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英文實務專題

Odyssey in International Service
奧德賽之國際服務之旅

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中華民國一〇六年十二月十五日

目錄

中文摘要.....	3
Abstract.....	4
Acknowledgement.....	5
Chapter One Introduction	6
1-1 Background	6
1-2 Motivation of Research	6
Chapter Two Literature Review	7
2-1 International services-international volunteering and internship	7
2-2 Pros and cons of the international volunteering and internship	7
2-3 Impacts of international service on university student volunteering	8
Chapter Three Methodology	10
3-1 Participants, time, and places and research method	10
3-2 Research Steps	10
Chapter Four Results	12
4-1 Know thyself and let competition reveal talents	12
4-2 Multiculturalism and communication skills	12
4-3 Independence and self-care	13
4-4 Self-examination	14
Chapter Five Conclusion and Suggestion	15
5-1 Conclusion	15
5-2 Suggestions	15
References	16

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摘要

本研究旨在探討參與國際服務對於大學生的所帶來的影響和變化。本研究是由五名小組成員採用行動研究法透過實際參與從中觀察自己並於事後進行討論和整理。在這項研究中，國際服務被分為兩部分：在新加坡的實習（6個月）以及在菲律賓和紐西蘭的國際志願服務（1-2周）。通過服務學習的過程得出以下結論：(1) 多樣性的挑戰帶來了個人的成長，尤其是自我獨立和自信。(2) 多元化環境加速溝通技巧並提高語言學習的意識。口音可能是一開始交流時的障礙。(3) 國際成見，對於自己國家的傲慢和偏見有了新的見解。本研究為對國際服務感興趣的大學生提供了詳細的概述和看法，以供有興趣從事國際服務學習的學子將來參考。

關鍵字：國際服務, 大學生, 實習, 志願者, 多樣性, 多元文化

Odyssey in International Service

English Abstract

The purpose of this study was to explore the impact and change of participation in international services on college Students. The study was conducted by five members of the study using the action research method in their actual participation to observe themselves and make discussion and collation. In the study, international service was defined as two parts: the internship in Singapore (6 months) and international volunteering in Philippines and New Zealand (1-2 weeks). The process of learning by service draws the following conclusions : (1) The challenge of diversity brought personal growth especially in self independence and self-confidence. (2) Multicultural environment facilitated communicative skills and raised awareness in language learning. Accents could be a barrier in the beginning of communication. (3) International stereotypes were reformed. Where pride and prejudice of one's own country take a different point of view. The study gives detail outline and perspectives for college students interested in international service for their future references.

Keyword: international services, college students, internship, volunteering, diversity, multicultural

Acknowledgement

本次專題研究能夠如期完成，最要感謝的是本專題導師—洪芙蓉老師，從一開始就給予我們充分的自由與空間去發揮，在我們如同一盤散沙之時給予引導將我們重新凝聚在一起，在我們感到困惑止步之時給予我們幫助及解惑。尤其老師前陣子眼部開刀卻為了我們得狂盯著電腦螢幕細細檢視及校正我們的文字，在覺得我們雜亂無章仍顧及我們感受給於鼓勵與指點，在此非常感謝老師不厭其煩的督促與指導。

這個專題推動我們去體驗了一趟不一樣的旅行，在旅途中遇見了許多來自不同文化背景的人、看到了許多耳目一新的風景，感謝旅途中共事的每個同伴及當地居民。旅行回來後，雖然有許多想法，但我們並不知道該從哪邊著手，而大家一起從散漫迷茫到感到時間漸變緊湊後逐漸步上軌道、開始全心投入專題製作。感謝一起製作專題的組員們，專題製作期間大家都有所犧牲有所付出，製作期間也曾意見相佐、無法理解彼此，但在退一步後，我們都學會如何更好的配合、分工。在製作專題內容期間習得的許多技巧及與人溝通、相處之道都是非常寶貴的經驗，也希望這次的專題分享能讓對國際服務有興趣的學弟妹們有所助益。

Chapter One Introduction

1-1 Background

The world is continuously changing and improving in recent years. The relationship between countries has also become very close, regardless of political, economic, cultural and social situation which all are affected by internationalization. Bill Clinton, in his speech (王恩鳳, 林建仲, 2014) emphasized the best word that generalize twenty-first century was "Interdependence" rather than "globalization".

