# A COMPREHENSIVE ANALYSIS OF THE VIEWS OF TURKISH TEACHERS ON THE PROCESS OF INTERCULTURAL EDUCATION

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ABSTRACT. This study aims to analyse views of 10 teachers at selected private and national high schools in Turkey regarding an intercutional project to develop intercultural sensitivity. Throughout the project, sen in ars and workshops by academic experts were prepared for the teachers concerning; intercultural awareness, culture and education, student-centred learning methods, learning styles, multiple intelligence theory, empethy, and teacher research. With the guidance of academics, teachers developed asson plans, applied these to their classes, presented the results at national and international meetings and wrote articles about the process. While teachers were initially anxious about working with people from different countries and applying new methods, they appreciated the results. Moreover, they have stated that intercultural awareness should be incorporated into all classes. They emphasized, however, that, to be successful in such projects, teachers need fluency in English and a willingness to try new methods.

**Key words:** in red ural education, lesson plans, teacher views

# In rodaction

a groving global population. This reduces distances between countries and cultures, brings people closer and makes cultures more easily shared. In the current era of so-called globalization, knowing other cultures, knowing each other and being able to communicate in a multicultural world is vital for prosperity and peace. In this context, intercultural studies gain importance since individuals must be well prepared for a multicultural world. From this point of view, both in the business and educational world, there is an increasing importance attached to

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the intercultural identity of individuals. According to Bhawuk and Brislin (1992), interacting with other cultures is necessary if one is to be effective in a different culture: one must be sensitive so as to understand those from other cultures, and be ready to modify one's behaviour out of respect for those cultures and for the people of those cultures. The most appropriate concept that summarizes these ideas is 'intercultural sensitivity'. According to Hammer (2003), intercultural sensitivity is the skill of experience and awareness of cultural differences. Chen and Starosta (1996) define intercultural sensitivity as possessing self-awar ness. open-mindedness, and social convenience. According to literature, these four characteristics enable individuals to show the required sensitivity in accepting cultural differences during intercultural interaction and respecting here differences. According to Fantini (1995), an individual possessing cultural censitivity is able to both enhance his understanding of his own culture and to develop empathy in his/her own context. In order to successfully keep up with the world, an individual should develop sensitivity to different cultures as well as to his/her own culture. Parekh (2002) states that individuals who possess intercultural sensitivity have a multiple perceptive by noting other cultures besides their own culture.

As UNESCO (2006) states, learning arout different cultures, respecting them, and getting across meanings by developing tolerance and empathy are among the goals of intercultural education. According to Bennett (1995), multicultural education is an approach to learning and teaching which is built on democratic values fostering plurality. According to Banks and Banks (2010), there are at least three dimensions of multicultural education; it is an idea, a movement, and a process. In the idea, this defended that all students have equal rights at school regardless of ginder, social class, ethnicity or cultural characteristics. The movement is reformed, which anticipates the change of educational institutions in order to enable all students to have equal rights in learning. Because of the fact that goals can never be achieved by all means, multicultural education is a process advicational institutions are responsible for developing individuals in this way halping individuals to harmonize with social and economic development by bringing them knowledge and values for new changes and developments (Erden, 2006).

As with many other countries, the current educational objectives of Turkey include developing respect and sensitivity toward different cultures (MEB, 2006). However, for individuals to share this objective, the concept of intercultural sensitivity must be integrated into teaching designs. Above all, the teacher who implements such an aim should possess adequate knowledge about the subject. According to Byram (1997), the following items must be considered in order to integrate intercultural sensitivity into education:

- attitudes: developing interest, openness and curiosity towards other cultures:
- **knowledge**: general learning about the social and individual practice and outputs about the home and the target countries:
- **interpreting and relating skills**: displaying the ability to comment on a text or event from another culture, and relating these with one's own culture:
- discovery and interaction skills: displaying the ability of a quire knowledge about a new culture, to simultaneously communicatin line with cultural practices, and to apply these attitudes, skills and knowledge within the border of interaction:
- **critical cultural awareness/political education**: being aware of critical thinking, practices and outputs in the home and the target countries and cultures.

