

ABSTRAK

DESKRIPSI KETERAMPILAM MENDENGARKAN AKTIF PARA SUSTER YUNIOR DAN MEDIOR KONGREGASI SUSTER FRANSISKAN SANTA LUSIA TAHUN 2005/2006

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Penelitian ini bertujuan untuk mendeskripsikan keterampilan mendengarkan aktif para suster yunior dan medior Kongregasi Suster Fransiskan Santa Lusia tahun 2005/2006. Jenis penelitian ini adalah penelitian deskriptif dengan metode survei. Populasi penelitian ini adalah semua suster yang berkaul sementara dan berkaul kekal (selama 15 tahun) dalam Kongregasi Suster Fransiskan Santa Lusia yang berdomisili di Sumatera Utara. Jumlah anggota populasi 71 orang.

Instrumen penelitian adalah kuesioner yang disusun oleh penulis sendiri. Kuesioner terdiri dari 50 butir pernyataan yang mengungkap 4 aspek keterampilan mendengarkan aktif, yaitu (1) Kemampuan mendengarkan dan memahami pesan (pendapat, keyakinan) pembicara. (2) Kemampuan mendengarkan dan memahami perasaan pembicara. (3) Kemampuan mengungkapkan/memantulkan kembali pesan (pendapat, keyakinan) pembicara. (4) Kemampuan mengungkapkan/memantulkan kembali perasaan pembicara.

Teknik analis data yang digunakan adalah: (1) Menggolongkan keterampilan mendengarkan aktif berdasarkan Penilaian Acuan Patokan (PAP) Tipe I, dengan kualifikasi : “sangat tinggi”, “tinggi”, “cukup tinggi” “rendah”, dan “sangat rendah”. (2) Menguji perbedaan keterampilan mendengarkan aktif berdasarkan status kaul/profesi, tingkat pendidikan, dan pekerjaan dengan teknik Chi Kwadrat pada taraf signifikan 5%.

Hasil penelitian menunjukkan bahwa ada 2 orang suster yunior yang memiliki keterampilan mendengarkan aktif “sangat tinggi”; 10 orang yang memiliki keterampilan mendengarkan aktif “tinggi”, dan 26 orang yang memiliki keterampilan mendengarkan aktif “cukup tinggi.” Sedangkan suster medior ada 4 orang yang memiliki keterampilan mendengarkan aktif “sangat tinggi”; 12 orang yang memiliki keterampilan mendengarkan aktif “tinggi”; 10 orang yang memiliki keterampilan mendengarkan aktif “cukup tinggi” dan 2 orang yang memiliki keterampilan mendengarkan aktif “rendah”. Berdasarkan status kaul/profesi, tidak ada perbedaan keterampilan mendengarkan aktif antara para suster yunior dan medior. Namun, berdasarkan tingkat pendidikan dan pekerjaan terdapat perbedaan yang signifikan dalam hal keterampilan mendengarkan aktif.

ABSTRACT

DESCRIPTION OF ACTIVE LISTENING SKILL OF JUNIOR END MEDIOR SISTERS IN THE CONGGREGATION OF FRANCISCAN ST. LUCIA (KSFL) IN 2005 - 2006

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The aim of this research was to describe the active listening skill of the junior and medior sisters in the congregation of Franciscan St. Lucia in 2005 – 2006. The type of this research was a descriptive research which employed survey method. The populations of this research were all sisters in the temporary vows (junior) and sisters in less than 15 years final vows (medior) in that congregation. All of them lived in North Sumatera. The number of this population was 71 respondents.

The instruments used in this research was questionnaire which was developed by the researcher. There were 50 questions which can be classified in 4 aspects of active listening skill: (1) the skill to listen and understand the speaker's message (opinion/conviction); (2) the skill to listen and understand the speaker's feeling; (3) the skill to paraphrase the speaker's message (opinion/conviction); (4) the skill to paraphrase the speaker's feeling.

The technique employed to analyze the data were: (1) classifying the active listening skill according to the PAP (Penilaian Acuan Patokan) Type I. The qualification of this classification are "very high", "high", "relatively high", "low", "very low". (2) Checking the discrepancy of various active listening skill based on the status of vows, educational level and occupation. The technique employed in this case was Chi Square with significant level of 5%.

The result showed that : In the group of junior sisters, there were 2 sisters who had "very high" active listening skill; there were 10 sisters who had "high" active listening skill and there were 26 sisters who had "relatively high" active listening skill. In the group of medior sisters, there were 4 sisters who had "very high" active listening skill; there were 12 sisters who had "high" active listening skill; there were 10 sisters who had "relatively high" active listening skill and there were 2 sisters who had "low" active listening skill. There was no difference in active listening skill based on the status of vows; either junior or medior members; but there was a significant discrepancy in active listening skill based on their educational level and occupation.