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Cybercounseling as one of the skills in the guidance and counseling service in the 21st century

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ABSTRACT

The development of information and communication technology in the 21st century has influenced the guidance and counseling services. Counselors in providing guidance and counseling services can use various ways, new strategies or methods which are innovative to support guidance and counseling services, one of which is by cyber-counseling. cyber-counseling is a professional counseling practice that occurs when clients and counselors are located separately and use electronic media to communicate via the internet. This communication includes the web, email, chat and so on. Therefore, as a professional counselor it is necessary to adapt well in the mastery of information and communication technology to carry out guidance and counseling services. This is an obligation for counselors to implement by utilizing information and communication technology.



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Introduction

Science is making rapid progress in the 21st century, especially in the fields of technology, information and communication that makes a variety of information from various countries able to be accessed instantly, quickly, easily, cheaply by anyone, anytime and anywhere (Rakhmawati, 2017). However, the younger generation of this era, has different challenges from previous generations as well as the problems faced by humans are also increasingly complex. As a science and skill, guidance and counseling services experience development along with the development of information and communication technology in the 21st century (Hariko, 2017).

The development of guidance and counseling services is motivated by the current context, which requires that the counseling service process does not always occur only with face to face directly in the same time and space (Ifdil & Ardi, 2013). But the counseling service process can occur separately between clients and counselors in different spaces and times. This is supported by community activities today, especially teenagers and students (do not rule out the possibility of parents) more often use internet services as an effective means of accessing information and assistance related to the problems faced (Prasetya & Dahlan, 2017). Counselors in providing guidance and counseling services can use various ways, strategies or new methods that are creative and innovative to support guidance and counseling services, one of which is cyber-counseling. cyber-counseling is a professional counseling practice that occurs when clients and counselors are located separately and utilize electronic media to communicate via the internet (Petrus & Sudibyo, 2017). This communication includes the web, email, chat and so on.

Result and Discussion

The application of information technology in the area of educational aspects will be an urgency in aligning with the progress of the more recent times. Especially in the field of guidance and counseling, technology is needed. One form of counselor practice is to do responsive services in the form of individual counseling. Counseling is a skill and a process that must be distinguished from just giving advice, giving direction, maybe even listening sympathetically or with a great interest in the problems experienced by the client. Gibson and Mitchell (2010) define individual counseling as a one-on-one relationship that involves a trained counselor and focuses on a number of aspects of the client's adaptation, development, or needs for decision making.

Individual counseling is a form of service in helping to solve problems faced by clients and develop their potential. Herr (2001) explains that counseling also requires an adjustment to the progress of time, namely by the application of technology in the form of settings and services, practical counseling will be colored by cognitive characteristics, brief reports, planning, discipline, being selective, educative, preventive, and technological. The tools or media in accessing information in this global era are very diverse and up-to-date, such as cellular phones, computers, internet and other media that are direct or online or indirect or offline. Then all information technology media will facilitate access to assistance for individuals if used appropriately and trained. Therefore, counselors are required to be trained in the use and application of counseling through media technology, especially cyber-based.

Cyber-counseling service is the process of providing psychological assistance from a professional counselor to a client who has a problem and is unable to solve the problem himself (Corey, 2013). Cyber-counseling is one of the strategies in guidance and counseling services. Bloom (2004) states that counseling services through Cyber-counseling is one of the skills in implementing virtual counseling services or counseling that takes place through the help of an internet connection. But what needs to be considered is the device used in Cyber-counseling itself. Of course the main determinant is the connection with the internet so that interaction can occur through the website, email, Facebook, video conference or Yahoo messenger or in other forms.

Cyber-counseling can be defined as professional counseling practices that occur when clients and counselors are located separately and utilize electronic media to communicate via the internet (Prasetyawan, 2016). This definition includes the web, email, chat and so on. Under these conditions it is possible for communication between two parties to be faster, more efficient and more comfortable with an administrative point of view. Cyber-counseling is text-based indirect interaction in the exchange of therapeutic communication between clients and counselors using electronic letters. Called text-based only to distinguish it from voice-based counseling services that are characterized by reciprocal communication between clients and counselors directly. Both of these methods require that the counselor and client have access to internet services. Many people more easily communicate their thoughts and feelings when they are not observed. Nevertheless, counseling relationships can still take place.

