

The Role Online Counseling as a Part of Guidance and Counseling Services

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Abstract:

Organizing online counseling is very helpful and possible to be developed in the world of guidance and counseling, especially in Indonesia. Although now specifically in Indonesia, there is no ethic that regulates but the existence of this media can support the implementation of guidance and counseling widely to improve the competence and efficiency of service for alleviating the problems faced by clients. Use and utilize information and communication technology. The availability of formal institutions that will train these skills. And also specifically can be included in a special curriculum with regard to Information and communication Technology in guidance and counseling. And also hopefully in the future there will be the establishment of specialized counseling institutions that deal with specific issues online counseling and e-counseling services in general.

Keywords: Online Counseling, Guidance and Counseling Services

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INTRODUCTION

The development of information technology has had a wide impact in various fields of life (Haberstroh, Duffey, Evans, Gee, & Trepal, 2007). The fields of politics, social and culture, education, economics and business have applied information technology to facilitate all matters. In the field of education, the government has intensively introduced this technology as a suggestion to bring government programs closer to the community (Lievrouw, 2010). The emergence of the Ministry of National Education website, e-learning from domestic and foreign universities (Haberstroh et al., 2007). Scholarship and other information online can be accessed by the public wherever located (Amani, 2007).

Technology is a very urgent requirement in an effort to support more innovative guidance and counseling services. The development of increasingly sophisticated information technology can directly support the process of providing more creative, interesting and innovative guidance and counseling services (Ribbers & Waringa, 2015). Innovative guidance and counseling services can certainly inspire client motivation to follow the service well and the service goals can be achieved well (Ifdil & Ardi, 2013).

In Indonesia, there is no certain information about when the term e-counseling initially appeared, although previously this term was called cyber counseling, virtual counseling and so on (Ifdil & Ardi, 2013). But specifically Ifdil (2009) (Ifdil & Ardi, 2013) introduces the term E-Counseling Services, this term combines the word service and the word e-counseling. E-counseling services are not only limited to the provision of counseling (the most popular term for speeding individual counseling), but are expanded to provide overall guidance and counseling (Andriani & Zikra, 2019). Not only online counseling through the internet, but also all aspects of information and communication technology utilization in the guidance and counseling arrangements such as the use and utilization of instrumentation programs, student data sets, counseling management applications, guidance and counseling information systems, media use when providing classical information in class and etc including the use of telephones for counseling (Ardi, Yendi, & Ifdil, 2013).

Since the term e-counseling service emerged and previously had developed various applications to support the implementation of guidance and counseling in Indonesia such as the Application Program for processing the Problem Reveal Tool (AUM), Development Task Analysis Program (ATP), Problem Check List Program (DCM), IKMS Application Program, Student Database, Sociometry Programs and so on, including the birth of online counseling service sites (Amti, 2004; Ifdil & Ardi, 2013). These sites specifically utilize various online media that can be used for organizing online counseling such as social networking sites such as Facebook, Twitter, MySpace, personal email and several application programs for chatting (instant messaging) such as Skype, Messenger, Google Talk, Live Window messenger even the use of telephones and mobile phones as well as other special teleconferencing media (Ardi et al., 2013; Mallen, Vogel, Rochlen, & Day, 2005).

This service is carried out by the counselor in an effort to help alleviate and handle client problems. This service is carried out by the counselor to provide the comfort of assistance needed by the counselee when faced with a problem and is not possible to be done face to face (Robert L Gibson & Mitchell, 2008). In the next few years the need for online services will increase (Mallen et al., 2005). Online counseling will be an alternative in organizing counseling, as suggested by Norcross, Hedges, & Prochaska, Stamm (Mallen et al., 2005). Online-counseling services are currently being provided in a variety of formats and are expected to increase in the next 10 years. Clients are using videoconferencing, synchronous chat, and asynchronous e-mail with professional psychologists in place of or in addition to face-to-face (FtF) counseling. These conditions inevitably require counselors to master the skills of e-counseling services in general and online counseling specifically. If not, the condition of our guidance and counseling will get worse, the counselor is seen as technologically illiterate, too rigid and does not want to develop. Some findings in the field show very poor conditions. There are still counselors who are not familiar with the internet, do not have email addresses, do not take advantage of the information technology capacity provided by schools, and there are even counselors who have not been able to use computers at all for simple purposes, in supporting the implementation of their duties (Belkin, 1976; Cahyo, 2017).

Definition of Online Counseling Services

The term online counseling is two words namely the word "counseling". The word counseling refers to individual counseling (individual counseling), namely the process of providing assistance that is done through counseling interviews by an expert counselor (called a counselor) to individuals who are experiencing a problem (called a client) which leads to the problem faced by clients (Amti, 2004; Finn & Barak, 2010; Ifdil & Ardi, 2013).

In Indonesian it can be interpreted that Cybercounseling or Webcounseling, as the National Board of Certified Counselors (NBCC) is a professional counseling practice and is a process of sending messages that occur when the client and counselor in a separate place or at a distance and use the media electronics to communicate through the internet. The definition includes web pages, e-mails, chat rooms, but not for telephone and fax (Ardi et al., 2013; Ribbers & Waringa, 2015).

With the development of computer technology, interaction between counselors and clients is not only done through face-to-face relationships but can also be done through virtual relationships through the internet in the form of "cyber counseling" (Ribbers & Waringa, 2015). This guidance and counseling service is one of the innovative counseling service models in an effort to show practical services that can be done anywhere as long as there is a connection or is connected to the internet (Koutsonika, 2009; Winkel & Hastuti, 2005).

