

ABSTRAK

Kemampuan resolusi konflik sangat penting bagi remaja karena masa remaja merupakan masa badai dan tekanan yang terdiri dari berbagai konflik dan dinamika emosi. Namun, fakta menunjukkan banyak peserta didik berusia remaja yang belum menguasai kemampuan resolusi konflik dengan baik. Penelitian deskriptif bertujuan mengukur tingkat kemampuan resolusi konflik peserta didik dan menjadikan hasil penelitian sebagai dasar pengembangan program bimbingan dan konseling untuk mengembangkan kemampuan resolusi konflik peserta didik. Instrumen penelitian adalah Instrumen Kemampuan Resolusi Konflik yang dikembangkan berdasarkan enam aspek dan 23 indikator kemampuan resolusi konflik serta telah melalui uji kelayakan. Populasi penelitian adalah peserta didik kelas XI SMK Negeri 1 Bandung Tahun Ajaran 2018/2018 sejumlah 437 orang. Metode *sampling* adalah pendekatan *non-probability sampling* dengan teknik *quota sampling* menggunakan Rumus Slovin dan diperoleh sampel sejumlah 370 orang peserta didik dari empat jurusan yang berbeda. Secara umum, hasil penelitian menunjukkan 70% (259 orang) peserta didik memiliki kemampuan resolusi konflik tinggi, 30% (111 orang) peserta didik memiliki kemampuan resolusi konflik sedang dan tidak ada peserta didik yang memiliki kemampuan resolusi konflik rendah. Hasil analisis per aspek menunjukkan peserta didik memiliki kemampuan orientasi, kemampuan persepsi, kemampuan emosional dan kemampuan berpikir kreatif tinggi, namun memiliki kemampuan komunikasi dan kemampuan berpikir kritis sedang. Berdasarkan hasil penelitian, maka dibutuhkan layanan pengembangan pada semua aspek kemampuan resolusi konflik dengan peningkatan indikator evaluasi diri, saling berkasih sayang, penghargaan, persepsi positif terhadap konflik, prinsip *win-win solution*, kemampuan berpikir kritis dan komunikasi yang efektif dalam konteks konflik.

Kata Kunci: Bimbingan dan Konseling, Kemampuan Resolusi Konflik, Remaja

ABSTRACT

Conflict resolution ability is very important for adolescents because adolescence is a period of storms and pressure which consists of various conflicts and emotional dynamics. But, the facts show that there are many teenagers who have not mastered conflict resolution ability well. Descriptive research aims to measure the level of conflict resolution ability of students and make the results of the research as the basis for developing guidance and counseling programs in develop student's conflict resolution ability. The research instrument is Conflict Resolution Ability Instrument which is developed based on six aspects and 23 indicators of conflict resolution ability and has been through feasibility test. The research population is grade XI students of SMK Negeri 1 Bandung in Academic Year 2018/2018 as much as 437 people. The sampling method is non-probability sampling, with quota sampling technique use Slovin Formula and obtained 370 sample from four different majors. In general, the result of this research show that 70% (259 people) of students have high conflict resolution ability, 30% (111 people) of students have moderate conflict resolution ability and no students have low conflict resolution ability. Whereas, the results of aspects analysis show that students have a high orientation ability, perception ability, emotional ability and creative thinking ability, but have a medium communication ability and critical thinking ability. Therefore, students need a development in all aspects of conflict resolution ability by improving self-evaluation, mutual affection, appreciation, positive perceptions of conflict, the principle of win-win solutions, critical thinking skills and effective communication in the context of conflict.

Keywords: *Guidance and Counseling, Conflict Resolution Ability, Adolescence*