

Abstrak

Penelitian ini bertujuan untuk menggambarkan proses resiliensi pada individu yang mengalami *bullying* verbal. Pendekatan yang digunakan adalah kualitatif dengan metode fenomenologi, melibatkan dua subjek yang pernah mengalami *bullying* verbal sejak masa sekolah. Data dikumpulkan melalui wawancara mendalam dan dianalisis menggunakan metode *explicitation data*. Hasil penelitian menunjukkan bahwa kedua subjek mampu mengembangkan resiliensi melalui dukungan sosial, regulasi emosi, efikasi diri, dan kemampuan untuk memaknai pengalaman secara positif. Sumber resiliensi yang menonjol mencakup aspek *I Have*, *I Am*, dan *I Can* dari Grotberg serta tujuh faktor resiliensi menurut Reivich dan Shatté. Penelitian ini menyoroti pentingnya aspek religiusitas dan spiritualitas berupa pemaafan dan rasa syukur sebagai temuan tambahan yang memperkuat resiliensi korban *bullying* verbal. Temuan ini diharapkan dapat menjadi dasar intervensi psikologis yang lebih humanistik.

Kata Kunci : *resiliensi, bullying verbal, fenomenologi.*

Abstract

This study aims to describe the resilience process in individuals who have experienced verbal bullying. A qualitative approach was employed using a phenomenological method, involving two participants who had experienced verbal bullying since their school years. Data were collected through in-depth interviews and analyzed using the explicitation data method. The findings reveal that both participants were able to develop resilience through social support, emotional regulation, self-efficacy, and the ability to construct positive meaning from their experiences. Prominent sources of resilience included the I Have, I Am, and I Can aspects of Grotberg's framework, as well as the seven resilience factors proposed by Reivich and Shatté. This study highlights the significance of religiosity and spirituality, particularly forgiveness and gratitude as additional findings that reinforce the resilience of verbal bullying victims. These findings are expected to serve as a foundation for more humanistic psychological interventions.

Keywords: *resilience, verbal bullying, phenomenology*



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