THE EFFECTIVENESS OF INTERNATIONAL
STUDENT SERVICE DONE BY INTERNATIONAL
OFFICE

FINAL PROJECT REPORT

Submitted as Partial Requirement in Obtaining Degree in the
English Diploma Program, Faculty of
Letters and Fine Arts
Sebelas Maret University

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ENGLISH DIPLOMA PROGRAM
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SURAKARTA

commit to user
2013
APPROVAL FOR CONSULTANT

Approved to be Examined before the Board of Examiners,

English Diploma Program, Faculty of Letters and Fine Arts,

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DEDICATION

I would like to dedicate this final project report for

My beloved Mamie and Babe
My beloved Sista and Brotha-in-law
My lovely university
International Office of UNS
My lovely friends

commit to user
MOTTO

Miracle is another name of Hardwork and Pray
Hoping for the Best but Expecting the Worst

“Kun Fayakun”

(ME)
PREFACE

I would like to say thank to Allah SWT, who always blesses and guide me. I also thanks to all people who given support, guidance, and motivation to me in doing this final project. The Final Project was written to fulfill the requirement in obtaining the English Diploma Program Faculty of Letters and Fine Arts, Sebelas Maret University.

This report entitled “EFFECTIVENESS OF INTERNATIONAL STUDENT SERVICES DONE BY INTERNATIONAL OFFICE” is discussed about the level of satisfaction of service done by the International Student Service of International Office which as the evidence about the effectiveness of the ISS.

Finally, I realize that this final project report still have some drawbacks. Therefore, I hope that there are many suggestions from the readers to improve the report. I also hope that the final project report will be beneficial for the readers.

Surakarta, July 2013

Reiza Fadhila
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7. Mas **Albert Muhammad** as my supervisor, Mamah **Rizky Adi**, Kakak **Safitri Bonea**, Kakak **Susi Anjarsari**, as Information representative, and all staff who helped and guided me during the job training in International Office. Thanks for your advice and kindness. I do apologize if I have made mistakes during the job training.

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ABSTRACT


The objectives of the research are to describe the activities of the International Student Service of International Office and to measure the effectiveness of the International Student Service in serving the international student. From those objectives, the writer expects that the International Student Service provides many services to international student and have done the service effectively.

In this research, the techniques of collecting data were library study, observation, and interview. I used literature study relevant to the problem. The observation was conducted when I was on the field during the job training. The interviews were done to internal and external publics which related to the purpose of the research. After obtaining the data, I also analyzed the data to find out the International Student Service activities and to measure the effectiveness of International Student Service.

The result of the research indicates that there are seven services provided by International Student Service, such as: Welcoming and Orientation Service, Immigration and Residence Service, Academic and Counseling Assistant, Housing and Student Life, Health Service, Cultural Event and Outing Class, and Farewell Party. International Student Service has good quality service. Thus, most of international students feel satisfied with the International Student Service. Therefore, it can be concluded that ISS has done the service effectively.
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