

ABSTRACT

Culture shock is one of the conditions that often occurs for overseas students where cultural differences make overseas students experience obstacles in the process of adapting to their new environment. This adaptation process is not easy and can cause confusion because it is difficult to understand and accept values from other cultures due to the presence of a new culture. The intensity of family communication is very important in supporting an effective communication process between parents and children, especially overseas students from Medan at Telkom University. Telkom students include students who come from outside the island, the author focuses on students from Medan. The method used in this study is a qualitative method using a constructivist paradigm which aims to describe the intimate relationship between humans and the world using a phenomenological approach. The results of this study, that interacting with family and with the surrounding environment with sufficient intensity can help reduce culture shock that occurs in overseas students. Stages in culture shock occur because students move places and have to adapt to a new environment in a different culture.

Keywords: *Culture shock, Communication Intensity, Long Distance Family Communication, Regional Students*