

ABSTRAK

KOMUNIKASI ASERTIF SEBAGAI SARANA MENGURANGI KONFLIK DI LINGKUNGAN MULTIKULTURAL

(Studi Fenomenologi pada Siswa Perantau di SMP Yos Sudarso Metro)

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Penelitian kualitatif dengan pendekatan fenomenologi ini menganalisis peran komunikasi asertif siswa perantau di SMP Yos Sudarso Metro dalam mereduksi konflik interpersonal di lingkungan multikultural. Berdasarkan landasan *Communication Accommodation Theory* (CAT) dan model Thomas-Kilmann, data dikumpulkan melalui wawancara terstruktur terhadap siswa kelas VIII asal luar Lampung.

Hasil penelitian menjawab rumusan masalah sebagai berikut: (1) Komunikasi asertif berfungsi sebagai jembatan interaksi melalui strategi konvergensi. (2) Dinamika pengelolaan konflik dilakukan melalui gaya kolaborasi yang mengedepankan klarifikasi proaktif, verifikasi informasi, dan kontrol emosi guna mencapai solusi *win-win*. (3) Tantangan utama mencakup faktor eksternal berupa komunikasi agresif lawan bicara dan hambatan internal berupa rasa pakewuh (sungkan).

Efektivitas asertivitas ini didukung secara sistemik melalui program sekolah seperti SABOLE, Libur Silang, dan Kamis Budaya. Kesimpulannya, komunikasi asertif merupakan instrumen navigasi sosial krusial yang memungkinkan siswa perantau beradaptasi secara harmonis tanpa mengabaikan identitas diri.

Kata Kunci: Komunikasi Asertif, Siswa Perantau, Konflik Interpersonal, Lingkungan Multikultural.

ABSTRACT

**ASSERTIVE COMMUNICATION AS A MEANS OF REDUCING CONFLICT IN A
MULTICULTURAL ENVIRONMENT**

(A Phenomenological Study of Migrant Students at SMP Yos Sudarso Metro)

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This qualitative research, employing a phenomenological approach, analyzes the role of assertive communication among migrant students at SMP Yos Sudarso Metro in reducing interpersonal conflicts within a multicultural environment. Grounded in Communication Accommodation Theory (CAT) and the Thomas-Kilmann model, data were gathered through structured interviews with eighth-grade students originating from outside the Lampung region. The research findings address the following problem formulations: (1) Assertive communication functions as an interactional bridge through convergence strategies. (2) Conflict management dynamics are executed through a collaborative style that prioritizes proactive clarification, information verification, and emotional control to achieve win-win solutions. (3) The primary challenges include external factors, such as the aggressive communication of interlocutors, and internal barriers, specifically the feeling of pakewuh (cultural deference/reluctance).

The effectiveness of this assertiveness is systemically supported by school programs such as SABOLE, Libur Silang, and Kamis Budaya. In conclusion, assertive communication serves as a crucial social navigation instrument that enables migrant students to adapt harmoniously without compromising their personal identity.

Keywords: Assertive Communication, Migrant Students, Interpersonal Conflict, Multicultural Environment.

