

ABSTRAK

PENGGUNAAN LAYANAN BIMBINGAN KELOMPOK DENGAN TEKNIK PERMAINAN UNTUK MENGURANGI *COMMUNICATION APPREHENSION* PADA SISWA SMA NEGERI 16 BANDAR LAMPUNG

Oleh

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Penelitian ini dilatarbelakangi oleh permasalahan mengenai *Communication Apprehension* (kecemasan komunikasi), yang berdampak pada prestasi akademik, partisipasi sosial, dan perkembangan kepercayaan diri siswa. Penelitian ini bertujuan untuk mengetahui penggunaan layanan bimbingan kelompok dengan teknik permainan dapat mengurangi *Communication Apprehension* pada siswa SMA Negeri 16 Bandar Lampung. Metode pada penelitian ini menggunakan *pre-eksperimen* dengan desain *One Group Pretest and Posttest*. Sampel dalam penelitian berjumlah 7 siswa yang diambil berdasarkan hasil pengisian angket kuesioner tanda-tanda kecemasan komunikasi yang dialami oleh siswa ketika berbicara di depan kelas serta dilihat dari hasil observasi sebelumnya. Teknik pengumpulan data menggunakan instrumen *Personal of Communication Apprehension* (PRCA-24) yang dikembangkan oleh James C. McCroskey digunakan untuk mengukur tingkat *Communication Apprehension* pada individu (siswa) dalam berbagai konteks. Berdasarkan hasil analisis data dengan uji *Wilcoxon Signed-Rank Test*, diperoleh nilai signifikansi $p = 0,018$ ($p < 0,05$), sehingga H_0 ditolak dan H_a diterima. Dengan demikian, dapat disimpulkan bahwa layanan bimbingan kelompok dengan teknik permainan dapat mengurangi *Communication Apprehension* siswa SMA Negeri 16 Bandar Lampung.

Kata Kunci: Bimbingan Kelompok, Teknik Permainan, *Communication Apprehension*, Siswa SMA

ABSTRACT

THE USE OF GROUP GUIDANCE SERVICES WITH GAME TECHNIQUES TO REDUCE COMMUNICATION APPREHENSION IN STUDENTS OF STATE SENIOR HIGH SCHOOL 16 BANDAR LAMPUNG

By

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This research is motivated by the issue of communication apprehension (communication anxiety), which impacts academic achievement, social participation, and the development of students' self-confidence. This study aims to determine whether the use of group guidance services with game techniques can reduce communication apprehension in students at Senior High School 16 Bandar Lampung. This study used a pre-experimental method with a One Group Pretest and Posttest design. The sample in the study amounted to 7 students who were taken based on the results of filling out a questionnaire on signs of communication anxiety experienced by students when speaking in front of the class and seen from the results of previous observations. The data collection technique used the Personality of Communication Apprehension (PRCA-24) instrument developed by James C. McCroskey used to measure the level of Communication Apprehension in individuals (students) in various contexts. Based on the results of data analysis with the Wilcoxon Signed-Rank Test, a significance value of $p = 0.018$ ($p < 0.05$) was obtained, so that H_0 was rejected and H_a was accepted. Thus, it can be concluded that group guidance services with game techniques can reduce Communication Apprehension of students at Senior High School 16 Bandar Lampung.

Keywords: *Group Guidance, Game Techniques, Communication Apprehension, High School Students*