As information network developed in this era, it is much easier to acquire international current affairs and get experiences of personal contact with foreigners through communication media. However, while seeing is not always believing as international information from media is defective, we often get only one-sided news. We are often indifferent to things when something does not directly impact on us as the concept of "Let every man skin his own skunk". In addition, the information obtained in the communications media is limited. As a result, to get oneself personally into that kind of life, that very events taken place in order to get deeper understanding of the place, and see the true face of a place become the call of life.

In recent years, there are a large number of international volunteer teams appearing in Taiwan which encourages that doing good things while traveling, attract many Taiwanese youngsters or university students alike to serve long-term or short-term volunteering. The motivation to participate in international volunteers varies from person to person, some people want to increase their life experiences, expand their horizons; some people want to cultivate their skills of the future life, and increase language skills. Whatever the reasons are, only when one jumps out of the comfort zone of one's environment will one have the opportunity to understand oneself, the outside world, and to meet a challenge.

1-2 Motivation of Research

As a study group, we are encouraged to take upon an adventure as Odysseus took one for himself. Our adventure was comparatively short to Odysseus's, it is however the onset of our adventures in our lives. To have a first-hand information of international affairs of a target country and being independent and globalized are the two objectives of the study group. And to see whether we will have any changes in life by examining the following three questions.

The purpose of this study is

1. Explore the impact of international services on college life, learning and change.
2. Find out the problems faced by college students in international service such as internship or volunteering.
3. Experience different cultures and enhance language or communication skills.

Chapter Two Literature Review

2-1 International services-international volunteering and internship

In recent years, international services have become more prevalent between country and country. In this study, the term international services were used to refer to international volunteering and service learning. (教育部青年發展署, 2013) defines that differences of the nature of international volunteering and internship (service learning). Volunteering is mainly based on the service, depending on individual expertise and free will to participate, and not asking for return and is a part of the "social education". Whereas, service learning is a way to experience learning, such as internship, linked closely with the curriculum and credited toward their degree, which is a part of "school education" that combines both service and learning and through the combination of school curriculum and learning to achieve the goal of learning. The international internship is an alternative learning style set in foreign society. It is not like reading books in the school, but is a real experience to realize the function of the work. In order to gain experience and skills in a particular occupation or industry. "An international internship typically refers to a short-term (one month to one year) work experience with an organization abroad that allows participants to apply theoretical classroom knowledge in a real-world setting, and gain a better understanding of a given field in a global context."(Nolting, William, Debbie C. Donohue, Cheryl Matherly, and Martin Tillman., 2013). International internships are a key component of Global Workforce Development (GWD), an imperative which charges institution of higher education to prepare global ready graduates."(Jennifer Malerich,2009)

2-2 Pros and cons of the international volunteering and internship

In recent years, probably 120 countries offer oversea internship opportunities and 166 countries offer international volunteer opportunities. (form GOABROAD.COM) International service has clearly become a trend.

With a World Endeavors Youth Development internship abroad, there is ample opportunity for interns to gain a unique understanding of how challenges which may seem unrelated to youth development but are actually inexorably tied to the goal of meeting the needs of today's children. Interning in another country offers unique insight into youth development requirements and approaches within different communities and cultures. Youth development interns gain greater cultural fluency and a broader perspective on the trials and rewards of this field. (form WORLD ENDEAVORS). Service learning is a kind of educational reform method, in the university campus, combined with social service and learning objectives of the service learning program, many college students are actively promoting. In today's world, there are more and more college students looking for a more intense international experience. "Normally, motivations noted by the college students as very important included personal growth, test an academic background, career choice, skills development or language acquisition" (Rebecca

Tiessen, 2012). With these experiences they can help students in some ways. Joseph Perera's research (2012) found that participating in the international service can help a great deal in overcoming some obstacle, and would assist potential candidates in their search for possible employment. It can be seen that the motivation of college students participating in service learning are quite diverse and are also valued and affirmed by all parties. However, there are arguments of damages of international volunteering and international services.

