

**PRE-SERVICE TEACHERS' CLASSROOM CONFLICT
MANAGEMENT SKILL IN YOGYAKARTA**

**(A study at English Education Department of Language Education
Faculty of Universitas Muhammadiyah Yogyakarta)**

A Skripsi

**Submitted to the Faculty of Language Education in Partial Fulfillment of the
Requirements for the Degree *Sarjana Pendidikan***



Zulfa Inayah

20100540001

**English Education Department
Faculty of Language Education
Universitas Muhammadiyah Yogyakarta**

2016

Statement of Authenticity

I am a student with the following of identity:

Name : Zulfa Inayah
NIM : 20100540001
Program Study : English Education Department
Faculty : Faculty of Language Education
University : Universitas Muhammadiyah Yogyakarta

Certify that *skripsi* proposal with the title “Pre-service teachers’ classroom conflict management skill in Yogyakarta” is definitely my own work. I am completely responsible for the content of this paper.

Yogyakarta, May 25, 2016

Zulfa Inayah
20100540001

Acknowledgment

In the name of Allah, The Most Gracious, The Most Merciful. I would like to thank to Allah SWT for His blessing, grace and guidance during the accomplishment of this *skripsi*.

I would like to thank All who have given me help and guidance so that this *skripsi* can be finished. Completion of writing this *skripsi*, I would like to express my sincere thanks to:

1. My beloved parents Bapak Muhdiyono and Ibu Iindayati, and my only little brother Luthfan Rizki Hernawan. Thank you so much for your guidance, advice, affection, and prayers, Your love is beyond any words.
2. My *skripsi* advisor Dr. Suryanto who always willingly helped, guided, supported and gave suggestion to me during the completion of my *skripsi*.
3. All lecturers and staff office of English Education Department, who have transferred much knowledge to me, and guidance, instruction and help during study at this university.
4. My entire batch mates in English Education Department 2010, they all given me a joyful college world.
5. The family of American Corner UMY, thanks for our togetherness and awesome memory.

6. My beloved sisters of Puspita boarding house. Thanks for all your biggest support and joyful life. You are the color of my life.
7. The big family of Biro Penmaru UMY, thank you so much for you biggest support to finish this *skripsi*.

Finally, I would like to thank you so much for all those who I cannot mention the names. Hopefully, this *skripsi* can be useful and become the input for the parties in need.

Yogyakarta, May 25, 2016

Zulfa Inayah

Table of Contents

Approval	iii
Statement of Authenticity	iv
Abstract	v
Acknowledgment	vi
Table of Contents	viii
Introduction	1
A. Background.....	1
B. Statement of The Problem.....	3
C. Research Questions	4
D. The Aims of The Study	4
E. Significant of The Research	4
F. Outline of The Research.....	5
Literature Review	6
A. Pre-service Teacher	6
B. Classroom Management	8
C. Classroom Conflict.....	9
D. Classroom Conflict Management.....	16
E. Conceptual Framework	21
Research Method	23
A. Research Design	23
B. Research Participants.....	24
C. Data Collection Method	25
D. Data Analysis Method	26
Finding and Discussion	28
A. Finding.....	28
B. Discussion.....	42
Conclusion and Recommendation	45
A. Conclusion.....	45
B. Recommendation.....	45
References	47
Appendices	49