AN ANALYSIS OF ANXIETY MANAGEMENT FOR FOREIGNERS DURING THE COVID-19 PANDEMIC IN SOUTHERN BALI BASED ON INTERCULTURAL COMMUNICATION PERSPECTIVE

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ABSTRACT. Intercultural communication is a medium to connect people from different cultural backgrounds in initiating an interaction. One of the realizations of intercultural communication is visiting foreign tourists who came to Bali during the COVID-19 pandemic for the first time. The lack of official and up-to-date information about the COVID-19 situation in Bali in English makes it difficult for foreign tourists to receive the correct information. Situations like this can lead to disorientation, misunderstanding, stress, and anxiety. Differences in the cultural background such as language limitations between locals and foreigners, behaviours, habits, different social norms make one of the causes of anxiety among foreigners while living in Bali. Based on these facts, this research uses a qualitative descriptive method to observe foreign tourists manage anxiety in intercultural communication during the COVID-19 pandemic in the south of Bali. Data collection techniques used in this research are by in depth-interviews and participant observation. The primary data obtained will be tested for its validity through triangulation of data sources. AUM theory becomes a medium in analysis the management of anxiety carried out by foreign tourists during the adaptation process in Bali during the COVID-19 pandemic.

KEYWORDS: Intercultural communication, AUM theory, Anxiety, Foreign tourist, COVID-19 pandemic.

1   INTRODUCTION

Humans are inseparable from any interactive activities because humans are known as social beings. One leading form of interaction is through communication. Communication is a process of exchanging information and news, either directly or indirectly (Ngalimun, 2016), (Morissan, 2013). One issue that is often found in the communication process is when the interaction itself does not run effectively due to cultural differences in communication (Nurhadi, 2017). It can be one of the biggest obstacles during the interaction. In this case, intercultural communication often occurs. According to Rich and Ogawa (Adi, 2015), " Intercultural communication is communication between people from different cultures such as racial, ethnic, social class, and so on." One form of intercultural communication that often occurs is the visit of foreigners who want to explore and learn about a new culture in Indonesia, especially in Bali. Choosing Bali as a place to travel, learn the culture, or make it home-based is a popular choice for foreigners due to social interaction, unique cultures, and the international atmosphere. Unlike this year, a massive pandemic that attacks the respiratory system has emerged in the whole world. It is known as the COVID-19 pandemic. Coronaviruses are part of a family of viruses that cause flu to more severe diseases such as Middle East Respiratory Syndrome and Severe Acute Respiratory Syndrome (bbc.indonesia.com).

Corona virus-induced disease is a new type found in late 2019 (World Health Organization, 2019). The COVID-19 pandemic also had a significant impact on Indonesia's tourism industry, particularly in Bali. This phenomenon has caused a great panic amongst the tourist communities throughout Bali (www.travel.kompas.com), and it further worsened the information exchange in the form of cultural communications. One of the main cultural communication barriers faced by foreign tourists in Bali

during the pandemic has been the lack of official and current news regarding the English language situation. As in foreign tourists who are moving to a new culture for the first time, one brings the beliefs, habits, values, and behaviours of their old culture that can clash with new cultures. Situations like this can lead to disorientation, misunderstanding, conflict stress, and anxiety. This phenomenon is known as culture shock. The culture shock that's often experienced by foreigners while in Bali during the COVID- 19 pandemic, such as the triggering of feeling anxious, worried because of language barriers. Similarly, those who are not fluent in the Indonesian language due to Bali's first time have cultural blindness in Indonesia. It can be difficult for them when getting the latest information about some things. Cultural background differences such as having a language barrier in communicating with the locals, different behaviours, habits, social norms are some of the causes in the emergence of anxiety in foreigners living in Bali during the pandemic of COVID-19, particularly for those who were coming to Bali for the first time. This research will analysis how Bali's foreigners manage their anxiety during the COVID- 19 pandemic outbreak. The management of anxiety is more focused on the cultural differences related to the pandemic experienced by the foreigners who have chosen to live in Bali and the differences between their home country and Bali. Therefore, the theory relevant to managing strangers' anxiety when entering a new culture is a theory from William Gudykunst. It is called an AUM theory (Hayati, 2018). Seven categories will be used to analysis on this phenomenon of anxiety, such as self-concept, motivation to interact with a stranger, reaction to a stranger, social categorization of the stranger, situational processes, connection with a stranger, and ethical interaction.

