

ABSTRACT

In this research, researcher will examine about one of the phenomena that occurs in an organization called the Association Internationale des Etudiants en the Science Economiques et Commerciales (AIESEC). The interesting thing about this phenomenon is because in this organization there is a student exchange program called International Global Volunteer, where there is an intercultural communication process happens between the participants of exchange participant and host family. Both will stay together for 6 weeks during the program.

In this study using the constructivism paradigm and qualitative descriptive study. This study focuses on verbal communication and the obstacles that occur between student exchange participants from China and host family from Bandung. The researcher does this research is because communication involving people with different culture, many different experiences will make the communication process more complicated. Verbal communication itself consists of vocal (spoken) and un-vocal (written), and verbal communication consist of competence and literacy, where competence includes accents, cadence, connotations, contexts, idiom, polite usage, silence, and style.

The results of this study shows that verbal communication between student exchange participants from China and Bandung host family is verbally ineffective due to competency which are accents, cadence, silence and different pronunciation styles, making it difficult to understand and literacy which are not mastering vocabulary and grammatical arrangements that are not noticed. In writing, host family use google translate and student exchange participants from China use google translate, postcards, Chinese poetry cards.

Keyword: *Verbal Communication, Exchange Participant, Host Family*