

Implementation of Cyber Counseling in Higher Education Through the My Counselor Application

Hasan Bastomi, Sugiyo Sugiyo, Anwar Sutoyo, Awalya Awalya

Pascasarjana Pendidikan Bimbingan dan Konseling UNNES, Indonesia

*Corresponding Author: bastommy@students.unnes.ac.id

Abstract. This study aims to reveal the Implementation of Cyber Counseling in Higher Education Through the My Counselor Application. Research on the Implementation of Cyber Counseling in Higher Education was conducted using a qualitative approach with the type of field research with data collection techniques using Interview, Observation and Documentation Techniques. The research subjects or informants in this research are the chairman of the My Counselor Application Founder, My Counselor Application Admin, Guidance and Counseling Students of IAIN Kudus. The results showed that there are various counseling services in the My Counselor Application, namely individual counseling, SOS Call, My Counselor Support Group, Psychological Services, Meet Counselor, Consulting Services, My Test Services.-based counseling service Self Help for My Counselor users by utilizing social media Facebook and Instagram. The research contribution in this study is about the implementation of the My Counselor Application in Counseling Services in Higher Education.

Key words: Cyber Counseling, Higher Education, My Counselor App

How to Cite: Bastomi, H., Sugiyo, S., Sutoyo, A., Awalya, A. (2022). Implementation of Cyber Counseling in Higher Education Through the My Counselor Application. *ISSET: International Conference on Science, Education and Technology* (2022), 709-714.

INTRODUCTION

Higher education is the last level that individuals pass through in formal education, where the learning process in Higher Education (abbreviated as PT) when compared to high school is very different. The responsibility for learning is almost entirely given to students, teachers or lecturers only provide the basics of knowledge, and students are required to study independently. Judging from the stage of development, students are in two stages, namely late adolescence and early adulthood, where individuals are required to be independent, responsible, and able to develop social roles in society with different values. However, if students do not realize and understand the forms of learning and demands on them, students will experience various problems within themselves and conflicts with the surrounding environment, and if they continue to be experienced without any help to solve them, students can experience failure in living their lives (Sukmawati, 2011: 1).

Mental health has become an important issue in the world of education, especially in universities. This is inseparable from the fact that mental health has a contribution to the development and academic success of students. Even mental health problems can have a strong enough impact on campus life. Both at the individual, interpersonal, and institutional levels

(Kitzrow, 2009). At the individual level, mental health problems affect all aspects that exist in students, both emotional, cognitive, physical, and social aspects. Mental health problems can be seen in the form of general symptoms of depression such as disturbed mood, stress (Blanco et al., 2008), fatigue, low energy, problems with eating and sleeping patterns, poor concentration, low motivation and self-esteem, poor memory and decision-making abilities, loss of enthusiasm for normal activities and withdrawal from social environments, and more extreme conditions of running away from home and even committing suicide (Carter, 2016). High levels of psychological distress among students were significantly associated with academic performance. Characteristics of students with high levels of psychological distress are indicated by high anxiety test scores, low self-efficacy in the academic field, ability to manage time and use of learning resources that are less effective, less able to deal with difficult conditions, low ability to use learning strategies (Brackney & Karabenick, 1995).

College is a significant developmental milestone, requiring students to adjust to academic challenges, increase levels of independence, separate from friends and family, and live out new expectations and roles. This transition can be a source of stress for many individuals, some of whom find the college

experience failing to meet student expectations (Rickinson & Rutherford, 1996). Students report higher levels of stress associated with living daily life (Kreig, 2013). First-year students reporting feeling overwhelmed have doubled in recent years while colleges have reported increased use of on-campus counseling services (up 8% over the past three years) (Kreig, 2013).

The purpose of guidance and counseling is to develop the potential of individuals as optimally as possible, according to their ability to adapt to their environment, both in the school, family and community environment (Bastomi, 2020). According to Yusuf & Nurihsan in Bastomi (Bastomi, 2022) Guidance and Counseling processes in schools can be successful if they have clear goals to be achieved. Guidance and counseling aims to help students to achieve their development goals which include personal-social aspects of learning (academic) and career. While the objectives of Islamic guidance and counseling according to Mubarak in Bastomi can be briefly formulated as follows: (1) The general purpose of Islamic counseling is to help the counselee so that he has knowledge of his position and has the courage to make decisions, to do an act that is considered good, right and right. useful for his life in this world and for the sake of the hereafter. (2) The specific objectives of Islamic counseling guidance are: (a) To help the counselee not to face problems. (b) To help the counselee overcome the problems he is facing. (c) To help the counselee maintain and develop a good or good situation and condition so that it remains good, so that it will not become a source of trouble for himself and others. In order to achieve the goal of counseling guidance as expected, of course the guidance and counseling management process must run very well (Bastomi, 2017).

