The Satisfaction Differentiation Between Conventional Counselling and Online Based Aplication Counselling Towards Adolescents

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A B S T R A C T

Media application is the most important part of a promotion for interacting. Moreover, counselling service is not only done Conventionally but also can be done by using an online application. The purposes of this research are to know the satisfaction differentiation level and comparison of the average satisfaction level between Conventional counselling and Online based application counselling. This research is Quantitative research. This research used a Cluster sample. The research population is 340 adolescents, and the sample of this research is 184 adolescents. The research design used Quasy Experimental Design by using the One Group Pretest-Posttest Design Approach. The data analysis used Non-Parametric by using Wilcoxon-Test. The frequency distribution level of satisfaction Conventional counselling is found 126 persons (68,48 %) unsatisfied and 58 persons (31,52 %) satisfied. The frequency distribution level of satisfaction Online counselling is found 53 persons (28,80 %) unsatisfied and 131 persons (71,20 %) satisfied. The result of statistic test is found P-value = 0.000 (< 0.05). It showed that there is a differentiation of satisfaction between Conventional counselling and Online based application counselling towards adolescents in Junior High School 1 the Gadingrejo year of 2018. The average satisfaction level of Conventional counselling is 4.1777. The average satisfaction level of Online based application counselling is 4.5587, it means that the average satisfaction level of Online based application counselling is higher than the average satisfaction level of Conventional counselling. It can be suggested that Online based application counselling can be used as an innovation in giving adolescent reproductive health counselling.

Kata kunci:

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A B S T R A K

Aplikasi media merupakan bagian terpenting dalam sebuah promosi untuk berinteraksi. Sehingga pelayanan konseling tidak hanya dilakukan secara *Konvensional*, tetapi dapat juga dilakukanmelalui *Online*. Tujuan dari penelitian ini adalah mengetahui perbedaan tingkat kepuasan dan perbandingan rata-rata tingkat kepuasan antara konseling *Konvensional* dan konseling berbasis aplikasi *Online*. Jenis penelitian yang digunakan adalah *Kuantitatif*. Penelitian ini menggunakan *Cluster Sampling*. Populasi dalam penelitian yaitu 340 remaja dan sampel penelitian ini adalah 184 remaja. Rancangan penelitian yang digunakan adalah *Quasi Experimental Design* dengan pendekatan *One Group Pretest-Posttest Design.* Analisa data yang digunakan adalah analisa Non-Parametrik dengan menggunakan *Wilcoxon Test.* Distribusi frekuensi tingkat kepuasan konseling *Konvensional* didapatkan 126 orang (68,48%) tidak puas dan 58 orang (31,52%) puas. Distribusi frekuensi tingkat kepuasan konseling berbasis aplikasi *Online* didapatkan 53 orang (28,80%) yang tidak puas dan 131 orang (71,20%) yang puas terhadap konseling berbasis aplikasi *Online*. Hasil

uji statistik didapatkan P-value = 0.000(< 0,05). Hal tersebut menunjukkan bahwa terdapat perbedaan tingkat kepuasan antara konseling *Konvensional* dan konseling berbasis aplikasi *Online*. Pada konseling *Konvensional* didapatkan *mean* = 4.1777. Pada tingkat kepuasan konseling berbasis aplikasi *Online* didapatkan *mean =* 4.5587, yang artinya rata-rata tingkat kepuasan konseling berbasis aplikasi *Online* lebih tinggi dibandingkan denganrata-rata tingkat kepuasan konseling *Konvensional*. Saran dari penelitian ini adalah dapat dimanfaatkannya konseling berbasis aplikasi *Online* sebagai salah satu bentuk inovasi dalam pemberian pelayanan konseling kesehatan reproduksi remaja.

INTRODUCTION

Media applications are the most important part in a promotion because the media can directly interact with the public. As technology increases, it is now in dire need of someone's creativity in using media to be published to the public/ society, the more creative we are in dealing with the forms of promotional media that we use, the more effective and able to hit the targets we expect (Kholid, 2014). In connection with the development of the communication revolution, the internet is also a modern network as a result of the development of satellite technology. Nowadays with smartphones that are equipped with an internet network, everything becomes easy. Once the dominance of communication technology, it can be said that it is an important key in controlling society (Nurudin, 2017).