2   INTERCULTURAL COMMUNICATION

Along with the development and advancement of technology, now the people of the world are easier to interact with each other. In this case, intercultural communication often occurs. A large part of facing a new culture is to understand communicative differences. This process is known as intercultural communication. According to Rich and Ogawa (Adi, 2015), "intercultural communication is communication between people of different cultures such as inter-ethnic, ethnic, racial and social class."

A successful intercultural communication process begins with goodwill on both sides. Through this definition, it can be concluded that intercultural communication is a process of interaction between two or more people who have different backgrounds, covering aspects of culture, language, tribe, nation, race and social class. One form of intercultural communication that often occurs is the visit of foreign tourists who want to explore and learn about new cultures in Indonesia, particularly in Bali Island. Choosing Bali as a place to travel, learn culture or even make it a home, is a popular choice for the foreigners because of the unique culture, social interaction, and international atmosphere. Based on data obtained from the statistics centre of Bali Province on foreign tourist visits from 2017-2019 has increased every year.
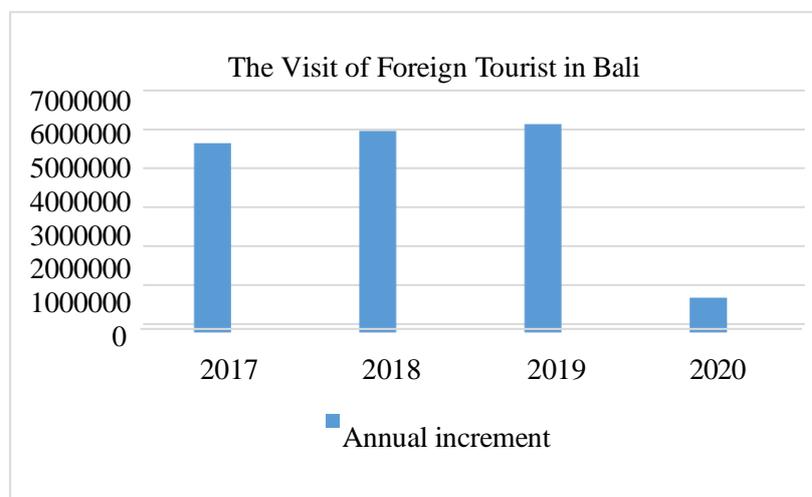
Figure 1: The Visit of Foreign Tourist in Bali
Source: www.bps.go.id

Based on the data, it can be concluded that inter-cultural communication in Bali often occurs. Unlike to 2019-2020 based on the official news statistics of Bali Province, stated that it was a drastically decreasing in foreign tourists visit, namely -69.65% compared to the number of foreign tourists to Bali in the period January-July 2020 recorded as many as 1,050,139 visits. Meanwhile, in the period of January- July 2019, there were 3,460,105 visits. Tubb and Moss (Lagu, 2016) stated that intercultural communication is communication between people with a different culture (whether racial, ethnic or socioeconomic differences). Kim (Suranto, 2010) states that intercultural communication is a communication phenomenon in which each participant has a different cultural background involved in an interaction between one another, either directly or indirectly. In intercultural communication, some barriers can cause ineffective interaction and will lead to a misunderstanding between the speakers (Ridwan, 2016). One of the barriers that can trigger anxiety, especially for someone who has a different culture while entering a new culture, is language barriers and cultural shock. (Behaldi and Ayad:2016) stated that there are four standard stages of culture shock experienced by a foreigner: The honeymoon phase, the crisis phase, the recovery phase, and the adjustment phase. The crisis phase is the most challenging phase an individual has to face from these four phases while having a culture shock. Samovar & Porter (Mas'udah, 2014) stated that intercultural communication is "communication between people whose cultural perceptions and symbol systems are distinct enough to alter the communication event". It is identical with the feeling of depression, panic, and anxiety because in this phase. The foreigners might deal with troubled times for them as a crisis in daily life, making them develop such unfriendly behaviour towards the new culture they encountered.

