset based on cognitive flexibility and emotional resilience as a solution to overcome the challenges. The research is conducted upon Byram's ICC model as the theoretical framework, which underpinned the importance of attitude, knowledge, skills, and awareness. However, it is stated that future studies with alternative theory as the benchmark with observational approach are recommended to complement self-report data.

Bail et al. (2021) explained about grounding strategies which refers to the negotiation of meanings to navigate miscommunication. Its findings showed that the verbal confrontation from different cultural contexts is able to provoke misunderstandings because of overgeneralization. Hence, it is suggested for students to recognize the issue, negotiate the meaning, clarify explanations, and express agreement to find similarities. This study is built upon the interaction's paradigm in collaborative learning, highlighting the grounding as the interplay between individuals to achieve mutual understanding through meaning-making construction that leads to co-elaboration of meanings and knowledge.

Yang et al. (2025) discussed some obstacles Chinese students faced in intercultural communication, which is failed in forming a common ground or mutual understanding where segregation and prejudice are likely to happen. Some struggled with unfamiliar accents spoken and some were being neglected in dialogues which led to comprehension challenges. Proactively initiating communication and improving the knowledge and norms were highlighted by participating in the target language environment to tackle the challenges. However, it is said that the strategies when contributing ideas and knowledge in a particular dialogue has not been elaborated, and other data sources such as observations warrants further attention.

Pinariya and Sutjipto (2021) elaborated the main foundation of ICC that needs to be considered; 1) Affective process (intercultural sensitivity), refers to personal emotions and feelings based on people and environments. 2) Cognitive process (intercultural awareness), refers to people's mindset about the changing environment by understanding the different characteristics of one's unique culture. 3) Behavioural process (intercultural adroitness) refers to effective action in intercultural interactions, relating to verbal and non-verbal communication skills.

Malik et al. (2023) highlighted Chick's and Xin's model that are decent and credible to examine the intercultural miscommunication, especially Xin's model which is related to this particular study that reinforces Asian perspective of ICC. It defines four essential aspects to analyse intercultural miscommunication: 1) Ways of thinking, refers to the difference of inherent cognitive between Eastern and Western individuals. 2) Value system, because sometimes individuals are oblivious to diversities when sharing in interaction. 3) Different attitudes and beliefs, which are possible to shape thoughts and actions and make cultural disparities in belief systems. 4) Different language use and habits, since every language represents unique social reality.

Bibi and Hamida (2024) elaborated the communication pattern among international students in Indonesia with Communication Accommodation Theory (CAT). In this study, CAT is defined as

a framework that examines people's communication behaviour adjustments in response to others by increasing, decreasing, and maintaining social distance. Students in Indonesia mainly converged and attempted to accommodate for effective communication and intercultural understanding. Following studies are suggested to take more diverse samples.

West & Turner (2020) and Griffin et al. (2019) emphasized that in CAT, there are three ways to accommodate; 1) Convergence, a process of increasing similarities, 2) Divergence, a process of increasing differences to non-accommodation 3) Overaccommodation, a counterproductive process because it is well intended but hurting others' feeling. CAT itself has renowned for its utility as a benchmark in framing numerous studies about intercultural communication, interpreted with four assumptions; 1) Speaking and behavioural similarities and dissimilarities prevail in all conversations. 2) The manner where speech and behaviours are perceived toward other person will determine how an individual evaluates a conversation. 3) Language and behaviours affect information about social status and group belonging. 4) Accommodation varies in its degree of appropriateness and norms guide the accommodation process.

Method

Research Type and Methods

In an attempt to gain deeper subjective comprehension and insights about the research subjects' experiences, a qualitative approach is used and applied (Dang, 2024, p.59; Kastner, 2021, p.27). This peculiar study mainly observes a case study that focuses on a phenomenon of interaction between Chinese people with global peers in Hello Talk. Case study is a type of qualitative research that intensively analyse and describe a single unit or system that is bounded by time and space to gain deep comprehension of the situations and meanings (Hancock et al., 2021, p.9). It is explored with non-partisan online observation in Hello Talk Voiceroom, seeking for the purpose in which contextual data are collected in natural settings to understand the meaning-making constructed online (Rabe, 2023, p.548-549). It is intended to analyse communication behaviours of a specific group and its culture to seek for the details of culture, behaviour, beliefs and practices of the milieu (Bibi & Hamida, 2024, p.4). Findings of this research are expected to have thick descriptions with profound understanding from the observed data (Rabe, 2023, p.552). The data was collected based on research subjects' experiences to derive a deep comprehension of the social and cultural contexts (Howlett, 2022, p.389).