Teaching a man how to fish is better than giving him a fish. In the service process, one sometimes thinks that is to help, but rather it is to cause their inconvenience or create dependency. For example, the most common exposure of volunteer service is to women and children, it is often considered more on offering resources to help, but less on teaching them to self-reliance. The saying goes, "rather teach them to fish then give them the fish, or even should we question "Do they really need the fish?" If you want your service valuable then you need professional knowledge. Specialist in a financial institution can teach local women's groups how to keep accounts, manage their money and how small businesses can control costs and how to turnover. Such a volunteer, even if the short-term service, it can also continually bring the value. (褚士莹, 2016) Having said that, many of the people are in need, in relation to having so much of us, while by reaching out the helpers/ volunteers' hands, there are more opportunities to create changes for the needed and introspection of oneself in their home countries. (Jane Kingsson, 2014)

There are other viewpoints on who are benefited from volunteering. Volunteer is not to help others, but instead to help in pursuit of oneself or one's request.

褚士莹 (2016) commented a good volunteer isn't using high profile to think you help the needy and relieve the distressed then become a burden to the local community, but should have humility and learning attitude. " You should not evaluate yourself too high and all things you should understand is that you are the real beneficiary.

2-3 Impacts of international service on university student volunteering

Both of international volunteering and service learning complement with each other and have positive effects and influence on autonomy learning, academic performance, personal growth, community engagement and job competition. Astin and Sax's (1998) U.S. research found that volunteering can enhance students' academic development, personal skills development, and sense of civic responsibility. Benefits were also associated with career choice and employability after graduation (Karen A. Smith, Kirsten Holmes, Ram A. Cnaan, Femida Handy, Jeffrey L. Brudney, 2010).

Under globalization, most companies are now focusing on corporate social responsibility, and gradually began to value the cross-cultural ability of job seekers and international volunteer experience. "It seems desirable to have the idea of increasing the employability of participating in the experience of international volunteers" (Paul Fitzmaurice, 2013). Employers welcome

the process, recognizing that internships are the best way to ensure a good stream of reliable incoming talent for their specific staffing needs (*Joseph Perera, 2012*). "To participate in international volunteer service is likely to increase the volunteer leadership, language communication, solve the problem (*Cook, Jackson, 2006*). Crossman and Clarke (*2010*) studied 45 employers, academics and students from a higher education perspective and found additional attributes of cross-cultural adaptability and global competitiveness for volunteers participating in international services. Initiative, flexibility, compassion and cooperation, all of which contribute to the individual's employability. And concluded that international experience in the form of volunteer, internship or paid work is to prepare for the employment of graduates (*Paul Fitzmaurice, 2013*). With these data we can clearly see that participation in international services is helpful in increasing students' future competitiveness in the workplace.

Volunteering has positive impacts on intercultural relationship. (*Berry, 1999, Endicott, et al., 2003, Fantini, 2007, Schröer, 2003, Sherraden and Benítez, 2003, Zimmerman, 1995, Ana Claudia 2013*) By learning or negotiating in a different language helps developing personal dimension with a new culture and appreciation of cultural diversity. Continuing attention was given to international affairs and improvements of problem solving skills.

Service learning and volunteer service, labor service, community service and curriculum practice, mainly in the process of emphasizing the "reflection" to develop, students through reflection, in addition to deepening their learning effect, the further achievements of self-growth (*Wade, 1997; Topaz, 2009*). Therefore, reflection is one of the main core elements in the process of service learning, and it is also an important key to link service experience and learning. Reflection will give students a different degree of learning and thinking.

Chapter Three Methodology

3-1 Participants, time, and places and research method

The research was conducted by all 5 members of this project, among them two took internship, two volunteering, and one with both internship and volunteering.