As for students as individuals who fall into the category of early adulthood, they have various things to understand before implementing the guidance and counseling service program in higher education, especially by service experts/counselors. The important thing that needs to be understood is regarding the developmental task of students as early adult individuals to measure whether the individual has achieved maximum development or not (Hartanto, Bhakti, & Kurniasih, 2021).

One form of counseling services that can be provided to students is cyber counseling as is done at IAIN Kudus through the My Counselor Application. This is in accordance with the

opinion of Ifdil (2013), that conducting cyber counseling is quite effective if the problems faced need to be resolved immediately while there is no opportunity or constrained by distance to be able to do face to face. Cyber counseling can be defined as a professional counseling practice that occurs when the counselee and counselor are separately and utilize electronic media to communicate via the internet (Bastomi, 2019). Therefore, the study in this research is about the implementation of cyber counseling in universities through the My Counselor application.

METHODS

Research on the implementation of cyber counseling in universities through the My Counselor application is carried out using a qualitative approach with the type of field research (field research) with data collection techniques using Interview, Observation and Documentation Techniques. Then the data collected was analyzed using qualitative descriptive analysis technique which consists of three stages, namely: first, the data reduction stage, which is the process of classifying and categorizing the data found in research on the implementation of cyber counseling in universities through the My Counselor application. Second, the data presentation stage, which is a checking technique in the research process that is used to make it easier for researchers to make data into a social picture in the form of words, as well as to correct the existing data unity from the results of research conducted (Sugiyono, 2014: 343) about the implementation of cyber counseling in universities through the My Counselor application. Third, the conclusion and verification stage is a step to draw the core points and the truth about the implementation of cyber counseling in universities through the My Counselor application.

RESULTS AND DISCUSSION

My Counselor is a counseling service provider application intended for IAIN Kudus students and the community. My Counselor itself is the creation of the Islamic Education Guidance and Counseling Study Program of IAIN Kudus in collaboration with the Student Association of the Islamic Education Guidance and Counseling Study Program of IAIN Kudus. My Counselor is not only for IAIN Kudus students, this application, named 'My

Counselor', can provide counseling services to the general public. With various features in it, users can choose counseling services safely, comfortably, and confidentially.

My Counselor was born on February 24, 2020, the birth of the My Counselor application was motivated by the many individuals venting on social media during the Covid 19 pandemic, this is because the Covid 19 pandemic requires people to be in their respective homes (Wiyono, 2020), because one of the strategies The government in suppressing the spread of Covid-19 is to establish a policy of Large-Scale Social Restrictions (PSBB) (Kemenko PMK, 2021). However, when individuals vent on social media, instead of getting support or solutions, they bring insults and bullying, it can even lead to depression. Finally, the application development team launched the My Counselor platform which can be accessed and used by students and anyone who will later be connected by the desired professional counselor and psychologist (Chusna, Salwa, & Sholeh, 2022). There are various counseling services in the My Counselor Application, namely:

Individual counseling, namely guidance and counseling services that allow students or counselees to get direct services individually with counselors in the context of discussing alleviation of personal problems suffered by counselees (Hellen, 2002: 84). The process of providing assistance in individual counseling is carried out through counseling interviews by an expert (counselor) to individuals who are experiencing a problem (client) which leads to overcoming the problems faced by clients (Prayitno & Amti, 2013: 105).

