

# **International Student's Response and Satisfaction towards Quality of International Student Services at UNY**

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## **ABSTRACT**

In attaining world class university by 2025, international student admission and service has become a priority for Universitas Negeri Yogyakarta. Not only a part of the KNB, a scholarship provided by Ditjen Dikti for international students, UNY also offer sponsorship to potential international students through UNY Distinguished International Students Scholarships, or known as UNY DISS. This study aimed to investigate the UNY international students' satisfaction regarding the service and hospitality provided throughout their study, and at the same time investigate the managements regarding their understanding and perspective in providing the international student service. This study is a cross sectional study conducted using analytical survey. The population of this study includes international alumnae and students of UNY and international students service providers in university level, faculty level, and study department level. The sample is selected through convenience sampling with research time frame withing August – October 2022. By using 1 – 4-point Likert scale questionnaire, this study collected the data from the respondents. Following the data collection, descriptive analysis was conducted to conclude the result.

*Kata Kunci: world class university, PTNBH, international student, hospitality, good services*