The Research method adopted action research method which contains two parts; the first one is internship abroad to Singapore from Aug, 2016 to Feb, 2017 and international volunteering to New Zealand and Philippines from June, 2017 to July, 2017. Both internship and international volunteering need to go through the intermediary or other agencies. Through the real operation, the study group truly realized the meaning of international services. In addition, we could also observe the impact and change of the international service on Taiwan college student.

Table 3-1 characteristics of internship and international volunteering

characteristics	internship	International volunteering	
participants	All 5 members in this research, all English majors		
location	Singapore	New Zealand	Philippines
duration	6months	1week	2week
Work objectives	hotel 、 restaurant	planting 、 clean up beaches	teaching

3-2 Research Steps

Singapore Internship

1. Achieve school-related requirement: TOEIC 550 points above and academic scores over 80.
2. Find an agent and collect information about Singapore
3. Interview with Singapore Employer
4. After admission, go through school Department and the school meeting reviews
5. sign the contract (school 、 company and you between company)
6. Find a legal rental
7. Waiting for the company to apply for a visa
8. Booking plane ticket
9. Go to Singapore

International Volunteer (New Zealand and Philippines)

1. Looking for the volunteering organization
2. Select the country
3. Collect information
4. Decide registration method (self-registration 、 agent handling)
5. Select the date and register
6. Booking plane ticket

7. Go to New Zealand



3-2 Flowchart for steps for application of internship and international volunteering

Chapter Four Results

4-1 Know thyself and let competition reveal talents

We often only care about trivia, but rarely concerned about international issues and always look at the world from media's point of view. However, when we participate in international services, we work with people from different cultures. While in the process of service with these people through a cultural exchange, prompting us to change the original international concept. The most important lesson we learned in internship in Singapore was not as much as to broaden our horizons but rather to adapt in diverse environment. This atmosphere is inaccessible to college students in Taiwan. If we did not do it practically, we would never know our individual potential. As the wisdom of Hesiod said: "Let competition reveal talents." Working with people from different countries helps us experience competitiveness and realized that we actually can do it. In Singapore, the interns were asked to learn by doing and with wrong doings, no mercy was shown. Whereas in school, students' mischief was also tolerated. Our lives are easy and convenient in Taiwan, which do not tap our ability. Work outside of Taiwan and put ourselves in other people's shoes can mold our characters and enhance our skill to its extent. While we were often asked why Taiwanese university graduate would take up labor related works in hotel or restaurants like we did in Singapore. While we were agonized about our starting payment of 22k in comparison to Singapore graduates of starting payment as 80k, we come to realized that we should value our education and aims for a higher course.

4-2 Multiculturalism and communication skills

Nowadays English is still the mainstream language of the world. In Taiwan, most of us use Chinese to communicate with others, and rarely take the initiative to even talk to foreigners. However, when we are in a foreign language environment, the object of our face-to-face conversation force us to communicate in English. Even if the English ability has not progressed, but in the case of courage to talk, our foreign language communication and expression has gradually improved. One student reported her progress

When I was working in the Philippines, I was assigned to the task of being a farewell party host. I remember when I came onstage to see a mass of people, my hands and voice are trembling, but fortunately with the help of the local guide to complete smoothly. I can't believe I really did the thing I thought would screw up, especially when the locals gave me the applause and the "Grapa" (pretty) sound, just a small thing but let me feel that I have completed a certain life challenge.

We also noticed in terms of language barrier, accents are the key issue. but within time, accents can no longer be a problem. While we also have a foreign tongue, we have to try get our meanings across and adopt strategies (guessing, repeating, requesting, body languages,

reference to context) to understand very strong English accents, something we did not realize when we were in school where we emphasized so much learning on grammar and correctness. Even when we were told to focus on learning communication rather than grammar made no sense to us until we have actually experience what communication counts:

We also noticed how different culture has its distinct meaning and celebration with whole-hearted and was taken very seriously. We begin to ask ourselves: where is our passion for our own culture? One student commented

When I worked in Singapore, I found that there are many diverse festival activities which made me want to join it. The Chinese New Year in Singapore “Lo Hei” is a custom of their Chinese New Year, they believe that doing this thing will bring them good luck in the new year. However, due to this local custom, let me rethink the value of Taiwan’s culture. Although there are many local festivals in Taiwan, we seldom participate or neglect them. We should not only focus on international festivals but also participate in more local festivals and customs.