2.1 Elements and Barriers in Intercultural Communication

There are several elements to intercultural communication according to Samovar & Porter (2010), namely:

1) Perception

Perception is defined as a process of selecting, evaluating as well as arranging stimuli from the individual. As for the perception of culture, this is influenced by beliefs, values and systems that regulate individual attitudes.

2) The Verbal Processes

In this case, the verbal process is defined as how to start a conversation with others, the activities of internal thinking and word development are also used. These processes (language verbal and thinking patterns) are fundamentally related to perception and meaning.

3) The Non-verbal Processes

This process is more focused on the usage of cues, facial expression, body language, tone voice or even psychic distance when communicating with each other. These non-verbal cues have a different meaning depending on the cultural background.

According to Roger's (Hayati, 2018: 18-23) by understanding barriers in intercultural communication an individual could build a better connection and therefore make the communication effective. Based on roger's statement here are the barriers:

1) Differences in Social Norms

Social norms can be defined as a habit, manners, and beliefs that are followed by a community. Disobeying social norms could result in communicative conflict and are often the main concern for an individual to behave in the proper situation.

2) Ethnocentrism

Ethnocentrism is an act of judging another culture from the perspective of one's own. In ethnocentrism, everything is seen in the group's perspective as justification or based on its group references. Some would call it cultural ignorance.

3) Stereotype and Prejudice

A stereotype is a character conception of a group of people based on subjective and imprecise prejudice. Although not always negative, stereotypes can be a form of prejudice that can hinder the interaction of intercultural communication related to race, ethnicity, skin colour and others.

4) Differences in Perspective

Perspective can be defined as the point of view of an object, event or reachable reality on one's observations and interpretations. In communication, one's reality is a complex, therefore, each individual is allowed to have their point of view. This point of view is related to values culture.

5) Mindset Differences

A perspective related to perception and attitude whereas mindset relies on rationality. So, in this case, having a different mindset can be reacted to by individuals' feedback while communicating especially in different cultural situations.

6) Language Factor

A language is a communication tool that becomes one of the obstacles when each individual has different language aspects. Communication won't work effectively if there is a language barrier.

7) Culture Shock

Culture shock is a term used to describe a person's circumstances and feelings in the face of different and new socio-cultural environmental conditions.

Winkelman (Wijaya, 2013) stated that culture shock can appear in immigrant groups, such as foreign tourists, foreign students and refugees, international business exchanges, volunteers and others. (Behaldi & Ayad, 2016) has stated that there are four common stages of culture shock experienced by a foreigner, namely:

a. The Honeymoon Phase

The first phase of culture shock is known as honeymoon phase. In this phase the researcher assume that the foreigners are amazed with new things they find as they firstly arrive in a new place. They willingly to learn a new language. They assume that people in all over the world are the same and everything looks normal and it makes them pleased with anything they see.

b. The Crisis Phase

At this phase, it occurs when the individual feels that reality is different from the expectation and begins to have some problems related to it. This stage is more associated with negative evaluation of the new environment and gradually feel shock as they start to notice the dissimilarities between the new country and their own country. At this phase the foreigners might deal with some uneasy times for them as crisis in daily life, and it makes them develop such an unfriendly behaviour towards the new culture they encountered.

c. Recovery Phase

The third phase of culture shock is a recovery phase. In this period the foreigners have got a positive behaviour to the people of the new country they encountered and the culture becomes more familiar. Which means, the foreigners feel delightful staying in the new atmosphere.

d. Adjustment Phase

The last phase of culture shock, is well-known as an adjustment period. In this phase the foreigners have got accustomed and able to adapt or socialize with a new environment.

2.2 Anxiety and Uncertainty Management Theory

Anxiety is identical to feelings of worry about what might happen. A person will withdraw from the communication process when she/he has fears about the opinion or ideas will not be accepted by a different culture. Therefore, a foreigner, when entering a different culture, will be more aware of behaving. According to McCroskey (Apriyanti, 2014), An individual dealing with communication anxiety will have this kind of characteristics: avoidance, internal discomfort, self-detachment, and over communication.