Recently there have been numerous studies on developing the intercultural awareness of individuals in education. "Promote Education and Reciprocal Understanding through Multicultural Integrated Teaching, (PERMIT)" is among these, as a project, which aims to develocivil society dialogue between the European Union and Turkey. The PERMIT project was developed with the coordination of Yıldız Technical Upive cy, in partnership with the Academy of Sciences for the Developing Work TWAS and Italian and Slovene Universities. The focus group of the project consists of subject teachers and their students in secondary schools. The main aims of the project were to:

- define intercultural communication competence;
   investigate ev. b. ation systems;
- 3. investigate eaching approaches based on multiple intelligence theory;
- 4. help teasters develop their skills by supporting them in their bid to be in novative;
- 5 enhance the quality of education within the existing framework of r ogrammes; and
- 6. Size teacher awareness regarding specific subjects that can be added to the existing programme, such as the history of interactions among civilizations, freedom of speech, human rights, gender equality, ethical attitudes, and environmental protection.

In the project, using Bennett's (1993) "Developmental Model of Intercultural Sensitivity (DMIS)" as the basis, teachers were given training on "concepts about subjects", "student-centred teaching methods and techniques", and "process evaluation" via online and workshop techniques. The teachers were able to prepare and apply lesson plans with the assistance of researchers, by means of both face-to-face and online communication.

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Over the course of the study, the views of the teachers from Turkey about the project process were investigated by considering various factors. The aim was that the results of the study will guide teachers and educational institutions in developing intercultural sensitivity via education.

### Method

This is a case study, and thus, a qualitative study. The case study seeks to understand the reactions of the individual student, the classroom of the institutional system within the framework of its natural environment (Jaeger, 1988). In this case study, the "cases" are activities carried out during the PERMIT project. According to Jaeger (1988), unlike with quantitative studies, inqualitative studies the researcher is not only an exterior observer using specific methods, collecting data, and analysing them, but also someone with spends some time interviewing participants, and showing empathy for their experiences, forming a viewpoint that is used in analysing the data.

## Study group

The study group of the research was comprised of 10 teachers of various subjects at high schools in Istanbul, daring the 2008–2009 and 2009–2010 academic years. Information about the teachers is given in Table 1.

	School Type	Gender	Subject	Teaching Experience
Ece	Pri ate	Female	Biology	5 years
Özlem	Nat Mal	Female	History	10 years
Meral	Nation !	Female	English	6 years
Gamze	Na ional	Female	English	5 years
Gülcan	Private	Female	English	3 years
Dilek	National	Female	Biology	8 years
Hu. və	National	Female	Drawing	25 years
Murat	National	Male	Physics	10 years
Fikret	National	Male	Physics	24 years
Mustafa	National	Male	Literature	5 years

 Table 1: Demographic characteristics of the study group

## **Project process**

During the project, teachers were trained in two phases; face-to-face and online.

### Face-to-face training

During this process, teachers were trained in both national and international meetings. The content of the meetings is given in Table 2.

**Table 2:** Information about the national and international meetings

National Meetings	International Meetings
(One-day training sessions)	(Three-day training sessions)
Place: Istanbul	Place: Istanbul
Date: 25.09.2008	Date: 12-13-14.02.2009
* Presentation of the project,	* Conference on the concept "empathy",
*Presentation of training	*Conference on the application of "multiple in alligence
platform on empathy and	theory" on education,
multiple intelligence theory,	* Presentation of teacher portfolios and low to fill them,
*Presentation of the platform.	* Training and workshop on lear ing plans.
Place: Istanbul	Place: Koper
Date: 08.03.2009	Date: 9-10-11.04.2009
* Evaluation of the first	*Presentation of studies on intercultural learning,
international meeting,	*Presentation of the results of teacher and student
* Training on constructive	questionnaires,
teaching method,	*Presentation of its son plans which were developed by
* Seminar on culture and	teachers,
education.	*Presentate not the online learning environment for
	studer s.
Place: Istanbul	Place: Verice
Date: 09.05.2009	ate: 4-5-6.)6.2009
* Feedback of teachers on	Presentation of teachers on the results of application of
the application of lesson	h sor plans in classes,
plans in classes,	Seminar on the application of intercultural studies on
* Presentation of non-	education,
governmental organizations:	* Informing teachers about the criteria of the articles that
ACEV and TGEV.	they were to develop.
Place: Istanbul	
Date: 20.06 2009	
* Presentation of a	
non-government	
org niz tion. VOEV,	
* Lacker Ledback on	
the project.	

