

## ABSTRAK

**LILIS GRANELLA SIDABUTAR. Implementasi Layanan Bimbingan Kelompok Dengan Teknik Problem Solving Pada Kemampuan Komunikasi Interpersonal Siswa Korban Broken Home Di SMK Jambi Medan. Skripsi. Medan: Fakultas Ilmu Pendidikan. Universitas Negeri Medan.**

Penelitian ini bertujuan untuk mengetahui pengaruh layanan bimbingan kelompok dengan teknik problem solving pada kemampuan komunikasi interpersonal siswa korban *broken home* di SMK Jambi Medan. Jenis penelitian ini adalah penelitian kuantitatif dengan pendekatan eksperimen. Subjek penelitian dikumpulkan siswa kelas X korban *broken home* yang berjumlah 10 orang siswa. Data Penelitian dikumpulkan dengan skala valid dan reliabel. Skala diberikan sebelum dan sesudah pelaksanaan bimbingan kelompok. Data skor rata-rata pre-test 62,2 dan skor rata-rata *post-test* 96,0 maka selisih skor rata-rata 33,8 artinya skor kemampuan komunikasi interpersonal lebih rendah sebelum mendapatkan layanan bimbingan kelompok dengan teknik problem solving, dan setelah diberikan layanan bimbingan kelompok dengan teknik problem solving maka kemampuan komunikasi interpersonal pada siswa korban broken home menjadi meningkat 35,20%. Data dianalisis menggunakan uji *wilcoxon* untuk melihat apakah ada perubahan positif dan signifikan pemberian layanan bimbingan kelompok dengan teknik *problem solving*. Berdasarkan hasil perhitungan uji *wilcoxon* jumlah jenjang pertanda positif= 34 dan jumlah jenjang bertanda negatif= 21. Jadi, nilai  $J = 34$  yaitu jumlah jenjang yang lebih besar. Dari tabel nilai kritis  $J$  untuk uji jenjang bertanda berpaksa dengan  $n = 10, \alpha = 0,05$ , maka diperoleh  $J$  dimana  $49 > 8$ . Artinya bahwa ada pengaruh layanan bimbingan kelompok dengan teknik *problem solving* pada kemampuan komunikasi interpersonal siswa korban broken home di SMK Jambi Medan.

**Kata kunci :Bimbingan Kelompok, Teknik Problem Solving, Kemampuan Komunikasi Interpersonal.**

## ABSTRACT

**LILIS GRANELLA SIDABUTAR. Implementation of Group Guidance Services Using Problem Solving Techniques for Interpersonal Communication Skills for Broken Home Victim Students at SMK Jambi Medan. Skripsi. Medan: Faculty of Education. State University of Medan. 2023.**

This research aims to determine the effect of group guidance services using problem solving techniques on the interpersonal communication skills of students who are victims of broken homes at SMK Jambi Medan. This type of research is quantitative research with an experimental approach. The research subjects were collected by 10 class X students who were victims of broken homes. Research data was collected using a valid and reliable scale. The scale is given before and after implementation of group guidance services. The pre-test average score data is 62.2 and the post-test average score is 96.0, so the difference in average score is 33.8, meaning that the interpersonal communication ability score is lower before receiving group guidance services with problem solving techniques, and after given group guidance services using problem solving techniques, the interpersonal communication skills of students who are victims of broken homes increase by 35.20%. Data analysis used the Wilcoxon test to see if there were positive and significant changes in the provision of group guidance services with problem solving techniques. Based on the calculation results of test, the number of levels marked positive = 34 and the Wilcoxon number of steps marked negative = 21. So, the value of  $J=34$  is the number of levels that is larger. From the critical value table J for the levels test marked with wilcoxon with  $n= 10$ ,  $\alpha=0,05$ , it is obtained J where  $49>8$ . This means that there is influence of group guidance services with problem solving techniques on the interpersonal communication skills of students who are victims of broken homes at SMK Jambi Medan.

**Keywords: Group Guidance, Problem Solving Techniques, Interpersonal Communication Skill**