

## **ABSTRACT**

*The function of student dormitory is not only merely as a residence but also as a place to form student's character building through character formation program. This program is expected to build not only hard skill, competence in the acquisition and application of knowledge, but also soft skill which define as to communicate, work in teams, work independently and analytical thinking. soft skill consists of two parts, namely intrapersonal and interpersonal skills. Intrapersonal skill is the ability of a person to manage themselves while interpersonal skills are skills needed in related to the others.*

*The purpose of this study is to design soft skills activities development programs which addressed to occupants of Telkom University Dormitory using SECI methods that covers its business processes. The Existing business process still remain in a form of tacit knowledge then will be converted into explicit knowledge so that resulted in program development design of soft skill which is relevant and adaptive.*

*The output of the research is the development program design of soft skills including manual business processes of soft skill program in Telkom University dormitory which consist of planning process, publication, execution and reporting. There are four pillars of coaching programs, they are academic, adaptive, mental and spiritual, and social pillar, each program has the character values that are included in components of soft skills. soft skills development program can also be used as a way for dormitory students to collect 33.33% points from the obligation TAK graduation requirements. Suggestions for further research is to design programs of soft skills development in Telkom University dormitory in more diverse and interesting way for students to be enthusiasm in joining the soft skill development program.*

***Keywords: SECI, explicit knowledge , Tacit knowledge, Benchmarking, Soft Skill Development Program, Dormitory***