According to Sadock et.al. (2010), anxiety responds to certain threatening situations and is normal. At some level, anxiety can make a person more aware of a threat because if the threat is not harmful, there is no need for self – defence. Gudykunst and Kim (1997:24) reveal that: "A stranger is an individual of different cultures or someone who has not been known before." The intended culture is differences in ethnicity, gender, and other differences. Anxiety always appears in communication and always increases when communicating with strangers. Based on the factor that influences anxiety, Gudykunst expands on his previous theory and focuses on managing anxiety in intercultural communication. This theory is known as anxiety/uncertainty management theory (AUM Theory).

The basic concept of anxiety/uncertainty management theory, according to Griffin, is classified into seven categories related to the management of anxiety and uncertainty theory. These categories include self-concept, motivation to interact with strangers, situational processes, strangers' reaction,

social categorization to strangers, connection with strangers, and ethical interaction. The basic concept of anxiety/uncertainty management theory according to Griffin is classified into seven categories related to the management of anxiety and uncertainty (Khatimah, 2019). These categories include:

a Self-concept

Self-concept is an advancement in seeing ourselves when interacting with other people from different cultures. The final output is an improvement in our ability to regulate our anxiety levels. Self-concept consists of social identities, personal identities and collective self-esteem.

b. Motivation to interact with strangers

Need a sense of belonging so that it can build the intention to interact with other people. This condition motivates in managing anxiety. Motivation to interact with strangers consists of the need for predictability, need for inclusion and need to sustain self-concept.

c. Reaction to strangers

The ability of an individual to process complex information from strangers, especially those with different cultures. Reactions to strangers consist of empathy, tolerance for ambiguity and rigid intergroup attitudes.

d. Social categorization of strangers

When a person puts positive or negative expectations. This can be an option for managing anxiety and minimize the prediction of the behaviour. Social categorization of strangers consists of positive expectations, perceived personal similarities and understanding perceived differences.

e. Situational processes

During the informal situation, anxiety is easily decreased and controlled by communicating with strangers who have different cultures. Situational processes consist of in-group power, cooperative task and presence of in-group members.

f. Connections with strangers

One of the reasons for the interest in initiating interaction is due to cultural differences. The desire to build connections with individuals from different cultures can reduce anxiety levels. It means that anxiety can be minimized when you have an attraction to other people who come from that culture. An interest in certain cultures can increase self-confidence. Connection with strangers consists of attraction with strangers, interdependence with strangers and quality and quantity of contact.

g. Ethical interaction

Keeping morals in a foreign culture can reduce anxiety, especially when communicating. This ethical interaction consists of maintaining dignity, moral inclusiveness, and respect to strangers. This study examines the perspective of intercultural communication and uses William Gudykunst's theory of Anxiety and Uncertainty Management (AUM Theory). Cultural differences are not only due to different language factors but also from the psychological side between communicants and communicators. This research focuses on cultural differences between countries in facing the COVID-19 pandemic crisis. Here the framework of this research bellow.
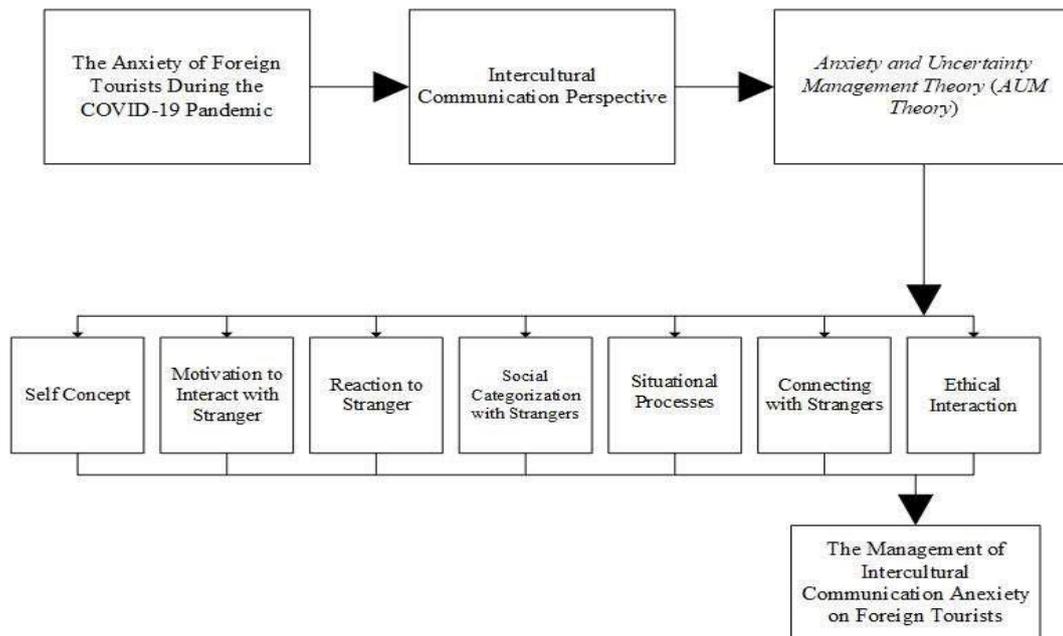
Figure 2: Research's framework

