

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.