The general goal of individual counseling is to help clients restructure their problems and realize their lifestyle and reduce negative self-assessments and feelings of inferiority. Then assist in correcting their perception of the environment, so that clients can direct their behavior and redevelop their social interests (Prayitno, 2005: 52). Furthermore, Prayitno (2005: 53) suggests that the specific objectives of individual counseling are: the function of understanding, the function of alleviation, the function of developing or maintaining, the function of prevention, and the function of advocacy. In this case the provision of assistance in individual counseling is carried out online through the My Counselor application, namely with the client choosing a counselor who is believed to be able to help the client in

alleviating the problem, then the client will be directed by the admin to carry out individual counseling with the counselor who has been selected and at the last client session are encouraged to provide an assessment related to the course of the individual counseling process carried out.

SOS Call, this service is devoted to serving students and the public in emergency situations and is online or offline. Problems that can be handled in this feature include: suicidal ideation, anxiety, frustration and depression. SOS Call is part of the responsive service, namely responsive service is the provision of assistance to students or counselees who are facing problems and need help immediately, so that students or counselees do not experience obstacles in the process of achieving their developmental tasks, because if they are not given immediate help may cause interference with the process of achieving developmental tasks in him. The purpose of responsive services is "to help students or counselees who are experiencing certain problems concerning personal, social, learning and career development". The assistance provided is immediate, in the sense that the assistance is given to students or clients in a short time because it is feared that it can hinder their development and continue to a more serious level (Habiba, Mulyani, Nia, & Nugroho, 2020).

My Counselor Support Group is a counseling service in the My Counselor application that is carried out in groups both online and offline. The My Counselor Support Group service is carried out so that through group dynamics the client's atmosphere becomes more open and honest with himself and others, learns to trust himself and others. In addition, clients develop to be more self-accepting, learn to communicate with others, learn to, be more familiar with others, and increase self-awareness so that they will feel more free and assertive in making decisions.

The counselor is a central figure in the group process, for novice counselors there will be many internal obstacles related to self-inability, self-confidence and not yet proficient in determining the direction of group counseling. The personal characteristics of an effective group leader are; able to be a role model, have a commitment to be together in a group, have the ability to help others, be honest, care, have confidence in the group process, be open, accept criticism, have cultural awareness, desire to gain

new knowledge, have authority, have resilience , have self-awareness, have a sense of humor, have creativity, have dedication and self-commitment (Sanyata, 2010).

Psychological services, are services provided by clinical psychologists in assisting individuals and or groups intended for psychological examinations and interventions for promotive, preventive, curative, rehabilitative and palliative efforts on clinical psychological problems. Some problems that clinical psychology can help with are: excessive anxiety, depression, psychological trauma, thoughts or behaviors that hurt oneself or others, addictive behavior, body image problems, eating disorders, sleep disorders, autism, ADHD, learning difficulties, and other behavioral problems that interfere with self-development.

Regulation of the Minister of Health of the Republic of Indonesia No. 45 of 2017 concerning Permits and Implementation of Clinical Psychologist Practices CHAPTER 1 Article 2 states that clinical psychology services are all activities of providing services and clinical psychology practices to help individuals and or groups intended for psychological examinations and interventions for efforts to promotive, preventive, curative, rehabilitative and palliative, on clinical psychology problems. The psychological services in the My Counselor application are carried out by professional clinical psychologists in accordance with the Regulation of the Minister of Health of the Republic of Indonesia No. 45 of 2017 concerning Licenses and Implementation of Clinical Psychologist Practices CHAPTER 1 Article 1 states that a Clinical Psychologist is anyone who has passed clinical psychology education in accordance with with statutory provisions (Nelma, 2021).

Meet Counselor, Meet The Counselor service on the My Counselor application has the Tagline "As much counseling as you can, Pay Seikhlas". This service will make it very easy for clients who are not satisfied with the Via Chat counseling service because they can meet directly with cyber counselors with the Vidio call application.

There are issues related to the relationship between the counselor and the counselee face-to-face as a follow-up to counseling conducted via the internet. There are times when counselors and counselees feel the need for face-to-face meetings as a follow-up to interactions via the internet. This can be carried out in accordance

with the agreement of the counselor and counselee or can be arranged specifically (Bastomi, 2019).

Consulting Services, consulting services in the My Counselor application are counselor services as consultants to consultants with the aim of gaining insight, understanding, and ways that consultants need to implement in order to help resolve problems experienced by third parties (problematic counselees). In the My Counselor application, the purpose of providing assistance is so that the individuals or groups of people served are able to face all the developmental tasks of their lives consciously and freely.