Research Subjects

In this study, Chinese users as the research subjects are mainly prioritized with the intention to find the intercultural miscommunication and their reactions given when interacting with international users. Since some of Chinese users do not display their real names, profile pictures, number of ages, locations and some flag deceptions, the research subjects are recognized as anonymous by relying on their distinct China mainland's accents with their distinct tones, vocabularies, speed and intonation (Li et al., 2024, p.2, 27). In terms of their accents when speaking in English, the research relies on correctness (basic rules of language, for instance, grammars and

vocabularies), acceptability (social appropriateness and naturalness), and intelligibility (clarity and comprehensibility) (Pan et al., 2021, p.6).

Data Collection

This study was conducted from 15 November 2025 to 3 December 2025, observing 20 “CN” Voiceroom and 20 “EN” Voiceroom for 9 hours 6 minutes 13 seconds in total. Data was collected through participant observation as the researcher participates as a listener and records the interaction process in Hello Talk Voiceroom, mainly with the code room “CN” and “EN” which stand for Chinese and English Voiceroom, respectively. The observation prioritizes the process of interaction in natural settings, because people usually accommodate the communication unconsciously (West & Turner, 2020, p.388). The duration of observation is based on people’s general attention span that lies between 10 until 15 minutes per Voiceroom (Bradbury, 2016, p.509). The raw findings are saved in a USB flash drive then converted into a comprehensible tables and text-based elaboration.

Data Analysis

The collected data will be analysed on its pattern based on Xin’s examination model of intercultural miscommunication, elaborated as follows (Malik et al., 2023, p.467):

1) Ways of thinking, the difference of inherent cognitive between Eastern and Western individuals where Western often adopts an abstract approach focuses on principles, methods, and conceptual frameworks while Eastern cultures prioritize specificity and context-bound.

2) Value system, the diversities found in individuals that are oblivious to differences when sharing in interaction.

3) Attitudes and beliefs, refer to the thoughts and actions shaped, the cultural disparities in belief systems that often lead to mistrust and misinterpretation during intercultural exchanges.

4) Language use and habits, refers to misunderstandings caused by language variations, where the unique social reality is represented in every language.

CAT also plays its role in this part of research, extracting the communication perspective in three ways of accommodation and four assumptions of this theory, elaborated as follows (West & Turner, 2020, p.390; Griffin et al., 2019, p.424-427):

Three ways to accommodate;

- 1) Convergence, a process of increasing similarities,
- 2) Divergence, a process of increasing differences to non-accommodation,
- 3) Overaccommodation, a counterproductive process because it is well intended but hurting others’ feeling.

Four main assumptions;

1) Speaking and behavioural similarities and dissimilarities prevail in conversations. People who are involved in a dialogue will show their experiences which determine the extent to which a person will accommodate others,

2) The manner where speech and behaviours are perceived toward other person will determine how an individual evaluates a conversation, with the individual’s motivation becomes the key part of the perception and evaluation process.

3) Language and behaviours affect information about social status and group belonging, likely reflects the individual with higher social status,

4) Accommodation varies in its degree of appropriateness and norms guide the accommodation process, where norms is an expectation of behaviours whether it should or should not occur when interacting with others.

The indicators of intercultural miscommunication are complemented with indicators of grounding process by the ICC foundation executed by Chinese users, elaborated as follows (Pinariya and Sutjipto, 2021, p.91-92);

1) Affective process (intercultural sensitivity), refers to personal emotions and feelings based on people and environments. The four basic attributes that build this perspective are self-concept (the way a person sees himself), open-mindedness (the extent where a person expresses themselves openly and accepts others' explanations), non-judgmental attitudes (avoiding prejudice during intercultural communication), and social relaxation (the ability to control anxiety or fear in intercultural communication).

2) Cognitive process (intercultural awareness), refers to people's mindset about the changing environment by understanding the different characteristics of one's unique culture. Individuals are required to have self-awareness (the ability of individuals to aware and monitor their surroundings) and cultural awareness (the ability to understand cultures that affect people's mindset and behaviour).