3   RESEARCH METHODOLOGY

The research is conducted in the southern Bali area by taking three locations, such as Canggu, Uluwatu, and Sanur. These areas are chosen because these are popular tourist areas, and the majority of foreigners choose these locations as their temporary residence in Bali during the COVID-19. The research design that will be used is a qualitative descriptive design (Moleong, 2012) (Sugiyono, 2018). This research will be used in descriptive data types. The data collection technique will be observation-interview-documentation. The data analysis technique will carry out three states: data reduction, data display, and verification.

4   RESULT AND DISCUSSION

Based on data that has been interpreted from an interview with foreigners who are living in Bali during the pandemic COVID-19 on the research about the management of anxiety in build a connection between cultures, has obtained several themes that will analysis the results of this research is a language barrier as the cause of anxiety, lack of information about the permit to stay especially for foreigners with visa on arrival and social culture visa holder. The strategies to manage anxiety can be used with four categories in AUM Theory, namely: improving self-concept, motivation to interact with the locals by learning the language, connection building with the locals by making friends, and concern for ethical interaction by respecting the rules in Bali. This anxiety management is related to adapting to a new culture during the transition phase of culture shock in intercultural communication. It can be carried out through seven categories in the theory of anxiety and uncertainty management from William Gudykunst (1997). A theory that focuses on intercultural meeting in-group with strangers (Hayati, 2018).

4.1   Result
1. Language Barrier as the cause of anxiety

In this case, by seeing it from an intercultural communication perspective, language factor, and credibility regarding stay permit during Bali's pandemic. It becomes one of the obstacles that can cause anxiety in communicating because having a language barrier in a communication way can hamper any precise information. Mostly informant said that the obstacles that they have been facing during their stay in Bali was all about the language barrier. There were several situations where they were literally in a worrying state of mind, even though they love Bali so much but, two things that triggered their anxiety were about the lack of language and culture about Bali. Language reflects cultural differences, which can influence the ambiguity of intercultural communication. The biggest obstacle

is that the Indonesian language is too complex, with so many ambiguities. Most of the Indonesian people speak too fast.

2. Lack of Credible Information about the stay permit and health protocol in Bali

Another obstacle that foreigners have to deal with while staying in Bali during pandemic COVID-19 is receiving and understanding their visa permit. These obstacles triggered specific anxieties in the foreign community in Bali. The effectiveness of interaction in a different culture depends on the worry of a person in the new environment. The less information or cultural knowledge of the environment and the people around, the higher level of anxiety that person will get. Mostly informants when during stay in Bali for a few weeks, felt in a situation of feeling worried and stressed because everything that expected before was not the same as in reality. They imagined that could live freely and learn the culture, but I realized that I came at the wrong time when restricting the visa permit, so many unclear regulations, and the visa problem. It makes it hard to start a life for that time.

