

CHAPTER V

CONCLUSION AND SUGGESTION

This chapter consists of two sections. The first section describes the research conclusion. The second section describes the research suggestions.

5.1 Conclusion

After analyzing the interview data, it was found that international students tend to feel dissatisfied with non-academic factors. This dissatisfaction seems to stem from unmet expectations in various areas, highlighting potential areas for improvement in the university's services and support systems, however there is satisfaction on academic factors, and this study also found factors that influence their perception of satisfaction, namely academic factors and non-academic factors.

Firstly, academic factors influence perceptions of satisfaction: Lecture Quality Factors, facilities factors, curriculum factors, academic service quality factors, and information system factors. These factors can contribute significantly to students' perceptions of the value of the education they receive, and thus influence the level of satisfaction them during their education.

Secondly, non-academic factors influence their perception of satisfaction. International student satisfaction is influenced by a number of non-academic factors which include the campus environment factors, cultural factors, and supporting facilities.

5.2 Suggestion

Based on the conclusion, the researcher would like to give some suggestions as consideration, those are:

5.2.1 For universities

To improve facilities, teaching quality, student services and learning environment, researchers hope that universities can take concrete steps. First, investment in physical infrastructure such as classrooms, dormitories, and other support facilities can increase comfort and availability for international students. In addition, developing an inclusive and relevant curriculum, as well as recruiting qualified and experienced lecturers, will improve the quality of teaching and learning. Universities also need to improve student services, including academic support, mental health, and provide better training to student services staff. Lastly, creating a learning environment that is inclusive, multicultural, and friendly towards international students will ensure that they feel welcome and supported in the university environment.

5.2.2 For faculties and lecturers

To improve the quality of teaching and learning approaches for international students, researchers hope that faculties and lecturers need to take strategic steps. First, they can carry out regular evaluations of their curriculum and teaching methods, taking into account the needs and preferences of international students. Adopting diverse and inclusive learning approaches, as well as utilizing innovative educational technology, can increase international student engagement and understanding. In

addition, Faculty and Lecturers need to strengthen their cross-cultural communication skills, both in the classroom and outside the classroom, to ensure that their messages are conveyed clearly and effectively to international students.

5.2.3 For international services

To improve support and services for international students, Researcher hopes that the International Service Unit can adopt several effective strategies. First, they can expand cultural mentoring programs to include cultural orientation, social events, and discussion groups to help international students adapt to their new environment. Additionally, increased academic support can be achieved through the provision of language tutors, cultural understanding classes, and specialized academic counseling for international students. It is also important to strengthen administrative assistance by providing clear guidance on academic procedures, visa clearance and other immigration services, as well as providing easy access to staff trained to provide assistance in these matters.

5.2.4 For international students

For international students, researchers hope that they can provide input and suggestions about their personal experiences and be a valuable contribution to improving university services and facilities. International students can actively participate in satisfaction surveys, discussion forums, or focus group meetings held by the university to evaluate their experience. They can highlight areas where they feel improvement is needed, such as academic support services, facility availability, or social integration. Additionally, international students can provide constructive

suggestions on how to improve their learning experience, including the development of personal development programs, language training, or opportunities to participate in research projects and internships.

5.2.5 For the future researcher

Researchers hope that this research can become a reference for future research that investigates similar research. This research was conducted using a qualitative approach; Researchers suggest conducting similar research utilizing a quantitative approach with certain statistical data as a consideration