

**PENGARUH MODEL PEMBELAJARAN KOOPERATIF TIPE JIGSAW
TERHADAP KETERAMPILAN KOMUNIKASI SISWA PADA MATA
PELAJARAN DASAR DASAR PROGRAM KEAHLIAN PERHOTELAN
KELAS X DI SMK PRAKARYA INTERNASIONAL**

SKRIPSI

Diajukan untuk memenuhi salah satu syarat mengikuti sidang skripsi

Program Studi Pendidikan Pariwisata



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FAKULTAS PENDIDIKAN ILMU PENGETAHUAN SOSIAL
UNIVERSITAS PENDIDIKAN INDONESIA**

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Sarjana Pendidikan pada Program Studi Pendidikan Pariwisata Fakultas
Pendidikan Ilmu Pengetahuan Sosial

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Dengan ini Saya menyatakan bahwa skripsi dengan judul **“PENGARUH MODEL PEMBELAJARAN KOOPERATIF TIPE JIGSAW TERHADAP KETERAMPILAN KOMUNIKASI SISWA PADA MATA PELAJARAN DASAR DASAR PROGRAM KEAHLIAN PERHOTELAN KELAS X DI SMK PRAKARYA INTERNASIONAL”** ini beserta seluruh isinya adalah benar-benar karya Saya sendiri. Saya tidak melakukan penjiplakan atau pengutipan dengan cara-cara yang tidak sesuai dengan etika ilmu yang berlaku dalam Masyarakat keilmuan.

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UCAPAN TERIMA KASIH

Penulis menyadari sepenuhnya bahwa penyusunan skripsi ini dapat diselesaikan dengan baik tidak terlepas dari banyaknya dukungan, semangat, bantuan, serta bimbingan dari berbagai pihak secara moril maupun materil. Oleh karena itu dalam kesempatan ini, penulis bermaksud menyampaikan dan mengucapkan rasa terima kasih dan penghargaan yang sebesar - besarnya kepada semua pihak yang telah berjasa dan terlibat dalam proses penyusunan skripsi ini, antara lain:

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ABSTRAK

Rendahnya keterampilan komunikasi siswa menjadi tantangan dalam pendidikan kejuruan di mana kompetensi praktis dan interpersonal sangat penting. Penelitian ini bertujuan untuk mengetahui pengaruh model pembelajaran kooperatif Jigsaw terhadap keterampilan komunikasi siswa, khususnya dalam konteks pendidikan perhotelan. Penelitian ini menggunakan pendekatan kuantitatif dengan metode Penelitian Tindakan Kelas (PTK), yang dilakukan dalam dua siklus. Instrumen pengumpulan data meliputi kuesioner untuk mengukur persepsi komunikasi siswa, serta lembar observasi untuk mengevaluasi selama proses pembelajaran. Penelitian ini melibatkan 23 siswa dari program Perhotelan dan Restoran kelas 10 di SMK Prakarya Internasional. Hasilnya menunjukkan peningkatan yang signifikan dalam keterampilan komunikasi siswa setelah penerapan model Jigsaw. Temuan ini menunjukkan bahwa penerapan strategi pembelajaran kooperatif seperti Jigsaw dapat menumbuhkan lingkungan kelas yang lebih interaktif dan suportif. Oleh karena itu, lembaga pendidikan didorong untuk mengoptimalkan strategi pengajaran mereka untuk meningkatkan keterampilan lunak siswa, termasuk komunikasi.

Kata Kunci : Kooperatif Tipe Jigsaw, Keterampilan Komunikasi, Sekolah Menengah Kejuruan.

***THE EFFECT OF THE JIGSAW COOPERATIVE LEARNING MODEL ON
STUDENTS COMMUNICATION SKILLS IN THE BASIC HOTEL
MANAGEMENT PROGRAM FOR 10TH GRADE STUDENTS AT SMK
PRAKARYA INTERNASIONAL***

ABSTRACT

Low levels of students communication skills remain a critical challenge, particularly in vocational education where practical and interpersonal competencies are essential. This study aims to determine the effect of the Jigsaw cooperative learning model on students communication skills, particularly within the context of hospitality education. The research employed a quantitative approach using the Classroom Action Research (CAR) method, which was carried out in two cycles. Data collection instruments included questionnaires to measure students communication skill perceptions, as well as observation sheets to evaluate during the learning process. The study involved 23 students from the 10th-grade Hotel and Restaurant program at SMK Prakarya Internasional. The results indicated a significant improvement in students' communication skills after the implementation of the Jigsaw model. These findings suggest that applying cooperative learning strategies such as Jigsaw can foster a more interactive and supportive classroom environment. Educational institutions are therefore encouraged to optimize their teaching strategies to enhance students' soft skills, including communication.

Keyword : Jigsaw Cooperatif Learning, Communication Skills, Vocational School.

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