The International Telecommunications Union states that in 2013, the population of internet users in the world was recorded at 7.1 billion people, and 39% of those actively using the internet. Internet users by region in 2013, Asia and the Pacific ranked 4th, which was recorded at 32% per 100 inhabitants. Internet users in Indonesia in 2012 came to the 13th rank, which was 38,191,873 people (International Telecommunications Union, 2013). Meanwhile, in 2014, the total penetration of social media in Indonesia was recorded at 15% of the total population of 251,160,124 people (Global Digital Statistics, 2014). Based on fertility, mortality and migration patterns, the population of Lampung in 2015 reached 8,117,300 people or the second largest in the Sumatra region. Meanwhile, most of the Lampung population aged 5 years and over who accessed the internet in 2015 used more cell phones/cell phones (83.12%) when compared to using laptops/notebooks/tablets (41.03%) and using desktop computers (28, 74%) (BPS-Statistics of Lampung Province, 2016).

Based on the results of the pre-survey, the number of students and students of Junior High School 1 Gadingrejo in 2017 who had Android-based cellphones was recorded to reach 85% - 90% of 1,001 students, starting from grades seven (VII), eight (VIII), and nine (IX) of Junior High School 1 Gadingrejo (State of Junior High School 1Gadingrejo, 2017).

The influence of the internet has been so great and has entered the joints of human life. With the development of increasingly sophisticated technology, people can participate through devices on social media (Nurudin, 2016). Today many social networking sites have sprung up, such as Google, Facebook, Twitter, Yahoo, My Space, and others. Promotional methods using social networks are very effective and at a very low cost, this can be used as a medium in promotion including counselling and counselling quickly along with the development of technology (Kholid, 2014). Conventional counselling which is considered rigid is the answer to the incompatibility of conventional counselling approaches with certain cultures (Prabowo, 2016).

Several postmodern-based counselling theories have developed due to dissatisfaction with conventional counselling theories which tend to take longer in implementation and procedures, including Solution Focused Brief Counselling and Narrative Counselling and Acceptance and Commitment Therapy (ACT). ACT is known as the new face of BCT or in other literature it is known as the face of behavior counselling. Currently, the times are very supportive of the successful implementation of counselling programs, one of which is cyber counselling (online-based counselling that utilizes the internet) (Saputra, 2016). Adolescents who grow up biologically are followed by their psychological and social development. Adolescents who are young at heart have the nature of challenging something that is considered rigid and old-fashioned and wanting freedom can cause conflict within them. Health promotion through counselling for adolescents or a youth approach in fostering health is needed. Delivery of health messages is done through the language of youth. Guidance for adolescents includes, among others, a healthy marriage, a healthy family, the reproductive system and its problems, positive adolescent attitudes and behavior and so on (Wardani, et al, 2016). Based on the background of the problems above, the authors are interested in researching "The Difference in Satisfaction Between Conventional Counselling and Online Application-Based Counselling for Adolescents″.

METHODS

This research is Quantitative research. This research used Cluster sample. The research population is 340 adolescents, and the sample of this research are 184 adolescents. The research desaign used Quasy Experimental Design by using One Group Pretest-Posttest Design Approach. The data analysis used Non-Parametric by using Wilcoxon-Test.

RESULT AND DISCUSSION

Table 1
Results of Frequency Distribution of Conventional Counselling Levels for Adolescents at Junior High School 1 Gadingrejo, Pringsewu Regency, Lampung Province, 2018

No.	Conventional Counselling	Frequency (n)	Percentage (%)
1.	< 4,5=Not satisfied	126	68,48 %
2.	≥ 4,5 =Satisfied	58	31,52 %
	Total	184	100%

Based on the Table 1 above, the results of the evaluation of the level of satisfaction obtained from the Satisfaction Questionnaire for Conventional Counselling. From 184 respondents, the frequency distribution of the level of satisfaction with Conventional Counselling found 126 respondents (68.48%) were not satisfied with Conventional Counselling and 58 respondents (31.52%) were satisfied with Conventional Counselling.

Table 2
Results of Frequency Distribution of Online Application-Based Counselling Satisfaction Levels for Adolescents at Junior High School 1 Gadingrejo, Pringsewu Regency, Lampung Province, 2018

No.	Online Aplication-Based Counselling	Frequency (n)	Percentage (%)
1.	<4,5=Not satisfied	53	71,20 %
2.	≥4,5 =Satisfied	131	28,80 %
	Total	184	100%

Meanwhile, the results of evaluating the level of satisfaction with Online Application-Based Counselling obtained 53 respondents (28.80 %) who were dissatisfied with Online Application-Based Counselling, and 131 respondents (71.20 %) who were satisfied with Online Application-Based Counselling.

Based on Table 1 and Table 2, it can be concluded that there is an increase in the satisfaction level of Junior High School 1 Gadingrejo after the provision of online application-based counselling.