According to Prayitno (2004: 1) consulting service is a counseling service by a counselor to a customer (consultation) that allows the consultant to gain insight, understanding and ways that need to be implemented to deal with third party problems. Consultations are basically carried out individually in a face-to-face format between counselors (as consultants) and consultants (as customers). Consultations can also be carried out with two or more consultants if the consultants so desire. Consulting services emerged essentially as the fruit of the development of guidance and counseling services which entered a new era with a new paradigm that was clearer and more focused in accordance with the expectations of the world of education. The new paradigm is related to the philosophical foundations of guidance and counseling which include pedagogical, potential, humanistic-religious, and professional (Willis, 2013: 28).

My Test is a professional psychological test service for educational institutions, companies, and the general public with a psychometric address that is reliable, valid and linguistically tested. My Test services in the My Counselor application include: Intelligence Test, Personality Test, School Readiness Test, Majors Test and Talent Interest Test. Psychological tests are important because (1) each individual has a unique personality with various potentials that need to be measured and developed optimally. (2) psychological test results can be used to understand individual behavior so that BK or HRD teachers are able to communicate with various characters and personalities, (3) test results can be measured as career considerations.

Based counseling services Self Help for My Counselor users by utilizing social media Facebook and Instagram.-based counseling

services Self Help show that My Counselor is very active in conducting campaigns on social media. The existence of the My Counselor Instagram is a tangible manifestation that BK is not only about Counseling (Curative), but there is the provision of Guidance (Preventive), My CounselorApp as a curative service and @mycounselor.id as a preventive service. Our commitment is to make Indonesia mentally healthy with interesting and informative digital content.

Campaigns related to mental health are carried out to educate or educate the public to have knowledge so that they can change behavior for the better. This is the role of instrumental communication. According to Harahap (2019: 7–8), instrumental communication is communication that has the aim of informing, teaching, encouraging, changing attitudes, moving action and entertaining (Wardaningsih, Widjaya, & Erna, 2020).

CONCLUSION

From some of the previous descriptions, the following points can be stated: (1) counseling guidance in higher education is very much needed by students, because many students have mental health problems that affect all aspects of students, both emotional, cognitive, physical, and social. (2) there are various counseling services in the My Counselor Application application, namely individual counseling, SOS Call, My Counselor Support Group, Psychology Service, Meet Counselor, Consultation Service, My Test Service.-based counseling service Self Help for My Counselor users by utilizing social media Facebook and Instagram. (3) The contribution of research in this study is about the implementation of the My Counselor Application in Counseling Services in Higher Education.

REFERENCES

- Bastomi, H. (2017). Menuju Bimbingan Konseling Islami. *KONSELING EDUKASI: Journal Of Guidance And Counseling*, 1 No. 1. <https://doi.org/10.21043/konseling.v1i1.4434>
- Bastomi, H. (2019). Konseling Cyber: Sebuah Model Konseling Pada Konteks Masyarakat Berbasis Online. *Konseling Edukasi: Journal of Guidance and Counselling*, 3, No. 1, 19–36.
- Bastomi, H. (2020). Pemetaan Masalah Belajar Siswa SMK Negeri 3 Yogyakarta Dan Penyelesaiannya (Tinjauan Srata Kelas). *KONSELING EDUKASI: Journal Of Guidance And Counseling*, 4 No. 1.
- Bastomi, H. (2022). Characteristics of 21st Century Counselors in the Perspective of Mungin Eddy WibowoTitle. *National Conference On Educational Science and Counseling*, 2(1).
- Bastomi, H., Fitriani, D., Chusna, M. R., Salwa, S., & Sholeh, M. (2022). Implementation Of Counseling Services On IBUNDA.ID Platform In Overcoming Mental Health Problems. *Pamomong: Journal of Islamic Educational Counseling*, 3(1), 1–14. <https://doi.org/10.18326/pamomong.v3i1.1-14>
- Blanco, C., Okuda, M., Wright, C., Hasin, D. S., Grant, B. F., Liu, S.-M., & Olfson, M. (2008). Mental Health of College Students and Their Non-College-Attending Peers. *Archives of General Psychiatry*, 65(12), 1429. <https://doi.org/10.1001/archpsyc.65.12.1429>
- Brackney, B. E., & Karabenick, S. A. (1995). Psychopathology And Academic Performance: The Role Of Motivation And Learning Strategies. *Journal of Counseling Psychology*, 42(4).
- Carter, B. N. (2016). *Association of Religious Commitment and Perceived Stress Levels in College Students* (Georgia Southern University). Georgia Southern University. Retrieved from <https://digitalcommons.georgiasouthern.edu/honors-theses/183/>
- Habiba, B., Mulyani, S., Nia, N. I., & Nugroho, P. (2020). Konsep Layanan Responsif bagi Siswa yang Mengalami Kesulitan Belajar secara Daring Dimasa Pandemi Covid-19. *Konseling Edukasi: Journal of Guidance and Counseling*, 4 (2).
- Harahap, R. A., & Putra, F. E. (2019). *Buku Ajar Komunikasi Kesehatan*. Bandung: Prenada Media.
- Hartanto, D., Bhakti, C. P., & Kurniasih, C. (2021). Urgensi Bimbingan dan Konseling di Perguruan Tinggi. *Prosiding Seminar Nasional Bimbingan Dan Konseling Universitas Ahmad Dahlan*. Yogyakarta: Prosiding Seminar Nasional Bimbingan dan Konseling Universitas Ahmad Dahlan. Retrieved from <http://seminar.uad.ac.id/index.php/PSNBK/article/view/7815>