## Online training

An online platform was developed to enable researchers, teachers and students to contact each other throughout the process. Articles on interculturality and related topics were sent to the teachers through this platform, with time periods allowed for reading and evaluating these articles; subsequently, feedback was provided by the researchers. The teachers also received support in order

to develop lesson plans through this platform. Furthermore, in this online environment teachers helped each other by sharing with their colleagues and researchers their classroom experiences from the application process. The most important function of the online platform was to enable teachers who were from the same subject area, but of different countries of origin to communicate with each other and develop new lesson plans. In short, the online environment appeared to be the place where teachers could develop themselves, share their experiences and get rapid feedback.

### **Expected outcomes/products from teachers**

The teachers were expected to develop three less in plans, before the preparation of these plans, they were given various theore cal and practical training. In this context workshops at national and interpational meetings on the topics "What is intercultural sensitivity?" and low can it be adapted to educational process?" were arranged. Later, student centred instruction method and techniques were shown to teachers and sample lesson plans were presented to them for discussion. Meanwhile, "individual differences in learning" which are important for development of intercultural sensitivity were considered to some extent. Online articles on these opic were sent to teachers with a request for comments on the relevant application in their own courses along with feedback. Teachers from the same discipline worked together on the tasks. While communication was facilitated by computer, telephone, and in person, technology and group studies were taken into account in many parts of the process. Afterwards, teachers applied these lesson plans in their classes and presented the outcomes at national and international conferences. Finally, every teacher wrote a personal article about the results of the application of lesson plans, and the acade lies those the ones that they liked the most to be published in the project looklet.

## ection and analysis of data

The data were collected using the focus group method, which is a qualitative method that aims to obtain information about the psychological and sociocultural properties of the groups and sub-groups (who are only half-conscious or not conscious at all of these properties) and to learn about the behaviours and motivations behind them (Akşit, 1992, 2). The focus group in this study was comprised of 10 teachers from Turkey, who were asked openended questions about the project process. The thematic analysis technique was used for the analysis of the data. The data were divided into thematic subsets, and the teacher views that reflect these sub-sets were chosen from the whole data (Yildırım & Şimşek, 2006).

### Results

The first problem of the study came with the question; "What are the basic aims of teachers in participating in the project?" In this context, teachers' views were grouped under three headings, using the thematic analysis method; "achieving familiarity with different cultures and people", "obtaining project experience", and "developing professional and language skills". The views of teachers are shown in Table 3.

**Table 3:** Views of teachers on their basic aims in participating to the project

Titles	Quotations from teacher views
Getting to Know Different Cultures and People	<ul> <li>I wanted to learn about the cultural charact ristics of different countries, and how these cultural differences are effected in education.</li> <li>Getting to know different people and courses has always been among my interests.</li> <li>I wanted to work with collargue from different cultures who teach the same courses.</li> </ul>
Getting Project Experience	<ul> <li>I haven't had a project tudy before and I wanted to have an experience like the one (Euro, ean Projects) I have heard about.</li> <li>I want to write on my CV that I have worked on a European project.</li> </ul>
Getting Professional Development	<ul> <li>I believe that his kild of a project would enable me to become more complete in my profession.</li> <li>I know that parning new educational concepts and applications would advance my professional skills.</li> <li>I knew that parting extensive training from experts would make cositive contribution to my professional development.</li> </ul>

The second problem came with the question; "What were the concerns of teachers in the project process?", where the teacher views were grouped under six headings by thematic analysis: "students", "language", "curriculum", "online communication", "time management", and "lesson planning". The views of teachers are shown in Table 4.