Table 3
Differences in Satisfaction Levels and Average Satisfaction Levels Between Conventional Counselling and Online Application-Based Counselling for Adolescents at Junior High School 1 Gadingrejo, Pringsewu Regency, Lampung Province, 2018

Descriptive Statistics Wilcoxon Signed Ranks Test					
		Mean	N	Std. Dev	Sig. (2- tailed)
Pair1	Conventional Counselling Score	4.1777	184	.46500	.000
	Online Aplication-Based Counselling Score	4.5587	184	.31004	

Based on Table 3, the results of statistical tests using the Wilcoxon Test obtained P-value = 0.000 (<0.05), which means that there is a difference in the level of satisfaction between conventional counselling and online application-based counselling. Judging from the results of statistical tests obtained, the level of satisfaction of conventional counselling is also obtained with a mean = 4.1777 and SD = 0.46500. At the level of satisfaction of online application-based counselling, the mean = 4.5587 and SD = 0.31004, which means that the average level of satisfaction of online application-based counselling is higher than the average level of satisfaction of conventional counselling.

DISCUSSION

This research was conducted to 184 respondents. After getting the pretest and posttest and distributing questionnaires to be filled out by research respondents during conventional counselling, from the 184 respondents it was found that 126 respondents (68.48%) are not satisfied with conventional counselling services and as many as 58 respondents (31.52%) are satisfied with conventional counselling services. According to the researcher, there are still a large number of respondents who are satisfied with the provision of conventional counselling services, among others, because of the situation at the time the counselling took place, there were still some respondents who had not been able to enter the room, while the counselling time had to take place, so that some respondents experienced significant failures in presenting the material presented. conveyed by the counsellor. Another reason that the researcher can conclude is that in the process of providing conventional counselling services, the respondents actually have great enthusiasm in expressing opinions and asking questions. However, during the implementation of conventional counselling, regulations regarding quota limits have been determined, so that respondents who suggest expressing opinions or asking questions, thus the researcher concludes that respondents who experience poor communication with the researcher do not get the goals and expectations that are in line with their wishes for communication. With researchers during the conventional

counselling process. And the next researcher about the levels of respondents to conventional counselling services, namely conventional counselling which is a group counselling service that is applied based on the provisions and provisions set without any further development innovative ways to support the development of group dynamics as well as the conventional counselling process which tends to take a long time in its procedures and implementation, and for respondents who are satisfied with the provision of conventional counselling services, the researcher explains that this can happen because the respondents who relate through face-to-face can feel firsthand how the researcher creates intimacy and closeness between the respondents through the use of language that supports counselling communication, and in the implementation of conventional counselling giving the same and varied emphasis in voice so that certain words or sentences have a deep meaning so that they can be more easily reached, accepted and remembered by respondents, and respondents can also see firsthand the forms of attention directed by researchers. on the interlocutor, namely the research respondents.

Meanwhile, from 184 respondents who had previously been given conventional counselling services and then the respondents were given a pretest-posttest and satisfaction questionnaires with online application-based counselling services, 53 respondents (28.80%) were not satisfied with online application-based counselling services and as many as 131respondents(71.20%) are satisfied with online application-based counselling services. With research respondents who are still dissatisfied with online counselling services, researchers suspect this is due to economic factors, where online counselling services require the internet network to remain active which requires quotas as internet fuel to be able to follow the process. Online counselling, as well as the failure of respondents as counselees to receive a form of directed attention directly from researchers as counselors and not achieving the expectations of respondents regarding those who have a personality as someone who can understand things better, namely by means of if everything is presented directly without intermediaries (tools and media). Meanwhile, according to researchers in the implementation of online application-based counselling as many as 73 respondents experienced an increase in the level of satisfaction compared to conventional counselling, this is because through online counselees have increased enthusiasm compared to conventional counselling. Respondents who tend to have a shy personality or respondents who at the time of implementing conventional counselling have not had the opportunity to express opinions or ask questions, then in the implementation of online counselling these respondents can achieve their level of trust through therapeutic abilities (eg: writing messages) that are able to express themselves, their experiences and feelings freely, so that their understanding of themselves and their environment will be better and decision making in asking or consulting effectively can achieve the counselling goals that have been set. Based on the researcher's assumption that another cause of increased satisfaction of respondents when implementing online counselling, namely in the process of providing online application-based counselling services, researchers provide or present counselling materials in more interesting ways and not limited by places, but also pay attention to the principles and codes. ethics in counselling services, thus the service process can take place more effectively and efficiently in line with the potential of information and communication technology, reviewing the reality of life that is taking place in the

widespread era of internet-based technologies making it easier for everyone to communicate, participate, share and form a network online, so that the desired content can be extended to the target that researchers can assume. When viewed from these results, it can be concluded that the online application-based counselling method has a major influence in increasing the results of respondents' satisfaction levels.