3) Behavioural process (intercultural adroitness) refers to effective action in intercultural interactions, relating to verbal and non-verbal communication skills. The attributes that build this perspective are message skills (the ability to use the language of a culture outside of its own culture), appropriate self-disclosure (openly and precisely disclose self-information during intercultural interactions), behavioural flexibility (ability to adapt with appropriate behaviour based on contexts and situations), interaction management (the ability to talk alternately in a conversation, start, and end a conversation properly), and social skills (empathy, the ability to feel the same emotions as others and identity maintenance, maintaining the identity of the other person in interaction).

The main indicators of intercultural miscommunication by Xin's model and CAT, along with ICC foundation executed by Chinese users are simplified in the tables below:

Table 1. Indicators of Intercultural Miscommunication

Xin's Model (X)		CAT (W, S)			
Aspects	Code	Accommodation Ways	Code	Assumptions	Code
Ways of Thinking	X1	Convergence	W1	Similarities and dissimilarities	S1
Value systems	X2	Divergence	W2	Perception and evaluation by personal motivation	S2

Attitudes and beliefs	X3	Overaccommodation	W3	Language and behaviors influence to social status	S3
Language use and habits	X4	-	-	Appropriateness and norms guide	S4

Source: Malik et al., 2023, p.467; Griffin et al., 2019, p.424-427; West & Turner, 2020, p.390

Table 2. Indicators of Executed Chinese users' ICC Foundation

Affective Process (A)		Cognitive Process (C)		Behavioral Process (B)	
Aspects	Code	Aspects	Code	Aspects	Code
Self-concept	A1	Self-awareness	C1	Message Skills	B1
Open-mindedness	A2	Cultural-awareness	C2	Appropriate self-disclosure	B2
Non-judgmental	A3	-	-	Behavioral Flexibility	B3
Social relaxation	A4	-	-	Interaction Management	B4
-	-	-	-	Social Skills	B5

Source: Pinariya and Sutjipto, 2021, p.91-92

Thereafter, the findings are analysed and elaborated in text-based explanation, discussed from Asian and Communication approaches to elucidate the parameter of this study's perspective.

Ethical Consideration

Ethical integrity of this research is ensured through non-participant online observation in an accessible and open digital space; Hello Talk voice rooms. Subjects' identifiable information was anonymized in order to protect privacy. The researcher did not involve in research subjects' conversations and all data were used solely for academic.

Results and Discussion

Results Analysis

Overall, there are 86 Voicerooms recorded and reviewed, shrunk and reduced into 40 Voicerooms of "CN" and "EN" in total with 20 Voicerooms each to gain compressed and more solid data. The reduction in numbers of Voicerooms was due to invalid situations which hindered the analysis of intercultural miscommunication. Frequent absence of users that came and left the Voicerooms in the middle of conversation, particularly Chinese users, resulting in inconsistent presence of subjects for observation. Additionally, there are some Voicerooms with unclear conversation topics, for instance the participants randomly sang or listening to music. Findings are then displayed in tables below, along with the elaboration of outstanding data:

“CN” Voiceroom**Table 3. “CN” Voiceroom Results Analysis**

Recording Code (Date-Month- Time)	Xin's Model	CAT		ICC Foundation Executed		
		Accommodation Ways	Assumptions	Affective Process	Cognitive Process	Behavioural Process
15-11-12.47	X4	W1	S3	A2	C2	B3
15-11-13.08	X3	W3	S4	A1	C1	B3
15-11-13.26	X2	W1	S1	A3	C2	B4
17-11-11.19	X4	W2	S2	A1	C2	B2
17-11-11.26	X4	W1	S1	A2	C2	B2
17-11-11.58	X4	W3	S3	A3	C1	B4
17-11-12.22	X2	W3	S3	A3	C1	B2
17-11-12.30	X3	W2	S2	A3	C1	B4
17-11-18.16	X3	W1	S4	A2	C1	B2
17-11-19.06	X3	W1	S3	A2	C2	B4
18-11-21.17	X2	W1	S1	A2	C1	B4
20-11-22.40	X4	W1	S3	A3	C2	B2
20-11-23.16	X2	W3	S1	A2	C1	B2
22-11-22.07	X3	W1	S3	A4	C1	B3
23-11-15.48	X3	W3	S2	A1	C1	B3
23-11-21.37	X3	W2	S3	A1	C1	B1
23-11-22.03	X2	W2	S3	A3	C1	B3
24-11-11.48	X4	W3	S2	A3	C1	B3
25-11-17.42	X4	W3	S3	A1	C1	B4
25-11-18.10	X4	W2	S3	A1	C1	B2
Accumulation	X1= 0	W1= 8	S1= 4	A1= 6	C1= 14	B1= 1
	X2= 5	W2= 5	S2= 4	A2= 6	C2= 6	B2= 7
	X3= 7	W3= 7	S3= 10	A3= 7		B3= 6
	X4= 8		S4= 2	A4= 1		B4= 6
						B5= 0

