

ABSTRACT

LISNA TAHULENDING, NIM: 131 409 102. Conflict Management by the Principal in SMP Negeri 1 Wonosari. Thesis: Education Management Department, Faculty of Education, State University of Gorontalo 2013. Supervisor I: Dr. Asrin, M.Pd and Advisor II: Drs. H, MuhPolinggapo, S. Sos, M.Pd

The purpose of this study is: to determine Intraorganisasi conflict, Conflict Resolution Strategies, Impact of Conflict and Conflict Management in the Junior High School (SMP) 1 Wonosari State.

The method used in this study is qualitative. With the case study research design. Research data refers to the research focus in the design of the instrument through the lattice, and then uses a customized interview guide with grating instruments. Data source using the five informants namely: principals, vice-principals, Wakasek field (Student), teachersolaraga, TU employees, and students. The procedure of collecting data through interviews. Analysis of the flow of data through three activities that take place are: data reduction or simplification of data, exposure / presentation of data, drawing conclusions / verification.

The results showed that the management of conflict in the Middle School (SMP) Wonosari State 1 well and the proof is the conflict only type of conflict is addressed intraorganisasi horizontal principal is very concerned with all the circumstances or events that occur within the school. conflict resolution strategies used in menyelesaikan principal conflict is by konfortasi and visit directly to the parties in conflict. experienced due to the impact of the conflict is reduced and the result is positive. so that the principal is able to resolve the conflict in accordance with the type and condition of conflict

Advised principals must work better and optimally to learn about conflict management theories, in order to know and understand about the criteria that should be applied in reduction of conflict.

Keywords : *Conflict Management*