

INTISARI

THE IMPORTANCE OF FRONT OFFICE IN OFFICE OF INTERNATIONAL AFFAIRS INCOMING AND OUTGOING MOBILITY

Tugas akhir ini menganalisa tentang pentingnya Front Office di Kantor Urusan Internasional bagian Incoming dan Outgoing Mobility, Universitas Gadjah Mada. Latar belakang dari pemilihan judul ini adalah dikarenakan terjadinya kekosongan posisi pada Front Office, yang menimbulkan beberapa permasalahan pada Kantor Urusan Internasional itu sendiri serta pada International Mobility yang berperan sebagai pengguna layanan Kantor Urusan Internasional.

Informasi didapatkan dengan cara observasi atau peninjauan secara langsung dan tidak langsung di Kantor Urusan Internasional UGM. Selain itu, data-data juga didapatkan dengan penyebaran kuesioner pada pengunjung Kantor Urusan Internasional dan interview langsung dengan staff Kantor Urusan Internasional. Untuk memperoleh data pendukung, dilakukan penelitian pustaka yang didapatkan dari buku, jurnal, atau artikel pada internet. Data yang disajikan berupa data kualitatif dan kuantitatif, dijabarkan dengan tabel, grafik, serta penjelasan secara deskriptif sesuai dengan jawaban yang tercatat.

Dari hasil pengamatan dan analisa yang telah dilakukan, diperoleh hasil bahwa keberadaan Front Office sangatlah penting untuk Kantor Urusan Internasional bagian Incoming dan Outgoing Mobility. Staf Kantor Urusan Internasional berpendapat bahwa tugas Front Office sangat banyak yang membuat terjadinya penumpukan beban kerja jika tidak ada. Mobility Internasional berpendapat bahwa Front Office sangat penting karena sebagai pusat pelayanan dan informasi suatu organisasi. Oleh karena itu penulis menyimpulkan bahwa Front Office sangat dibutuhkan baik oleh staf atau Mobility Internasional, walaupun keduanya memiliki kebutuhan yang berbeda terhadap Front Office.

Kata Kunci: *Front Office, International Mobility*, Kantor Urusan Internasional

ABSTRACT

THE IMPORTANCE OF FRONT OFFICE IN OFFICE OF INTERNATIONAL AFFAIRS INCOMING AND OUTGOING MOBILITY

This graduating paper analyzed the importance of Front Office in Office of International Affairs Incoming and Outgoing Mobility, Universitas Gadjah Mada. The background of choosing the title was due to the unoccupied position of Front Office, which raises some problems in the Office of International Affairs itself and also International Mobility as the users of the service in Office of International Affairs.

Information acquired by doing observations directly and indirectly in the Office of International Affairs UGM. In addition, the data obtained by distributing questionnaires to the visitors of Office of International Affairs and also by doing direct interview with the staff of Office of International Affairs to get reliable data. To support the results, research libraries was conducted, to get details and explanation from books, journals, or articles on the internet. The data presented in the form of qualitative and quantitative, elaborated with tables, graphs, as well as a descriptive explanation in accordance with the answers recorded.

From the observation and analysis that has been done, the result showed that the existence of Front Office is very important for Office of International Affairs Incoming and Outgoing Mobility. Staff of Office of International Affairs gave reasons that Front Office's job can cause overload work-loads, made it impossible to be handled by one person. Mobility International believed that Front Office is very important because Front Office presents an organization as service and information center. To sum up, it can be concluded that Front Office is needed either by the staff or International Mobility in Office of International Affairs UGM, although both have different needs for the Front Office.

Keywords: Front Office, International Mobility, Office of International Affairs