**7 above** 4: Views of teachers on their worries throughout the project process

Titles	Quotations from teacher views
Students	<ul> <li>Students had difficulty in application because of inexperience.</li> <li>English became a problem for students in research and communication with the students from other countries.</li> <li>Lack of motivation at the beginning of the project.</li> </ul>
Language	<ul> <li>Level of English for communication.</li> <li>Resources being in English.</li> <li>I believe that I cannot express myself in other lanuages.</li> </ul>

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Titles	Quotations from teacher views
Curriculum	<ul> <li>The topics we chose did not have a perfect match with the national curriculum.</li> <li>Difference between the methods offered in the project and the ones we had before led to problems in application.</li> </ul>
Online Communication	<ul> <li>Many of the students did not have a computer at home.</li> <li>Level of English did not allow us to have sufficient communication with others.</li> </ul>
Time Management	<ul> <li>Applying the developed learning units and the national curriculum caused problems related to timing.</li> <li>We were required to follow the same subjects with the classes in the same discipline in order to use shared exems.</li> <li>Student centred methods required more tine than the eraditional ones.</li> </ul>

The third problem of the study was: "What contributed most to teacher success in the project?", where the views were greaped under four headings: "time management skills", "material development skills", "English-speaking skills", and "social skills". The views of teachers are shown in Table 5.

**Table 5:** Views of teacher on their personal skills at the project

Titles	Quotations from teacher views
Time Management	• was good at time management given that while we had our
Skills	own Luties, ye had to work for the project at the same time.
	Concary to my former beliefs, I realized that I was very good
	at time-nanagement.
Material Development	Developing materials in different areas enriched my learning
Skills	vironment.
	Materials that I used in the classroom attracted the attention
	of students and gave them encouragement in their studies.
	I developed creative and original materials.
English Sperking	• My ability to speak English helped me a lot both in intercultural
Skill	meetings and online environment.
	• I believe that the first requirement for being successful in the project
	is speaking English. You can contact with people easily and advance
	rapidly.
Social Skills	• Due to my social skills, I was able to contact with people easily
	in all meetings, especially in national and international meetings.

The fourth problem was; "What are the benefits to teachers from the project?", where the views were grouped under six headings; "observed positive behaviours of students", "foreign-language skills", "method and technique skills", "intercultural awareness", "willingness to learn", and "evaluation method". The teacher views are shown in Table 6.

**Table 6:** Views of teachers on the personal benefits from the project

Titles	Quotations from teacher views
Observed Positive	Students who were timid in traditional methods became active
Behaviours of Students	when different techniques were used in the class.
	• Students started to use computer more for learning purposes.
	Student motivation for the courses increased.
	• Student prejudice regarding people in other countries reased.
	Students expressed desire to learn different cultures increased.
	Students started to work much more sincerely and collectively
	in the group activities.
	Students can more readily see the importance flanguage
	proficiency now.
Foreign Language Skills	I believe that my English writing and speaking skills have
	improved.
	Even though I am an English lan gua te teacher, I was timid
	to speak English, but my willing tees to speak English increased
	with this project.
	I was not able to raders and anything in English at the    I was not able to rader and anything in English at the
	beginning of the project, but if the last meeting, I was able to
Method and Technique	understand the talks and a language questions.  Before the project. Thought that student centred methods
Skills	Before the placet, I chought that student centred methods were hard to upply, at I realized that it was not the case. In my
SKIIIS	classes will us the new methods that I learned.
	Different methods and techniques seemed abstract to me
	before but when I used these methods and saw the outcomes,
	reclized that they were so concrete (i.e. collaborative learning).
Intercultural Awaren	I started to look at people's lives in different cultures with more
	tolerance.
	I am able to look at other cultures with empathy and without
	prejudice.
Willing to Learn	My desire to learn a foreign language increased and I will make a
	move towards doing just that.
	I want to learn more about cultures and I will follow related
	projects to do that.
	Particularly, I will seek out different methods and techniques
•	which are applicable in classrooms.
n 1 (* 15 (* 1	I want to enrol in graduate programs on intercultural studies.
Evaluation Method	I learned the importance of observation and process evaluation     in analystic a student skills.
	in evaluating student skills.
	I saw the effect of getting students to reflect on new    Incomplete   I will use it in my classes.
	knowledge. I will use it in my classes.

