

## **ABSTRACT**

### **IMPACT EVALUATION ON SERVICE PROGRAM OF LANGUAGE CENTER OF UNIVERSITY OF LAMPUNG AS LEARNING RESOURCE CENTER**

**By  
Gandhi Irawan**

The objectives of the research are to measure (1) customer's satisfactory level of Language Center's administrative service, 2) customer's satisfactory level of Language Center's academic service, 3) customer's satisfactory level of Language Center's facility service.

This impact oriented evaluation was applied at Language Center University of Lampung. Instrument for collecting the data are observation and questionnaire and subsequently analyzed by descriptive statistics.

The result of this research are : 1) customers' satisfactory level of Language Center's administrative service reached 48,59 % (not satisfying), 2) customers' satisfactory level of Language Center's academic service reached 47,89 % (not satisfying), 3) customers' satisfactory level of Language Center's facility service reached 48,20 % (not satisfying). Based on result it can be concluded that Language Center's service need to be optimized.

**Key word** : academic, administrative, evaluation, facility