

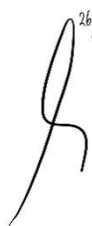
PENGARUH KEMAMPUAN PROBLEM SOLVING DAN KETERAMPILAN KOMUNIKASI TERHADAP KEMAMPUAN MENGELOLA KONFLIK DI ORGANISASI KEMAHASISWAAN

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Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh kemampuan *problem solving* dan keterampilan komunikasi terhadap kemampuan mengelola konflik dalam organisasi mahasiswa. Penelitian ini bertujuan untuk memahami bagaimana kedua variabel independen ini berkontribusi terhadap variabel dependen. Penelitian ini menggunakan teknik *simple random sampling* dengan responden sebanyak 113 mahasiswa. Data primer dikumpulkan dengan metode penyebaran kuesioner secara langsung melalui *Google Forms* yang telah lolos uji validitas dan reliabilitasnya. Penelitian ini menggunakan analisis data berupa analisis deskriptif. Pengujian instrumen mencakup uji validitas dan reliabilitas. Selain itu, dilakukan uji asumsi klasik yang meliputi uji normalitas, heteroskedastisitas, dan multikolinearitas. Pengujian hipotesis dalam penelitian ini dilakukan melalui uji t dan uji F. Koefisien determinasi digunakan untuk mengukur seberapa besar variabel bebas mempengaruhi variabel terikat. Teknik analisis data yang digunakan adalah regresi linier berganda dengan menggunakan *software IBM SPSS Statistic* versi 27. Hasil penelitian menunjukkan bahwa kemampuan *problem solving* berpengaruh positif dan signifikan terhadap kemampuan mengelola konflik. Keterampilan komunikasi berpengaruh positif dan signifikan terhadap kemampuan mengelola konflik. Kemampuan *problem solving* dan keterampilan komunikasi berpengaruh positif dan signifikan secara simultan terhadap kemampuan mengelola konflik.

Kata Kunci: *Kemampuan Problem Solving, Keterampilan Komunikasi, Kemampuan Mengelola Konflik*

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**THE INFLUENCE OF PROBLEM-SOLVING ABILITY AND
COMMUNICATION SKILLS ON THE ABILITY TO MANAGE CONFLICT
IN STUDENT ORGANIZATIONS**

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Abstract

This research aims to analyze the influence of problem-solving and communication skills on conflict management skills within student organizations. The study seeks to understand how these two independent variables contribute to the dependent variable. This research uses a simple random sampling technique with 113 student respondents. Primary data was collected through direct distribution of questionnaires via Google Forms, which had passed validity and reliability tests. The data analysis used in this research is descriptive analysis. Instrument testing included validity and reliability tests. In addition, classical assumption tests were conducted, including normality, heteroscedasticity, and multicollinearity tests. Hypothesis testing in this study was conducted using t-tests and F-tests. The coefficient of determination was employed to assess how much the independent variables influence the dependent variable. The data analysis technique utilized was multiple linear regression, conducted using IBM SPSS Statistics version 27 software. The research findings indicate that problem-solving abilities positively and significantly impact conflict management capabilities. Communication skills also demonstrate a positive and significant effect on conflict management capabilities. Furthermore, when considered together, problem-solving abilities and communication skills positively and considerably influence conflict management capabilities.

Keywords: *Problem-Solving Abilities, Communication Skills, Ability to Manage Conflict*