

## CHAPTER IV

### CONCLUSION

International Office and Partnership (IOP) Universitas Airlangga is the institution inside the management of Universitas Airlangga which has main duty to develop national and international cooperation in education field. IOP has important role in raising reputation of Universitas Airlangga to obtain national and international recognition and to reach World Class University.

The writer had great experience during his internship in International Office and Partnership (IOP) Universitas Airlangga. He also got new experiences handling many kind of services for international students. In addition, the writer got much knowledge about services for international students and academicians of UNAIR. During the internship, the writer could collaborate with other staffs of International Services division to handle services for international students such as immigration and accommodation. Therefore, the writer could learn to work in team to complete tasks with other International Services and IOP staffs.

Many subjects that were taken in English diploma were very helpful for the writer to do his duties. Those subjects were: Computer Application, Business Correspondence, English for Office Management, Etika Kepribadian, Psikologi Pelayanan, Listening, Speaking, Structure, Writing, and Bahasa Indonesia. Those subjects helped the writer to accomplish his tasks that were given by his supervisor, Mr. Dwi Wahyu Djatmiko and Administrator of International Services division, Mr. Hadi Indra Surahman.

During his internship, the writer also could increase his skills and knowledge. He also learned something that he never dealt before, such as making present list for meeting and for international students events, dealing with immigration, dealing with Regional Office of Law and Human Rights, dealing with many kind of important letters, dealing with international passport and visas and dealing with accommodation for international students. He also do other activities, such as accompanying students to go to immigration for the first extension, giving information about student permit and visa, and all about academic information for both students and lecturer.

The writer also faced some problems during his internship such as when he must adapted with the new situation in office, about how to communication with others in Universitas Airlangga, the writer could settle and understand the daily and how to handle it. For translating document, this was challenged for the writer because the writer must translate it with formal translation and he learned from senior staff how to deal with formal letter and solve the problem. For dealing with visas and the process of extension it, the writer gained a lot of knowledge about visas and the process. The administrative and expert staff of International Services division gave some tips how to calculate visa properly and the writer with all of International Services staffs made on a map of visa extension and KITAS process for easier the writer and everyone to understand. And the last is how to coordinate with international students is not as easy as the writer thought because he must told to the international students directly and clearly for avoid a misunderstanding. The writer also contacted direct each international student and made a group chat for easier coordination.

The writer hopes that he could use his experiences and knowledge during internship to his future career. The writer also wishes International Office and Partnership will be more successful in handling every program. Therefore, the writer thinks that International Office and Partnership needs staffs that could work in team, especially for trainees.

The writer also hopes that International Office and Partnership will be more selective in the selection of trainee. The selection was not only from knowledge and English skill but also leadership experiences in order to build good teamwork during working an IOP. In addition, the writer suggests computer application lesson also provides Photoshop and e-mail in the future because they are very important in business works. The writer also hopes English Diploma program could improve the management of student affairs.