- Hellen. (2002). *Bimbingan Konseling*. Jakarta: Ciputat Pers.
- Ifdil. (2013). Konseling Online Sebagai Salah Satu Bentuk Pelayanan E-Konseling. *Jurnal Konseling Dan Pendidikan*, 1(1).
- Kemenko PMK. (2021). Pembatasan Sosial Berskala Besar. Retrieved from Kemenko PMK website: <https://www.kemenkopmk.go.id/pembatasan-sosial-berskala-besar>
- Kitzrow, M. A. (2009). The Mental Health Needs Of Today's College Students: Challenges And Recommendations. *NASPA Journal*, 46(4), 646–660.
- Kreig, D. B. (2013). High Expectations For Higher Education? Perceptions Of College And Experiences Of Stress Prior To And Through The College Career. *College Student Journal*, 47(4).
- Nelma, H. (2021). Gambaran Compassion Fatigue Pada Psikolog Klinis. *JP3SDM*, 10(2), 72–83.
- Prayitno. (2004). *Layanan Konseling*. Padang: Universitas Negeri Padang Press.
- Prayitno. (2005). *Konseling Perorangan*. Padang: Universitas Negeri Padang Press.
- Prayitno, & Amti, E. (2013). *Dasar-Dasar Bimbingan Dan Konseling*. Jakarta: Rineka Cipta.
- Rickinson, B., & Rutherford, D. (1996). Systematic monitoring of the adjustment to university of undergraduates: a strategy for reducing withdrawal rates. *British Journal of Guidance and Counselling*, 24(2), 213–225. <https://doi.org/10.1080/03069889600760191>
- Sanyata, S. (2010). Teknik Dan Strategi Konseling Kelompok. *Paradigma*, 9(5).
- Sukmawati, I. (2011). *Bimbingan Dan Konseling Di Perguruan Tinggi Dan Masyarakat*. Padang: Jurusan Bimbingan Dan Konseling Fakultas Ilmu Pendidikan Universitas Negeri Padang.
- Wardaningsih, A. D., Widjaya, R. O., & Erna, M. (2020). Kampanye Edukasi Kesehatan Mental IG @Healthy_Mind Bagi Mahasiswa Jabodetabek Di Masa Pandemi Covid -19. *Prosiding Konferensi Nasional Pengabdian Kepada Masyarakat Dan Corporate Social Responsibility (PKM-CSR)*, 3, 849–857. <https://doi.org/10.37695/pkmcsr.v3i0.961>
- Willis, S. S. (2013). *Konseling Individual Teori dan Praktek*. Bandung: Alfabeta.
- Wiyono, B. D. (2020). Konseling Online Untuk Membantu Kesejahteraan Psikologis Anak Saat Pandemi Covid-19. *Prosiding Seminar Nasional FIP*, 1(2), 013–017. Retrieved from <https://fip.unesa.ac.id/fip-ppti/public/proceeding/index.php/webinar2020/article/download/104/74>