

ABSTRACT

The vary of culture in the worlds create a chance to living in cross-culture environment. Living in cross-culture environment will experience a different adaptation process and communication. The aim of this research is to explain the process of exchange participants interpersonal communication and adaptation while participating in the exchange program represent from AIESEC in Bandung, Sawasdee Project Summer 2019 in Thailand.

This research uses interpersonal communication theory and verbal and non-verbal messages. The cross-culture adaptation uses the adaptation phase from Kalvero Oberg. This research uses a type of qualitative research. The techniques of the data collection are done by in-depth interview, documentation, and literature studies. The techniques of data analysis uses 3 steps, those are, data reduction, data presentation, and data retraction. The technique of data validation uses data's resources triangulation.

The outcome of this research indicates that the types of the verbal messages is by oral, text, and mediator by the tools, also the types of the non-verbal messages is from pictures, videos, illustrators, sociofugal, artifcts and visualization. Other than that, they also found some obstacles, such as, no body language uses from people in Thailand while they communicate. By doing that cross-cultural adaptation, they also experiencing some obtacles, from the differences neighborhood, climate, foods, and daily habits.

The conclusion of this research is the obstacles and types of messages within the project, that makes AIESEC Bandung exchange participant try comfort themselves until it. Suggestion for the exchange participants of AIESEC Bandung is to not making a barrier within themselves towards another exchange participant from another country, not having own perception to judge other people, and be more open to the new culture that happened.

Keywords: *Interpersonal Communication, Verbal and Non-verbal Messages, Cross-cultural Adaptation*