

SOFT SKILLS TRAINING TO IMPROVE THE QUALITY OF EDUCATION SERVICES AND TEACHER SOFT SKILLS MANAGEMENT TO STRENGTHEN THE QUALITY OF LEARNING

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Abstract

One effort to improve the quality of education is to improve the quality of educational institutions. In an effort to improve the quality of educational institutions, we do not only fulfill the input and output aspects, but what is more important is the process aspect. Starting from making a decision, managing the planned program, the management process, the process of teaching and learning activities and the process for monitoring and evaluation. In this context, the learning process has the highest level of significance when compared with other processes (Sum & Taran, 2020). The success of the learning process is always closely tied to the quality of the teacher as the main actor. Therefore, a qualified teacher is needed in an effort to improve the quality of the institution Soft skills management is very important for education teachers so that it will have an impact on improving the quality of educational institutions and can have a direct impact on teachers. In order to support the achievement of institutional quality, teachers should always hone and optimize their soft skills. These include communication, interpersonal skills, team building, critical thinking, positive attitudes, establishing relationships with students, parents and the community. In future research, further study is needed regarding soft skills management for teachers with various individual and institutional backgrounds in order to improve the quality of education.

Keywords: training, quality, management .

INTRODUCTION

National development in the educational review is an effort to make the nation's life more intelligent and improve the quality of human resources (Yusutria, 2017), who are faithful (Yusutria, 2018), pious, have noble morals and character and have mastery of various sciences, technology, and also art which aims to create an advanced, just, prosperous and civilized society (Kemendikbud, 2020). Efforts to make the nation's life smarter must start with education from an early age. Children's education at an early age plays an important role because when children are 0 - 6 years old it is a sensitive or golden period for children (Alwi, Ramadani, Suhanir, Safira, & Herma, 2018).

One of the problems with education is that there has been no significant educational progress. Like other educational institutions in rural areas, (Musaropah, 2016) the community-based implementation pattern is still strong. Education services are still filled with educators who do not meet their competency as education