3. Managing Anxiety based on AUM Theory

Foreigners live in Bali while dealing with anxiety due to the language barrier and lack of information regarding visa permits. Most of them were trying to manage their anxiety with some strategies related to the AUM theory from William Gudykunst. Those are Improving self-concept, Motivation to interact by learning the language, Connection building by making friends with the locals, Ethical interaction by respecting the rules, customs in Bali. Here are some statements based on the interview result that the way to deal with my anxiety is to start to build a connection with local people, learn Bahasa (Indonesia language) because communication is a tool for me in adapting with a new culture. The effort to build a connection with the locals in Bali can gain more confidence while starting an interaction with people from a different culture and also more confidence they can achieve when having a friendship with the local people because they can be supported emotionally and needs to minimize the level of anxiety that foreigners have been experienced while living in Bali during the pandemic. Based on an interview with informant, mostly they can manage their anxiety, started to learn the language and make a new friendship with the local people in Bali. They have strategy to reduce anxiety during stay in Bali was starting to make a friendship with other people who have a different cultural background. Made many friends with local people, learned and still learning the language to become more mindful of the unique Balinese. Confidence is one way that foreigners in Bali dare to start interacting and connect with the locals. The characteristics of self-confident people are capable of being independent, selfless, tolerant, ambitious, optimistic, not shy, convinced by their opinions. Here is some statement from informant, a foreigner from the South of Africa, regarding managing anxiety due to the cultural shock that he felt before. Foreigners believe if have made positive progress during stay so, they learned from this situation to slow own life and live now and become content with not having definitive plans for the future. Foreigners have tried to build connections with a few local people as they think this is important when living in another country. The most effective way managing anxiety at least, is just confident and be yourself to start making a friendship.

4.2 Discussion

This research aims to analysis on foreigners' alternative while living in Bali's south during the COVID-19 pandemic in managing the anxiety experienced. Based on the research result, the informant with a cultural background has a similar opinion: they had experienced anxiety when they were in Bali during the pandemic period, especially regarding visa, financial, and security regulations in Bali. In addition, general information was also obtained that informants found local people lacking discipline, often speaking indirectly, placing domestic and foreigners in different price ranges, overly complicated and confusing administrative processing, and a lack of credible information sources about developments. The latest COVID- 19 pandemic makes it easy to trigger anxiety. Based on managing anxiety and self-uncertainty (AUM theory), there are seven strategies for managing anxiety. However, this research was only able to identify four categories out of the seven presented in this study's grand theory: self-concept, motivation to interact, reactions to strangers, building connections to strangers, and ethical interactions. The informants did not show any social categorization categories or axioms to strangers and situational processes during the interview and observation. Therefore, this study's analysis will focus on the four categories of AUM Theory strategies that the researchers found.

1. Self-Concept

Evaluating oneself is one aspect of shaping self-concept. Having a healthy self-concept made foreigners manage his anxiety while in Bali as a foreigner who was technically trapped during the COVID-19 pandemic. As stated in the basic assumptions of the Anxiety and Uncertainty Management (AUM) theory regarding self-concept, self-esteem, and self-concept when interacting with others will result in anxiety management abilities. Griffin in (Gozali et al., 2018). Based on this, managing anxiety in social and cultural situations can be done by being more attentive to local people's habits and regulations so that foreigners who enter the area can predict what actions to take and become more confident. This is reinforced by the results of interviews in the field with foreign tourists; choosing to improve self-concept by being more confident will reduce the anxiety that had arisen due to Bali's culture shock during the COVID-19 pandemic. The experience of living in a country of people during this pandemic gave a life lesson to always accept what had happened but still find a way out. Make it more confident to integrate with culture in Indonesia. Making self-concept a key element in managing anxiety in different cultures. Being yourself will be more accepted by the community.

2. Motivation to Interact with Stranger

According to Mas'udah (2014), increasing self-motivation is related to motivation to interact in AUM Theory axioms. It consists of several factors: The need for predictability, the need for group inclusion, and the need to sustain self-concept. Foreign tourists who were in Bali during the COVID-19 pandemic have great motivation to find out about various things both cultural and personal. This motivation encourages them as foreign tourists who basically lack knowledge of Balinese culture to try to establish communication in order to obtain the information and knowledge they want to know. They need the information and knowledge to be able to predict each other's attitudes and behaviour. One of their motivations to interact is by learning the local language, that is, based on the results of research in the field, the majority of informants choose to learn Indonesian and open themselves up to interact with local people as an alternative to managing anxiety in an intercultural context. Another alternative that can be used to reduce the anxiety through while in Bali due to culture shock was to get to know the culture and learn the language. That is Bahasa Indonesia (Indonesia language) and also having initiatives and encouragement in themselves to interact with the locals is very helpful in managing anxiety.

