

ABSTRAK

SYAFRI FADILLAH MARPAUNG. Pengembangan model manajemen mutu terpadu berbasis *CBT* dalam meningkatkan *soft skills* guru SMK Kota Medan. Disertasi. Medan: Program Studi Manajemen Pendidikan. Pascasarjana Universitas Negeri Medan, 2024.

Model pelatihan yang dilakukan di sekolah kurang membawa dampak pada peningkatan *soft skills* guru. Penelitian ini bertujuan untuk menganalisis: (1) kevalidan produk model manajemen mutu terpadu berbasis *CBT* yang dikembangkan; (2) kepraktisan produk model manajemen mutu terpadu berbasis *CBT* yang dikembangkan; dan (3) keefektifan produk model manajemen mutu terpadu berbasis *CBT* diimplementasikan dalam meningkatkan *soft skills* guru SMK yang dikembangkan. Penelitian ini menggunakan penelitian pengembangan dengan subjek dalam penelitian ini adalah guru SMK N Kota Medan, sedangkan objek dalam penelitian ini adalah produk model manajemen mutu terpadu berbasis *CBT*. Hasil penelitian menunjukkan bahwa: (1) Model manajemen mutu terpadu berbasis *CBT* dinilai valid oleh Ahli Bahasa; Ahli Desain; Ahli Materi; dan Ahli Model; (2) Model manajemen mutu terpadu berbasis *CBT* sangat praktis digunakan oleh guru; dan (3) Model manajemen mutu terpadu berbasis *CBT* efektif untuk meningkatkan *soft skills* guru.

Kata Kunci: *Manajemen Mutu Terpadu, Soft Skills, dan Competency Based Training*

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ABSTRACT

SYAFRI FADILLAH MARPAUNG. Development of a CBT-based integrated quality management model in improving the soft skills of Medan City Vocational School teachers. Dissertation. Medan: Education Management Study Program. Medan State University Postgraduate, 2024.

The training model carried out in schools has had little impact on improving teachers' soft skills. This research aims to analyze: (1) product validity of the CBT-based integrated quality management model being developed; (2) the practicality of the CBT-based integrated quality management model product being developed; and (3) the effectiveness of the CBT-based integrated quality management model product implemented in improving the soft skills of vocational school teachers being developed. This research uses development research with the subjects in this research being SMK N Medan City teachers, while the objects in this research are CBT-based integrated quality management model products. The research results show that: (1) The CBT-based integrated quality management model is considered valid by language experts; Design Expert; Materials Expert; and Model Expert; (2) The CBT-based integrated quality management model is very practical for teachers to use; and (3) The CBT-based integrated quality management model is effective for improving teacher soft skills.

Keywords: *Integrated Quality Management, Soft Skills, and Competency Based Training*

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