Cyber-counseling creates a temporary space that is flexible, interactive time with clients can be done briefly, as needed. The opportunity to send messages to the counselor can be done at any time and creates a feeling of comfort that the counselor is always present, always present, which facilitates distance separation and allows clients to articulate their thoughts and feelings immediately to the counselor, rather than having to wait at the next counseling meeting.

Concretely, the services provided by counselors must be based on technology that is readily available to anyone and benefits all parties. Technologies such as mobile phones, video, computers, and the internet are daily necessities today. However in the future, distance education and the internet will become very important ways to provide assistance at different times and places. Professional counselors ultimately provide online counseling services and they will use technology to provide training and skills.

One way to simplify the process of providing responsive services to individuals who are very far away, especially individual counseling, then the solution offered is the use of cyber-based internet media. The use of the internet itself can be obtained by using electronic devices such as smartphones, computers, netbooks, laptops, etc.

Homer (2008) explains the advantages of computer-based learning environments is that they are easily customizable and therefore, can be adjusted to meet their individual needs. As for Hart (1976), the possibilities offered by computers and digitalization make long distance communication simpler, faster and economical and easily accessible.

The Cyber-counseling process can be grouped into responsive services. According to ABKIN (2008), responsive service is the provision of assistance to clients who face needs and problems that need immediate

help, because if not immediately assisted, it can cause disruption in the process of achieving developmental tasks. The purpose of this service is as an effort to intervene between the problems or personal concerns of clients that arise immediately and felt at that time. The purpose of this service is reinforced by the statement of Prayitno, et al. (2013), which is to help overcome the effective daily living conditions that disrupted this service is more curative than just preventive.

As an online counselor it is necessary to have greater knowledge of mental health theory and practice, and to be trained and supervised in accordance with the requirements of the profession in general. Only then can counselors truly understand and empathize with online clients. Online counselors have the ability not only to deal with important events in a client's life when they occur both online, but must also be able to understand client words (in writing), encourage the use of creative expressions (for example, using font colors and graphics), combine experience during services (for example, e-mail and chat or telephone), and provide support, and sources of information, which are widely available online (Petrus & Sudiby, 2017). Therefore, the counselor only has many strategies to assist clients in self-discovery, self-healing, and achieving the expected counseling goals.

The management of cyber-counseling requires that a counselor have a set of technical knowledge related to internet mastery and all related devices in it. In addition, a counselor also needs to master the norms and ethics in the use of cyber counseling. It was realized that this was not an easy thing to do. This is important because it is in direct contact with the confidentiality aspects of the data and the history of the online counseling service process.

The implementation of cyber-counseling on several issues that may arise and must be watched carefully include (Prasetya & Dahlan (2017), 1) Ethical issues, namely matters related to the counseling code of ethics that must be adhered to by the counselor or other parties. Matters relating to ethical issues include: (a) confidentiality, (b) data validity, (c) counselors' 'misuse of computers, (d) counselors' lack of understanding of the counselee's location and environment, (e) balance of access to the internet and information highway, (f) concern for privacy (personal confidentiality), (g) counselor's credibility. 2) Issues in developing counseling relationships, namely issues related to the relationship between counselors and clients face to face as a follow-up to counseling conducted through the internet. There are times when counselors and clients feel the need for face-to-face meetings as a follow-up to interactions via the internet. This can be done in accordance with the agreement of the counselor and client, or can be specifically regulated.

Conclusions

Based on the above discussion, it can be concluded that in the development of information and communication technology today. Counselors need to think of counseling service strategies in all settings to facilitate each individual involuntarily seek counseling assistance. Cyber-counseling is one alternative that is considered suitable with the development of society today. In addition to the implementation of Cyber-counseling services, counselors must master unique clinical skills beyond traditional clinical counseling service skills and understand the code of conduct of Cyber-counseling services. Cyber-counseling has the advantage of reaching a wider range of counseling service settings. That is, with Cyber-counseling can benefit counselors and counsees in terms of time and financially, because the counseling process is not limited by space and time, when and where the counseling process can be carried out. In addition to strengths, Cyber-counseling also has weaknesses which until now are still the starting point of criticism from various groups, such as legal, ethical, and implementation procedures. In addition, the weakness of Cyber-counseling is that counselors do not have enough attention to pay attention to facial expressions, client body language and verbal cues, lack of dynamism, and cannot be clearly controlled for behaviors that weaken counseling dynamics.

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