3. Connection to Strangers

Having the interest to start an intercultural interaction certainly builds a connection with individuals who have different cultures. It has to be an option to reduce the anxiety that usually arises due to the culture shock experiences. Several informants supported this statement. Those are informants from United Kingdom, France, and South of Africa stated that building a connection with the local people can be one way to manage anxiety in any cross-cultural situation.

These foreigners choose to make friends and learn the language in Bali. They got a friend from Bali and helped them learn more about the culture and language to understand Indonesian culture better. They are also being active in a charity event while living in Bali. They collaborated with the local people, and Christopher, a surfer, made some friends with the local surfer community in Uluwatu to connect with the locals. These are relevant to the axiom in connection building with strangers based on AUM theory (Mas'udah, 2014).

4. Reaction to Strangers

The ability of an individual to process complex information against strangers, especially from different cultures, helps us to be able to predict their behaviour accurately. According to reactions to stranger consists of empathy, tolerance for ambiguity and rigid intergroup attitudes, where foreign tourists who were in Bali during the COVID-19 pandemic try to understand the mind-set of local people and understand that the nature of local people is different from their own. Choose to use body language when it does not understand verbally communicating and become more aware if starting communication not only in words but in a non-verbal style can also be used (Gozali, et al, 2018). Based on the research results, some foreign tourists feel that their anxiety can be reduced after trying to build tolerance ang local residents and trying to understand the characteristics of local resident. learn to adapt their actions to their environment in Bali, especially during this pandemic. During the learning process

to understand the culture and environment in Bali. following Balinese customs unconsciously, for example, being friendlier than before. For example, greeting people around and trying to start small talk with strangers surrounding. According to them, in the past they never greeted strangers and were more individual. Now, become friendlier with those around him and more sensitive to non-verbal styles. Based on their experience of adapting to culture in Bali and also the existing regulations. they were slowly able to experience the acculturation process in the process of intercultural communication.

5. Ethical Interaction

Entering and trying to assimilate with a new culture from the perspective of communication is always a rule or ethic. Ethics in interacting is related by regulation, customs that are communicated both verbally and non-verbally. Ethical interaction in the theory of anxiety and uncertainty management (AUM Theory) consists of maintaining dignity, moral inclusiveness, and respect to strangers.

Based on the research results, the axiom of AUM theory regarding moral engagement and respect for foreigners in an intercultural context becomes the central point for Bali foreigners during the pandemic to reduce their anxiety. Such as following the regulation of health protocols and residence permits applied by the Indonesian government. Similarly, foreign tourists who are asked for information about the management of anxiety done while in Bali are always trying to appreciate the habits, local regulations, and try to familiarize themselves with it all. It has been reinforced by tourists from Germany and England who were successfully asked for information. They chose to go through the anxiety by following the regulation applied in Indonesia, such as Visa permits, health protocols, and some cultural regulations made by Bali's local community.

5 CONCLUSION

Based on the results of research to analysis the management of foreign tourists' anxiety in South Bali during the COVID-19 pandemic, it can be concluded that in managing the anxiety of foreign tourists in Bali during the COVID-19 pandemic, coupled with the situation of intercultural encounters associated with managing anxiety and self- uncertainty (AUM Theory) described by William Gudykunst (1997) is appropriate. This theory includes seven concepts used in managing anxiety by people who have cultural differences in general, namely: self-concept, motivation to interact with strangers, reactions to strangers, social categorization, situational processes, connection to strangers, and interaction ethics. Based on the research results found in the field, the four points of anxiety management in the AUM theory include self-concept, motivation to interact, make connections, and ethical ways of interacting used as alternatives in managing anxiety by foreign tourists in South Bali during the COVID-19 pandemic.

The anxiety management carried out by some foreign tourists varies, such as: starting to open up and increasing self-confidence in interacting with local people to find out how to behave in an environment that has a culture and regulations that are different from their country of origin. Also, if self-confidence increases, the motivation to interact with strangers will increase until there is a willingness to make friends with people from across cultures. Foreigners also have a better understanding of how to react to local people who initially seem foreign but are now accepting. Like starting to understand when communicating, non-verbal messages also need to be considered. Maintaining ethics in interaction is one way to reduce Bali's anxiety, as foreign tourists always follow and respect Bali's various regulations and customs.

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