

ABSTRACT

Every day, we communicate with different types of people that came from other group, race, culture, or ethnic. It cannot be avoided as we live as a social creature. Culture and communication cannot be separated because culture isn't just about who talks to who, about what, and how a person giving a message, the meaning of the message, and the condition to send the message, giving the attention and interpret the message. Basically, people's behavior is based on their culture background, the culture came from where the person was born and raised. In the ongoing intercultural communication there will be an adaptation process to a specific culture or the dominant culture in the neighborhood. Intercultural communication isn't just about language, but also manners, social value, and also the people's perspective in seeing things. Therefore, it is necessary for someone to learn how to adapt to a new environment that has a different culture with themselves. Indonesia and Malaysia are two countries that very close geographically and as neighbors they have a similar cultures, because they have a similar race background which is Melanesia. Because of that, as two countries that close geographically and also similar race background, both countries have similarities in habit, art, and language. But, even though Indonesia and Malaysia have similar cultures, it does not rule out the possibility that the students of Telkom University that went for an exchange student program didn't experienced the cultural shock when they are in Malaysia. This research leads to how students of Telkom University doing environmental adaptation to the new environment while dealing with the cultural shock that they faced which using the qualitative research methods.

Keywords: Intercultural Communication, Cultural Shock, environmental adaptation