

## **ABSTRACT**

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Title : DESCRIPTIVE CASE STUDY OF INTERCULTURAL COMMUNICATION IN SCOPE BATAKNESE STUDENTS AT TELKOM UNIVERSITY

This study purposed to identify the obstacles and also describe the patterns of Bataknese students' communication at Telkom University especially in intercultural communication. Subjects in this study were five students of Bataknese being living in Bandung and studying at Telkom University. Paradigm in this study is intrepitif so that it used qualitative approach with descriptive case study method. Results of this study, the researcher could found barriers experienced by the subjects (Bataknese students) when they have interaction with other students from different regions. The obstacles such as language differences, differences values, differences in behavior patterns, perception, differences in mindsets, prejudice, stereotypes, ethnocentrism, culture shock, and religious differences. Although there were obstacles when interactive with other students from different regions, the subjects are able to manage these obstacles by being friendly, humility, open, self-control, tolerant, and empathy. Attitudes and actions becomes a habitual and describe patterns of communication among the subjects in establishing the effective intercultural communication.

Keyword: intercultural communication, Bataknese students.