### **Conclusion and discussion**

The results at the end of the study can be listed as;

- The main aims of teachers in their contributions to the project were: learning about different cultures and people, gaining experience, developing vocational skills, and improving foreign language skills.
- The main concern of teachers throughout the project were: the level of students' knowledge, difficulty in using English (for teachers in public schools except the English-language teachers), disunity of intercultural sensitivity subject to their curricula, problems in online communication, time management, formation of lesson plans.
- The main strengths of teachers in the project in their opinions were: time management, material development, using English for teachers in private schools and the English-language teachers in public schools), and their own social skills.
- Positive results of the project from the reachers' perspective were; behaviour of students, ability to speak English, knowledge of different teaching method and techniques, sensitivity to different ultures, a desire to learn, and knowledge of alternative measurement and a ressment methods in education.

The results obtained from the study can be interpreted within the framework of the study question as follows: The aims of the teachers participating in the project were; getting to know new cultures and people, acquiring project experience and professional development. Teachers who work at private or state school want to participate in such projects thanks to the administrative support of their schools and due to the prestige of participating. In addition, normally t is difficult for Turkish teachers to go abroad because of financial and lurea cratic problems. Bureaucratic problems include difficulties in obtaining permission for leave from work and obtaining a visa. European projects provide teachers with the opportunity to see different places and meet different cople. Besides, participating in these projects is a privilege for teachers who want transfer to the educational institutions involved, where the propositity of development increases with the level of professional knowledge and skills. Yeachers stated that one of their aims in participating was professional development. Since 2005 in Turkey, educational programmes of all courses have been modified by the National Ministry of Education so that teachercentred programmes are replaced with student-centred ones. In light of this change, textbooks and workbooks are prepared and active learning methods are applied in classrooms instead of using the traditional ones. However, teachers are not given proper in-service training about the application process. In the European projects concerning teacher training, teachers are given adequate training, which enables them to further develop. When the objectives and strategies of the PERMIT project are examined, it can be easily seen that teachers prefer it because of its basic characteristics developing their competencies.

The concerns and anxieties of teachers about the project process were; lack of student skills, language problems (for teachers in public schools except the English-language teachers), adaptation problems between the project and the school curriculum, difficulties in online communication, a perceived inability to deal with the expectations of the school, and having to prepare a new incrucional unit. These concerns are to be expected from teachers participating in such a project for the first time. Their primary anxiety involved the language problem. Since all the materials used in the international meetings and came by a comment were in English, this is normal. In other words, the official language of the project was English. That is why teachers were required to know English in order to express themselves well and understand the activities. Thus, the concerns of teachers whose English proficiency was low was expected. Language, which has the power to affect learning positively, is a mean, of effective communication (Vygotsky, 1978).

The teachers stated that their strong points throughout the project were: time management, material development, making English (for teachers in private schools and the English-language teachers in public schools), and social skills. While teachers were engaged in the studies in the PERMIT project, they fulfilled their responsibilities at the own schools. Thus, they needed to have good time management to fulfil the requirements of both the project and their work. On the other hand, they we're required to pay attention to the individual differences of students with preparing lesson plans. With this aim, they had to use different methods and techniques, and develop materials for student learning. It was the that the teachers who had competency in material development vere lister and more successful in preparing lesson plans and at implementation. Teachers who were good at social interaction were better at communication and getting help both in the online environment and at the interactional meetings. In the study conducted by Fretheim (2007) on the variables that affect the level of intercultural sensitivity, where the subjects were teackers and managers of an American school in South Africa, it was revealed that points of participants who knew at least one foreign language were higher than those of other participants.