Then Counseling is a learning-oriented process, carried on in a simple, one-to-one social environment, in which a counselor, professionally competent in relevant psychological skill and knowledge, seeks to assist the client, by methods appropriate to the latter's needs and within the context of the total personnel program, to learn more about himself and to accept himself, to learn how to put such understanding into effect in relation to more clearly perceived, realistically defined goals to the end that the client may become a happier and more productive member of his society (Alleman, 2002; Belkin, 1976).

Online counseling is a counseling service that is provided online. Just like face-to-face therapy, online counseling helps you deal with problems and encourages your personal growth. It is based on a dialogue between you and your therapist, assigned readings, or "homework," such as a journal that will expand your horizons and give you a new perspective that allows you to challenge old problems. Just as in an office visit, you may receive support, feedback and, sometimes, strategies to help you with client problems (Alleman, 2002).

Online Counseling Media in Guidance and Counseling services

School counselors can meet with clients by using technology. This condition aims to facilitate counselors in helping their clients, giving clients confidence in telling stories by using technology applications as a liaison with the counselor without having to face to face directly (Ardi et al., 2013; Ifdil & Ardi, 2013). Some media that can be used by school counselors include:

Website

In organizing online counseling the counselor can provide a website address. This site is an address for practicing counseling. So clients who want to do online counseling can visit the site first and then do online counseling. To be able to have a website counselor can work with companies and or experts in the field of web developers. Counselors can choose the form of web design that is used starting from html, php and websites that use CMS (Content Management System). This provision requires a substantial cost (Lievrouw, 2010).

Telephone

Simpler online counseling can be done by using the telephone. Where the counselor and client can be connected to each other using this device. "Telephone-based individual counseling involves synchronous distance interaction between a counselor and a client using what is heard via audio to communicate. Telephone / Mobile can be used to contact the counselor. The counselor can hear clearly what his client is expressing through telephone / mobile facilities. With this facility the counselor can immediately respond to what is discussed by his client (R L Gibson & Mitchell, 2008).

Email

Email is an abbreviation of Eelectrni Mail, which means electronic mail. Email is a system that allows text-based messages to be sent and received electronically via multiple computers or cell phones. More specifically, email is interpreted as a way of sending data, text files, digital photos, or audio and video files from one computer to another, in a computer network (intranet or internet). There are many free email account providers such as @ yahoo, @ gmail, @ aim, @ hotmail, @ mail, @ telkomnet, @ plasa and many others (Cahyo, 2017; Ifdil & Ardi, 2013).

Video Conferencing

Video conferencing or video conferencing meetings are assisted by a variety of network media such as telephone or other media used for video data transfer. Special video conferencing tools are very expensive so that alternative counselors and clients can use video conferencing facilities that are found in several instant messaging applications in which already provide video call facilities (Zondi, 2017).

The Purpose of Online Counseling

The main goal to be achieved in the use of online counseling is Add counseling communication skills, especially counselors. Facilitates the consultation process for problematic individuals who want to solve their problems quickly and precisely, flexibly in time and place. Providing help space to respond to the posts of teenagers and children with problems while still observing the principle of confidentiality. Empowerment and constructive movement (Barnett, 2005; Haberstroh et al., 2007).

Advantages of Online Counseling**Avaliability**

Online counseling can be done wherever there is an internet network. Those who need services do not need to leave the house, clients can determine the counseling schedule via online only and counseling can be done anywhere and anytime (Ifdil & Ardi, 2013).

Effectiveness

Without having to meet in person, E-Counseling has proven to be more effective for antisocial clients. Clients find it easier to disclose through online. Online counseling can be done quickly easily and does not bother the client (Ifdil & Ardi, 2013).

Convenience

With online counseling the client can respond to the counselor in accordance with his wishes and the client feels easier if disclosed via online, without having to worry about disrupting his daily activities. Clients feel that client counseling is easier than having to meet in person amid a busy client (Ifdil & Ardi, 2013).

Privacy

Some people are ashamed to counsel the data directly to the counselor and do not want others to find out if he is having problems. Therefore, with client counseling clients can discuss the problem with the counselor without anyone else knowing the client is counseling with his counselor and this matter is also kept secret by the counselor (Ifdil & Ardi, 2013).

Deficiency of Online Counseling

Research (Finn & Barak, 2010) conducted on 93 online counselors shows that overall online counselors are satisfied with their practice and they believe that the implementation is effective. Furthermore (Zamani, Nasir, & Yusoooff, 2010), examined 20 respondents were selected as subjects and data were collected using a questionnaire to determine the use of e-counseling between counselors. The results showed that although respondents viewed positively online counseling, the counselor himself claimed to prefer face-to-face counseling to provide their services to clients. This research also notes that in the future more and more people will continue to search the internet as a resource to deal with their mental health problems (Haberstroh et al., 2007; Pollock, 2006).

CONCLUSIONS

Online counseling is an attempt to help (therapeutic) towards clients carried out by utilizing information technology, computers and the internet. Client counseling media can be in the form of website, telephone, email, video, chat. In addition, online counseling has the advantage of easy, effective and privacy availability. With this client counseling it is hoped that school counseling can use this media as best they can for better counseling services. In the future, online counseling is very helpful and possible to be developed in the world of guidance and counseling, especially in Indonesia. Although now specifically in Indonesia there is no set ethic, but the existence of this media can support the implementation of guidance and counseling widely to improve competency and service efficiency for alleviating the problems faced by clients.

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