The results of the bivariate analysis showed the average level of Junior High School 1 Gadingrejo towards online application-based counselling about Sexually Transmitted Diseases is 4.5587, which means it is higher than the average level of satisfaction of conventional counselling which is 4.1777. By using the Wilcoxon Test paired samples (correlated) obtained P-value = 0.000 < , with a value at the 95% confidence level = 0.05, which means there is a significant difference between before and before online application-based counselling.

Wibowo (2016) put forward a related theory that supports the benefits of online application-based counselling (e-counselling), he argued that e-counselling can be used as a means of professional counselling practice carried out between counselors and counselees from separate places. by utilizing electronic media in communicating via the internet which includes web pages, emails, and chat rooms or conversational media in real time by utilizing certain chat room services in accordance with the ethical principles of the counselor's work professionalism. The stages in conventional counselling (face to face) consist of five stages, namely: the delivery stage, the assessment stage, the interpretation stage, the coaching stage and the assessment stage, the five stages contained in the implementation of direct counselling (face to face) can also be applied to the implementation Online counselling where the implementation of online counselling is more open to make adjustments from the initial stage to the final stage, what is more important is that certain forms and strategies by the counselor can alleviate the problems faced by clients/counselors.

The related supporting theory was further put forward by Ifdil (2013), he stated that online counselling (e-counselling) is quite effective if the problems faced need to be resolved immediately, while there is no opportunity or constrained distance to be able to do face to face, then online counselling is an alternative to alleviating problems. And when online counselling is carried out with complete media (using video calls) supported by the availability of a very fast internet network, this is almost the same as conducting face-to-face or conventional counselling.

Petrus & Sudibyo (2017) also revealed related supporting theories about the benefits of online counselling. Petrus & Sudibyo stated that with the advent of the internet, communication has revolutionized and the basic principles of human relations have been intensified, expanded and challenged. Trends are constantly changing within and across generations. Now opportunities are very open and provide opportunities for people to reach out to connectedness by using the internet to seek information, friendship, and professional counselling services. Counselling is available online both in process and to share goals that are geared towards clients' shared goals, ranging from increasing social trust, building skills, self-esteem, and cultivating a more cohesive sense of decision-making or interpersonal competence. In dealing with problems, often the first solution in seeking support and information is done online. People now feel very comfortable with e-mail, mobile phones, or meeting with friends in chat rooms, video calls,

compared to face-to-face meetings. Using the internet makes it easy for everyone to get services, for example those that are limited by geographical and physical conditions can be done online. Recognizing that the importance of online counselling services in the context of contemporary society, counselors should need to understand online counselling comprehensively.

In this study, the comparing conventional and online counselling service delivery methods, it shows that online application-based counselling methods affect the results of adolescent satisfaction levels at Junior High School 1 Gadingrejo, Gadingrejo District, Pringsewu Regency, Lampung Province in 2018.

The results of this study state that the online application-based counselling method is more effective than using the conventional counselling method used to evaluate the results of the satisfaction level of adolescents at Junior High School 1 Gadingrejo year of 2018, in this case the researcher raised the theme of Sexually Transmitted Diseases, because counselling is through the use of networks. internet (online) generally refers to professions related to health services through internet communication technology.

CONCLUSION AND SUGGESTION

The results of the evaluation of the level of satisfaction obtained from the Satisfaction Questionnaire for Conventional Counselling. After doing conventional counselling, from 184 respondents, the frequency distribution of the level of satisfaction with conventional counselling was found that 126 respondents (68.48%) were not satisfied with conventional counselling and 58 respondents (31.52%) were satisfied with conventional counselling. The results of the evaluation of the level of satisfaction with Online Application-Based Counselling obtained 53 respondents (28.80%) who were dissatisfied with Online Application-Based Counselling and 131 respondents (71.20%) who were satisfied with Online Application-Based Counselling. The results of statistical tests using the Wilcoxon Test obtained P-value = 0.000 (<0.05), which means that there is a difference in the level of satisfaction between conventional counselling and online application-based counselling. From the results of statistical tests using the Wilcoxon Test, it was found that the level of satisfaction of conventional counselling with a mean = 4.1777 and SD = 0.46500.On the online application-based counselling satisfaction level, the mean = 4.5587 and SD = 0.31004,which means that the average level of satisfaction of online application-based counselling is higher than the average level of satisfaction of conventional counselling.

Suggestion the results of this study can be used other research desaign such as the experimental study and cohort-study for comparison materials and references for research, and as consideration for further deepening the advanced research by using different independent variables.

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