

ABSTRACT

Yulina, Christina Atika (2018). *Interpersonal Skills Attainment through Service Program Design: Learners' Perceptions*. Yogyakarta: English Language Education Study Program, Faculty of Teacher Training and Education, Sanata Dharma University.

Interpersonal skills play a great role in any organizational interaction. In teaching, the attainment of these skills will make a difference in quality of effective teaching. Meanwhile, in learning, interpersonal skills could encourage students' positive attitudes and behaviors. Interpersonal skills are required in modern job settings. Since interpersonal skills become the most important soft skill components needed in the workplace, the students need to develop the skills. Interpersonal skills can be developed through certain activities and situations. This present study aims to investigate the interpersonal skills attainment through Service Program Design (SPD) Course. There are two research questions in addressed in this study: (1) What are the interpersonal skills gained by the students through Service Program Design? and (2) To what extent does the learners gain interpersonal skills through Service Program Design Course?

The researcher used mixed method to conduct this study, specifically employed a sequential explanatory strategy. Before conducting the research the researcher conducted observations directly as a participant observer. The participants of this research were one-hundred-and-forty-nine students of SPD Class in the period of August – December 2017, English Language Education Study Program of Sanata Dharma University batch 2014. The researcher distributed the questionnaires to all students. The researcher conducted a semi-structured interview with the eight participants which were chosen based on the questionnaire results. The researcher combined both quantitative and qualitative data to complete and strengthen the findings.

The finding shows that the students developed several interpersonal skills through SPD Class, namely self-awareness, communicating skill, motivating skill, teaming skill, leading skill and problem solving skill. The results indicated that there are several aspects that were important in developing students' interpersonal skills in SPD Class, namely organizing students into cooperative groups, competitive tournament environment, role of teachers, students learning contract, evaluating and grading method. This research revealed that besides those aspects, the activities conducted in SPD also influenced the development of interpersonal skills within the students.

Keywords: interpersonal skills, interpersonal skills attainment, service program design

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Kemampuan interpersonal memiliki peran penting dalam berbagai kegiatan organisasi. Dalam pengajaran, kemampuan interpersonal mampu membuat perbedaan kualitas dalam pengajaran yang efektif. Sedangkan dalam pembelajaran, kemampuan interpersonal mampu mendorong sikap dan tingkah laku yang positif dari para siswa. Kemampuan interpersonal dibutuhkan pula di latar pekerjaan modern. Karena kemampuan interpersonal menjadi komponen soft skill yang paling dibutuhkan di dunia kerja, siswa butuh untuk mengembangkan kemampuan ini. Namun demikian, ternyata kemampuan interpersonal mampu dikembangkan melalui kegiatan dan situasi tertentu. Penelitian ini bertujuan untuk meneliti pencapaian kemampuan interpersonal siswa melalui mata kuliah *Service Program Design* (SPD). Ada dua rumusan masalah dalam penelitian ini: (1) Kemampuan interpersonal apa sajakah yang diperoleh siswa melalui mata kuliah SPD? dan (2) Seberapa jauh siswa mengembangkan kemampuan interpersonalnya di mata kuliah SPD.

Peneliti menggunakan metode campuran untuk melaksanakan penelitian ini; secara spesifik peneliti menggunakan strategi model sequential explanatory. Sebelum melaksanakan penelitian, peneliti melakukan observasi partisipasi selama proses. Partisipan dalam penelitian ini adalah seratus empatpuluh sembilan siswa di kelas SPD periode Agustus – Desember 2017, Program Studi Pendidikan Bahasa Inggris di Universitas Sanata Dharma. Peneliti menyebarkan kuisioner ke seluruh siswa. Peneliti melakukan wawancara semi terstruktur dengan delapan siswa yang dipilih berdasarkan hasil kuisioner. Peneliti menggabungkan kedua data kuantitatif dan kualitatif untuk melengkapi dan memperkuat temuan data.

Temuan penelitian ini menunjukkan bahwa siswa mengembangkan beberapa kemampuan interpersonal melalui kelas SPD yaitu kewaspadaan diri, kemampuan berkomunikasi, kemampuan memotivasi, kemampuan berkelompok, kemampuan memimpin, dan kemampuan menyelesaikan masalah. Hasil penelitian ini mengindikasikan bahwa ada beberapa aspek penting dalam mengembangkan kemampuan interpersonal siswa yaitu mengorganisir siswa dalam kelompok kooperatif, lingkungan yang kompetitif, peran guru, kontrak pembelajaran siswa, cara evaluasi dan penilaian. Penelitian ini juga menemukan fakta bahwa selain aspek tersebut, aktivitas yang dilaksanakan di SPD juga mempengaruhi perkembangan kemampuan interpersonal siswa.

Kata Kunci: interpersonal skills, interpersonal skills attainment, service program design