

CHAPTER IV

CONCLUSION

International Office and Partnership is an institution whose main duty is to develop international cooperation for educational purposes. In order to support Universitas Airlangga to be a world class university, International Office and Partnership is now trying hard to cooperate with many international institutions. During the internship the writer performed as supporting staff on International Services Division.

According to the writer, internship is the best way to gain more experience before entering the work field in the future. During the seven weeks of internship period, the writer had plenty of precious experiences that he might not get in other places as well as learned about new things he has never got before. The writer had several main tasks. First, the writer handled visa extension belongs to international students. Second, the writer arranged the preparation for welcoming reception and cultural trip for international students. Third, providing information regarding the hospitality for international student. And the last was assisting international students to create bank account. The writer did not only work with people in the office but also with some people in certain events for example when he performed as a liaison officer for The 6th Bridge event.

The writer learned a lot of things during the internship such as Being discipline, careful, and keeping good attitude. Being discipline is one of the most important factors in doing any activities, during the internship the writer had to be discipline towards the time and tasks that he did. By implementing discipline to

himself, the writer could finish every task well. Being careful is another matter, the writer was required to be very careful in doing every task because most of the writer tasks are dealing with immigration process. Thus, it is very important for him to be careful in handling any kind of documents during the internship.

Good attitude is the most basic skill that the writer should have because he met many people inside and outside the office every day. Thus why keeping good attitude is crucial for him, especially he also performed as a customer service during the internship. In order to give the best service to international students and academicians, keeping the good attitude is a necessity. The writer also learned about how to create and maintain good communication with people whom the writer met inside or outside the office. Creating and maintaining communication were not easy things to do since the writer communicated with people came from different cultural backgrounds and different nationalities. The writer has learned to do it during the internship and for him it is an incredible opportunity to be part of International Office and Partnership.

International Office and Partnership is a good institution to commit the internship because International Office and Partnership offers activities that the writer might not get in any other institutions. The environment work is also good and the staff are very friendly. These things make the writer felt comfortable in conducting his internship at International Office and Partnership. Hopefully there will be more English Diploma students who would like to apply and conduct their internship in International Office and Partnership in the future.