

## **ABSTRAK**

### **MENINGKATKAN KECERDASAN EMOSI DENGAN MENGGUNAKAN KONSELING *CLIENT CENTERED* PADA SISWA KELAS XI SMA NEGERI 3 BANDAR LAMPUNG TAHUN AJARAN 2017/2018**

**Oleh**

**TRI SUTISNA**

Masalah dalam penelitian ini kecerdasan emosi siswa masih rendah. Tujuan penelitian ini adalah untuk mengetahui peningkatan kecerdasan emosi dengan menggunakan konseling *client centered* pada siswa kelas XI SMA Negeri 3 Bandar Lampung tahun ajaran 2017/2018. Metode penelitian ini bersifat eksperimen semu dengan *pretest-posttest design*. Subjek penelitian sebanyak lima siswa yang memiliki kecerdasan emosi rendah. Teknik pengumpulan data menggunakan skala kecerdasan emosi. Hasil analisis data dari *pretest* dan *posttest* kecerdasan emosi menggunakan uji beda *Wilcoxon*. Hasil analisis statistik menunjukkan  $Z_{hitung} = -2,023 < Z_{tabel} = 0,018$ ,  $p = 0,043$  ;  $p < 0,05$ , maka dapat disimpulkan bahwa  $H_0$  ditolak dan  $H_a$  diterima. Ini artinya kecerdasan emosi siswa dapat ditingkatkan dengan konseling *client centered*.

**Kata kunci:** bimbingan dan konseling, kecerdasan emosi, konseling *client centered*

***Abstract***

***IMPROVING EMOTIONAL INTELLIGENCE BY USING  
CLIENT CENTERED COUNSELING ON STUDENTS CLASS XI  
SMA NEGERI 3 BANDAR LAMPUNG IN ACADEMIC YEAR 2017/2018***

***By***

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*The problem of this research was the lowness of student's emotional intelligence. The purpose of this research was to know the improvement of the emotional intelligence by using client centered counseling in students of class XI Senior High School 3 Bandar Lampung in academic year 2017/2018. The method of this research was a quasi experiment with the pretest-posttest design. The subjects of this research were much as five students who have low emotional intelligence. The data collection technique was using emotional intelligence scale. The results of data was analyzed from pretest and posttest of emotional intelligence using Wilcoxon test. The results of statistics analyzed was showing that  $Z_{count} = -2,023 < Z_{table} = 0,018$ ,  $p = 0,043$  ;  $p < 0,05$ , so it can be concluded that  $H_0$  was rejected and  $H_a$  was accepted. That meant the student's emotional intelligence can be improved with client centered counseling.*

***Keywords:*** guidance and counseling, emotional intelligence, client centered counseling