Source: Author's Data Analysis (2025)

According to the data shown in the table above, Chinese users tend to converge with international peers although the diversities of language use and habits become the biggest factor of intercultural miscommunication between them. It is aligned with the third assumptions of CAT that underscores language and behavioural impacts on individual's social status in dialogues. However, some of Chinese users experience divergence and overaccommodation with

international peers, since there are also differences found in attitudes and beliefs. In these cases, similarities and dissimilarities often occur in conversation along with perception and evaluation by Chinese users with their personal motivation.

Mostly, Chinese users minimize intercultural miscommunication by showing non-judgmental attitudes, aware with themselves and their surroundings with appropriate self-disclosure when sharing their opinions and experiences to international peers. In addition, Chinese users are open-minded and having strong self-concept, with behavioural flexibility and good interaction management to navigate the intercultural miscommunication issues.

“EN” Voiceroom

Table 4. “EN” Voiceroom Results Analysis

Recording Code (Date-Month- Time)	Xin's Model	CAT		ICC Foundation Executed		
		Accommodation Ways	Assumptions	Affective Process	Cognitive Process	Behavioural Process
19-11-22.51	X4	W2	S3	A3	C1	B4
20-11-23.01	X2	W1	S1	A2	C2	B5
20-11-23.34	X3	W2	S4	A3	-	-
27-11-16.30	X4	W1	S3	A4	C1	B3
27-11-17.24	X4	W1	S3	A2	C2	B3
28-11-17.10	X3	W2	S3	A3	C2	B3
28-11-17.27	X2	W1	S1	A3	C1	B3
29-11-21.16	X4	W2	S4	A1	C2	B2
30-11-14.31	X4	W1	S3	A4	C2	B1
30-11-14.47	X4	W1	S1	A2	C1	B3
30-11-15.05	X4	W1	S2	A1	C1	B3
30-11-23.05	X4	W1	S2	A1	C1	B3
1-12-11.33	X1	W2	S1	A1	C1	B2
1-12-12.17	X4	W1	S3	A4	C1	B3
1-12-12.37	X2	W3	S2	A1	C1	B1
2-12-21.52	X2	W1	S1	A3	C1	B4
2-12-22.09	X2	W1	S1	A3	C1	B3
3-12-22.39	X4	W3	S4	A1	-	-
3-12-23.03	X4	W2	S3	A1	C1	-
3-12-23.14	X2	W2	S3	A1	C1	B2
Accumulation	X1= 1	W1= 11	S1= 6	A1= 8	C1= 13	B1= 3
	X2= 6	W2= 7	S2= 3	A2= 3	C2= 5	B2= 2
	X3= 3	W3= 3	S3= 8	A3= 6	(-)= 2	B3= 9

	X4= 11		S4= 3	A4= 3		B4= 2 B5= 1 (-)= 3
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Source: Author's Data Analysis (2025)

According to the data shown in the table above, Chinese users tend to converge with international peers although the diversities of language use and habits become the biggest factor of intercultural miscommunication between them. It is aligned with the third assumptions of CAT that underscores language and behavioural impacts on individual's social status in dialogues. However, some of Chinese users experience divergence and non-accommodation with international peers, since there are also differences found in open-mindedness along with similarities and dissimilarities that prevail in conversation.

