

EFEKTIVITAS MODEL PEMBELAJARAN CONTEXTUAL TEACHING AND LEARNING (CTL) UNTUK MENINGKATKAN KETRAMPILAN FRONT OFFICE SISWA KELAS XI PERHOTELAN 1 DI SMKN 1 TEJAKULA

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ABSTRAK

Penelitian ini berangkat dari permasalahan di kelas XI Perhotelan I SMK Negeri 1 Tejakula, dimana hasil ketrampilan *Front Office* siswa masih tergolong rendah yaitu ketuntasan hasil ketrampilan hanya mencapai 52, 78% dengan rata-rata nilainya mencapai 69,64. Untuk mengatasi permasalahan tersebut peneliti melakukan Penelitian Tindakan Kelas (PTK) yaitu penerapan model pembelajaran CTL (*Contextual Teaching and Learning*). Tujuan penelitian ini adalah peningkatan hasil ketrampilan *Front Office* siswa kelas XI Perhotelan 1 SMKN 1 Tejakula dengan materi Menangani Reservasi Individu. Metode pengumpulan data yaitu metode observasi kelas. Jenis datanya ialah data Deskriptif Kuantitatif. Pada siklus I diperoleh ketuntasan ketrampilan siswa sebanyak 26 orang siswa yang sudah tuntas (72,22%) dan 10 orang siswa yang belum tuntas (27,78%). Hasil penelitian menyatakan bahwa siklus I nilai ketrampilan siswa memperoleh rata-rata dari peserta didik sejumlah 36 orang adalah 75,25. Hasil penelitian ini membuktikan bahwa hasil ketrampilan *Front Office* siswa dapat meningkat namun belum mencapai 80% sehingga siklus dilanjutkan. Pada siklus II diperoleh ketuntasan ketrampilan siswa sebanyak 29 orang siswa yang tuntas (80,56%) dan 7 orang siswa yang belum tuntas (19,44%). Berdasarkan hasil penelitian pada siklus II, hasil ketrampilan siswa memperoleh rata-rata 78,53 dari 36 orang siswa. Peningkatan ketrampilan siswa dapat dilihat mulai dari nilai ketrampilan sebelum di ambil tindakan yang mencapai 52,78% tuntas dengan rata-rata nilai 69,75. Selanjutnya hasil siklus II mengalami peningkatan ketrampilan dengan hasil tuntas mencapai 80,56% dan rata-rata nilai mencapai 78,56 dari 36 peserta didik. Berdasarkan kriteria keberhasilan dalam penelitian ini yaitu mencapai ketuntasan 80%, maka penelitian ini cukup dilaksanakan sampai siklus II.

Kata Kunci: *Ketrampilan, Front Office, Model CTL*

ABSTRACT

This study departs from the problems in class XI Hospitality I SMK Negeri 1 Tejakula, where the results of students' Front Office skills are still relatively low, namely the mastery of skills results only reaches 52.78% with an average value of 69.64. To overcome these problems the researchers conducted Classroom Action Research (CAR), namely the application of the CTL (Contextual Teaching and Learning) learning model. The purpose of this study was to improve the results of the FO skills of class XI Hospitality 1 SMKN 1 Tejakula students with the material Handling Individual Reservations. The method of data collection is the class observation method. The types of data are descriptive and quantitative data. In the first cycle, there were 26 students who had completed the mastery skills (72.22%) and 10 students who had not completed (27.78%). The results of the study stated that the first cycle of student skill scores obtained an average of 36 students was 75.25. The results of this study

prove that the results of students' Front Office skills can increase but have not reached 80% so that the cycle is continued. In the second cycle, there were 29 students who completed the skills complete (80.56%) and 7 students who did not complete (19.44%). Based on the results of the study, it was stated that the second cycle of student skills obtained an average of 78.53 from 36 students. The improvement of student skills can be seen starting from the skill value before taking action which reaches 52.78% complete with an average value of 69.75. Furthermore, the results of the second cycle experienced an increase in skills with complete results reaching 80.56% and the average score reaching 78.56 from 36 students. Based on the success criteria in this study, namely achieving 80% completeness, this research is sufficient to carry out until the second cycle.

Key Words: *Skill, Front Office, Contextual Teaching and Learning Model*

