

ABSTRACT

This study discusses the management of anxiety and uncertainty experienced by participants of the Independent Student Exchange (PMM) Telkom University in the implementation of the Nusantara Module in 2024. This activity places students from various regions in Indonesia in cross-cultural situations that give rise to communication challenges, anxiety, and uncertainty. This research uses a qualitative method with a phenomenological approach and a constructivist paradigm. The theory used is Anxiety/Uncertainty Management (AUM) by William B. Gudykunst with seven dimensions, namely self-concept, motivation to interact, reactions to strangers, social categories of strangers, situational processes, connections with strangers, and ethical interactions. The results of the study show that PMM Telkom University participants managed to manage anxiety and uncertainty in various ways. In the self-concept dimension, participants build self-confidence through new experiences. Motivation to interact is driven by curiosity and the need for information. Reactions to strangers are done by understanding how other people think. The social category of strangers is done by choosing to be close to people who have similarities. Situational processes are managed by adapting to the different conditions of the Nusantara Module activities. Connections with strangers are built because of a sense of mutual dependence. Ethical interactions are reflected in efforts to respect each other in every difference.

Keyword: *AUM Theory, PMM Students, Intercultural Communication, Nusantara Module*