Living in a different culture and society gives a new experience of living and new way of learning things and vocabulary. There were small things we never realized in our own country. One student in New Zealand noticed something peculiar for her observation

When I came to New Zealand, I was really full of curiosity for this unknown world to very small thing such as their traffic light, if you want to cross the road then you need to press the bottom; in terms of advertising slogan, I find that their KFC slogan use a different word to express how delicious is their food. it made me want to learn more vocabulary to enrich myself. Everything made me interested there at that time. However, I didn’t notice those things in Taiwan.

4-3 Independence and self-care

Because of the high cost of medical care abroad, it is important to take care of one’s health. While at home, we never thought much of our health and never thought of building up our body. The student volunteered in New Zealand realized how weak her strength was in comparison to the French girl at her same age. She said

Poor health is a hindrance to success: Work is really different from study in the school! In particular after my volunteer work, I feel learning in the school is a happiness thing. The reason is when you in the school, the only things you need to do is focus on your learning. However, the labor work not only needs to have a good reaction but also needs good physical strength. I think my volunteer work is really hard than my imagine (imagination). My body is too weak to work so I need others help as always. It also reminds me one thing, how important (it) is (to) have an (a) healthy body before I entry

(enter) the workplace.

4-4 Self-examination

After experiencing different cultures and challenges, we can now more directly understand the advantages and disadvantages of the places we have been to and our own home country. The international gap where we believed from the media and books could never have filled if we had not been to the countries. We used to think our country is inferior and ourselves not competent as media broadcasts time and time again. We took everything for granted and never actually put ourselves in the situation where resources are scarce as in Philippine and people can be happy even they are poor. Learning how to be resourceful and living up to challenges are the lessons we all cherished in this journey of international service. Feeling embarrassed and shy in using English and passive learning become a past and something that we all have to bear in mind that we had been there and gone out. Some of the members of the group took up more opportunities in participating international affairs as helpers, such as windsurfing competitions held in the region of Penghu where we study in. Others may have gone back to their comfort zones. Whereas, as senior students with a few days to wander, we, still, are planning the next move to a new frontier. We are very eager to learn in different countries, finding out more. School here is still a comfort zone, we can't stay there too much to lose our edge. It was true that we take more than we give in volunteering or internship and all that was just a small step of our own Odyssey in our lifetime.

Chapter Five Conclusion and Suggestion

5-1 Conclusion

International volunteerism and service learning can help students to enhance self-care, as many unexpected problems and crises abroad could happen where friends and relatives cannot be accompanied. The ability to calm and the skills of problem solving are essential wherever you are. Service learning can help students to further understand whether this learning is to help the future career, in the course of learning, one will gradually find the nature of work and self-character whether they match or meet the future of their plan. Whether it is international volunteering or service learning can enable students to experience the actual diversity of culture, not only allow them to learn to accommodate and respect foreign culture, but also know how to cherish the valuable resources of our own country. Both international volunteer and service learning can help students have good international exchanges, thereby enhancing students' interest in language learning.

5-2 Suggestions

It is hoped that this study can give an outline and reference of international volunteering and internship for students who are interested in this area.

A day's adventure makes a difference on one's lifetime. There are things you will never experience if you never want to get out of your comfort zone. Action speaks louder than words. Confucius said "A thousand miles start with a foot step." For students who are interested in international services, they can form a team, participate in planning.

You never know how good you are until you make yourself useful. Preparation results in future outcome. It is not language one needs to excel, it is the skills of communication. Prepare yourself to challenge and challenge brings talents when one knows one's strength and one's weakness.

For teachers and school administrators, sometimes students who did not learn or learn well or whose motivation of learning is low in school could be encouraged to take on internship or international volunteering where they may show their excitement potential.

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