Mostly, Chinese users minimize intercultural miscommunication by showing their self-concept and awareness especially in the matter of linguistic proficiency with behavioural flexibility that allow them to adapt based on situations and contexts. Nevertheless, some of them also lack cultural awareness and overall behavioural foundation of ICC that often generate intercultural miscommunication with international peers.

Discussion

Based on the results of intercultural miscommunication occur in dialogues between Chinese users and international peers in Hello Talk Voiceroom, language and habits are the most significant factor of intercultural miscommunication. The reason is because Chinese users have not achieved adequate language speaking proficiency, especially English to communicate with international peers. However, open-mindedness, attitudes and beliefs are other matters that need to be considered because similarities and dissimilarities prevail in all dialogues. This finding reinforces prior research that emphasize the importance of cultural knowledge and sociocultural adaptation, indicating the existence of ICC possessed by individuals to create harmonious intercultural relationships (Sugiyanto et al., p.2; Guo, 2025, p.2; Chen, 2022, p.17; Kastner, 2021, p.26).

Chinese users in this case, attempted to minimize intercultural miscommunication by showing non-judgmental attitudes in which they were likely avoid prejudice. They were willing to help other language learners to understand their language use, habits, and their cultures. Some of them were eager to learn English, even though they said learning English is challenging. They had strong self-concept and awareness with behavioural flexibility that were able to adapt based on situations and contexts, along with good interaction management in which they maintained the peaceful conversation from beginning to end. Most of Chinese users were aware about their English capability so they sometimes said it honestly to international peers and used text-based messages to deliver their meanings if necessary. This aligns to their Confucian culture that prioritize collectivism in communities, considering the ethical behaviour in the middle of diversities (Lai, 2021, p.49-50). Improving language proficiency especially English is also important for Chinese users in order to minimize language barriers that might hinder the communication process.

Additionally, it is realized from CAT viewpoint that dissimilarities often occur in intercultural miscommunication, individual's manners are perceived and examined by other people, language and behaviours determine individual's group belonging, and the awareness of appropriateness with profound understanding of norms are essential. Those factors are inevitable in terms of

intercultural communication interactions, because conflicts are unavoidable in diversities (Guo, 2025, p.2). Nevertheless, during the process of accommodation, people mostly encounter miscommunication due to the clash of acceptance and validation in society with their own personal identity (Mseer, 2025, p.32). The preceding elaborated result gives some practical solutions to overcome miscommunication because of that clash, based on Asian perspective observed from Chinese users in Hello Talk Voiceroom. Although this Voiceroom seems merely facilitate people to converse similar to a group call mode, it naturally allows people to practice how to accommodate naturally, by performing ICC through grounding process. Thereafter, the negotiation of meanings or grounding process such as what Chinese users have executed is important to minimize the possibilities of intercultural miscommunication (Bail et al., 2020; p.6-8).

Limitations

There are several limitations in this research. First, only Chinese users that are typically highlighted, while Asian studies should consist another research subjects to support their perspectives about ICC. Second, further impact and empirical evidence of this study's result have not deeply explored which will be the recommendation for future studies to fill in the gap.

Conclusion

Intercultural miscommunication is inevitable to occur in digital intercultural interaction, in which hybrid identity allows people to adapt with other cultures while keeping connected to their cultural roots to minimize miscommunication. The result of this study is relevant with CAT, where most of people pursue convergence, adapting themselves to foster mutual understanding. Yet when they are adapting to others, they often encounter miscommunication because of the clash between acceptance and validation in societies with personal identity. The grounding executed by Chinese users elaborated in this research are possible to be adapted globally, including in Southeast Asia, since they have deep connection in their cultural and historical record. It is one of ways people accommodate by negotiating the meaning of messages to others. It could be done by maintaining peaceful conversation and not judging others, having strong self-concept and awareness with willingness to adapt the behaviours based on situations and contexts. It is also important to enhance speaking and comprehension ability in other languages to ease the communication process. Southeast Asians are free in using Hello Talk as a multicultural space to improve their language speaking ability, simultaneously develop pragmatic negotiation practices. Pragmatic negotiation or grounding process can also bring numerous advantages in a bigger scale, for instance, to build a stronger bond in ASEAN community. While Indonesian youngsters, students, and educational institutions might be able to use Hello Talk as the channel to improve the individual's hybrid identity by adapting the Chinese users' ways when negotiating their meanings with international peers.

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