

**INTERNATIONAL ENGLISH LANGUAGE EDUCATION STUDENT'S  
PERCEPTION ON ACADEMIC AND NON-ACADEMIC SATISFACTION  
AND THE INFLUENCING FACTORS**

**A THESIS**



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## APPROVAL

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## **LETTER OF RATIFICATION**

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### **DECLARATION OF ORIGINALITY**

Lisya Anggi Sapitry (A1B220009) declared that “International english language education student’s perception on academic and non-academic satisfaction and the influencing factors” is my own work. It has never been submitted for any degree or exam at another university. And all the sources that I use or quoted, I have mentioned and acknowledge as completed references.

Jambi, June 2024

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## **MOTTO**

"Do the affairs of this world as if you were going to live forever. And do the affairs of your hereafter as if you were to die tomorrow."

(HR. Ibn Asakir )

**“자신을 믿지 못하더라도 당신은 여전히 소중한 사람입니다”**

“Even if you don't believe in yourself, you are still a valuable person.”

(Lee Haechan)

**“어떤 상황에서도 포기하고 싶어도 포기하지 마세”**

“No matter what situation, just don't give up even if you feel like giving up”

(Mark lee)

**“분노와 슬픔 없이는 진정한 행복을 느낄 수 없”**

“Without anger and sadness you will never feel true happiness”

(Jeon Jungkook)

## **DEDICATION**

This thesis is dedicated to:

My dearest and most beloved parents, Mr. Mat aliudin and Mrs. Dewi Asmara

Erayanti, as well as my dearest little brother, M. Rizki Derianto.

## ABSTRACT

**Sapitry, L. A.**, 2024. International english language education student's perception on academic and non-academic satisfaction and the influencing factors. A Thesis. English Education Study Program, Faculty of Teacher Training and Education Jambi University in Academic Year 2023/2024. The first supervisor is Fortunasari, S.S., M.A. The second supervisor is Bunga Ayu Wulandari, S.Pd., M.EIL., Ph.D.

**Keywords:** *International students, Satisfaction , Influencing factors.*

International students' satisfaction in studying in Indonesia is very important because they have unique demands and expectations, especially for English language teaching at Jambi University. This study aims to find out international students' perceptions of satisfaction and the factors that influence their perceptions of satisfaction while learning English at the University of Jambi. This study used a qualitative approach with a case study method. Data were collected using interviews. The participants in this study were three international students in the English education department at Jambi University. The findings of this study showed that in general international students felt dissatisfied on non-academic factors but there was satisfaction on academic factors during their study period. This study also found several factors that influence their perception of satisfaction, namely academic factors such as lecturer quality factors, campus facilities factors, curriculum factors, information system factors and academic service factors. Non-academic factors that influence such social life factors, cultural factors and supporting facilities factors. The results of this study show that it can be concluded that academic factors and non-academic factors greatly influence the perception of satisfaction of international students during their studies.

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Finally, the author realizes that this research is still far from achieving perfection. Therefore, it is crucial to offer helpful suggestions to improve the progress of future studies. The author expresses hope that this study could have an impact on the advancement of English education or on anyone who needs this information.

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