The teachers stated that by the end of the project, students had developed their skills for empathy and getting to know different cultures, which is a result of working in an international communication-based project. Fantini (1995) notes that communicating with people from different cultures and working with them generates skills on getting to know ourselves and also having empathy for the other cultures. In the study done by Demir and Demir (2009), where they question

the perception of Erasmus exchange programmes on students' cultural change, it was revealed that foreign experiences lead to an increase in tolerance toward different cultures and respect for universal values. In the study of Westrick and Yuen (2007), where they investigated intercultural sensitivity of teachers in a high school in Hong Kong, it was found that there was a positive correlation between the educational level and a period of living in different cultures with intercultural sensitivity. Similar results were also attained by Fretheim (2007). On the other hand the opinions of teachers and students regarding introductional topics can be correlated with Bennet's "Acceptance of Cultural Differences" step in his Intercultural Sensitivity Model. According to Bennet individuals at this step see individuals from other cultures with a high level of ognicion and without considering intercultural differences. Positive attitudes on the part of teachers help to create the generation of positive student at tudes (Philippou, 1988, from Leung, 2001). The training and sharing in the ERMIT project enabled teachers to have an empathetic point of the twards other cultures which also leads to a positive effect on their students

According to another result obtained from the study, the teachers stated that their English-speaking skills improved over the course of the project. The opportunity to listen to conversations, reading in the online environment, and face-to-face interactions (including body language) may have contributed positively to their English skills. Also, the atmosphere protivated some timid teachers to do their best in speaking English. Personse, to their talks may have also affected their motivation positively and contributed to their self-confidence. Dewey (1956) notes that social experience develops communication in society, enhances cognitive skills, brings a sense of esponsibility to engage in correct behaviour, and thus, regenerates language and conceptions.

The teachers tated that student motivation increased during the work done on the project, as the teaching environments where intercultural aspects were integrated, stidents were able to study and actively participate in group discussions as well as being asked to present the fruits of their labours to their friends. The opportunity for self-expression in such an environment might have a political effect on student motivation regarding courses. Kim, Fisher, and Fr ser (1999) note that student motivation increases as they learn in a coorative environment, share their experiences with teachers and friends, and have discussions in the classroom. Another study from Caprio (from Hanley, 1994) reveals that students who learn by student-centred designs join the classes willingly, take more responsibility regarding their education and have more self-confidence. Mahoney and Schamber (2004) investigated the effect of teaching program based on Bennett's Intercultural Sensitivity Development Model on their intercultural sensitivity level where lectures were integrated with intercultural sensitivity. Results show that programs that aim to develop intercultural sensitivity should involve teaching methods at the analysis, synthesis, and evaluation levels in order to reach goals.

The teachers stated that they learned different methods and techniques applicable in classrooms and saw that students became more active in practice through the project. This finding is important in terms of the PERMIT project. On the other hand, the teachers pointed out that they learned a new type of evaluation method in the PERMIT project. They also said that in the applications they saw the importance of students reflecting on their own development during evaluation, which is another important finding of the project. According to Byram (1997), instead of tests and traditional examinations, evaluations in which intercultural aspects are integrated should be done by the portfolio a proach which shows the development process of students. In other words, process evaluation is more important than product evaluation.

Lastly, at the end of the PERMIT project, teachers stated that they were willing to learn new methods and techniques, getting a know about different cultures, learning foreign languages and studying in a cultural subjects as graduate students. This desire to learn and develop an be considered one of the project's positive contributions to the teachers.

The results obtained from this study can be used in a holistic manner, as follows: Teachers should know how to integrate the concept of intercultural sensitivity into their lesson plans. Thus, the schools they graduated from should offer some courses which address the concept. Also, teachers must be given a chance to try the applied designs, and to apply the in-service training on the subject given to them. We believe the findings of the study can contribute to the development of the empathy skills of students, respect for differences, cooperation, processing new information, and motivation in courses where interculturality is integrated with the plop some. Thus, instructional plans should be revised and developed based on the findings of the study.

The suggestions for future studies developed from the results of this research study can be summarized as follows: Instructional designs with which intercultural viewpoints are integrated can be applied to different courses and to different groups, and then, opinions of teachers and students concerning the applications can be investigated, compared and analysed. Moreover, new projects could be extended to a broader range, so as to include more than four countries with different cultural characteristics.

This project, which has generated positive outcomes for both teachers and students in the cultural and pedagogical sense by integrating intercultural aspects into the instructional design, is implemented on the secondary school level. However, this does not mean it cannot be applied to other educational levels. On the contrary, students will be able to learn how to construct new knowledge as early as such teaching methods are applied, and thus, they will be able to learn to manage mental activities, and effectively convert them into habits in the future.

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