CYBER COUNSELING SERVICES IN COVID-19 PANDEMIC

Resti Okta Sari[1]

[1)]IAI Sunan Kalijogo Malang

[1)]*restioktasari@gmail.com*

Abstract. During in COVID-19 pandemic, counselors switched the face-to-face counseling process to online counseling or in terms of guidance and counseling, namely cyber counseling. The application of cyber counseling services can be the right solution when psychological problems require immediate resolution. This cyber counseling service can also be applied by education counselors. This research was conducted to determine the application of cyber counseling during the COVID-19 pandemic, as well as the counseling process and media used by counselors. The method used in this research a literature study. The results show that the cyber counseling process is almost the same as the face-to-face counseling process, but several things need to be considered, such as the preparation stage which includes the availability of supporting and adequate hardware and software. Furthermore, the media used by cyber counseling can be in the form of applications, websites, telephones, chat what apps and video conferencing, and other social media. The advantages of cyber counseling can be accessed anywhere and in an adjustable time, the counselor can reach a wider range of counselees. Counselees and counselors can carry out the counseling process when and where by mutual agreement, although in the counseling process it is sometimes without signs and physical the counselee is easier to express thoughts and feelings. The weakness is that the diagnosis is less accurate and the intervention is less effective because the instructions and directions are given are less specific and non-verbal information becomes difficult to provide.

Keywords: *Cyber Counseling, COVID-19 Pandemic.*

Abstrak. Selama masa pandemi COVID-19, konselor mengalihkan proses konseling tatap muka ke konseling online atau dalam hal bimbingan dan konseling yaitu konseling cyber. Penerapan layanan konseling cyber dapat menjadi solusi yang tepat ketika masalah psikologis membutuhkan penyelesaian segera. Layanan konseling cyber ini juga dapat diterapkan oleh konselor pendidikan. Penelitian ini dilakukan untuk mengetahui penerapan cyber konseling di masa pandemi COVID-19, serta proses dan media konseling yang digunakan konselor. Metode yang digunakan dalam penelitian ini adalah studi kepustakaan. Hasil penelitian menunjukkan bahwa proses konseling cyber hampir sama dengan proses konseling tatap muka, namun beberapa hal perlu diperhatikan, seperti tahap persiapan yang meliputi ketersediaan perangkat keras dan perangkat lunak yang mendukung dan memadai. Selanjutnya media yang digunakan dalam konseling cyber dapat berupa

aplikasi, website, telepon, chat what apps dan video conference, dan media sosial lainnya. Kelebihan dari konseling cyber dapat diakses dimana saja dan dalam waktu yang dapat disesuaikan, konselor dapat menjangkau konseli yang lebih luas. Konseli dan konselor dapat melaksanakan proses konseling kapan dan dimana dengan kesepakatan bersama, walaupun dalam proses konseling terkadang tanpa tanda dan fisik konseli lebih mudah mengungkapkan pikiran dan perasaannya. Kelemahannya adalah diagnosis kurang akurat dan intervensi kurang efektif karena instruksi dan arahan yang diberikan kurang spesifik dan informasi nonverbal menjadi sulit untuk diberikan.

Kata kunci: *Cyber Counseling,* Pandemi COVID-19.

I. INTRODUCTION

Currently, Indonesia is still worried about the coronavirus outbreak or now better known as COVID-19. COVID-19 attacks humans and animals, the main symptom of COVID-19 is causing respiratory problems. This disease appeared in December 2019 in Wahuna China. In addition to China, COVID-19 countries spread rapidly in other countries, including Japan, Thailand, South Korea, and even the United States. The COVID-19 outbreak in Indonesia itself is still rolling, the high rate of COVID-19 patients is making the Indonesian people even more restless.

The anxiety that occurs in the community itself has an impact on anxiety so that depression or feelings of depression about the number of COVID-19 notifications are increasing day by day. The anxiety that occurs in humans can result in a lowered immune system. While the immune system itself is the immune system. If at any time in the human immune system then quickly contracted modestly COVID-19. Impacts occur not only physically but also psychologically.

Psychological problems faced by the peoples concerned COVID-19 need their assistance to help people who can not cope with anxiety. One of the assistance provided is by conducting counseling. Counseling is the process of assisting with a counseling interview by an expert (called a counselor) to an individual who is experiencing a problem (called a counselee) which leads to overcoming the problem faced by the

counselee (Prayitno, 2012)[1]. By conducting counseling, a relationship can be created between a professionally trained person (counselor) and someone who is looking for help (counselee) where the skills of these professionals are needed so that people who need help can learn and make them connect with themselves and others (Ulfiah, 2008)[2].

In a pandemic situation where face-to-face meetings are something that must be avoided, the counseling process must be done online (in a network) or in the world of counseling called cyber counseling. Cyber counseling can be defined as a professional counseling practice that occurs when counselee and counselor are separate and utilize electronic media to communicate via the internet (Prasetiawan, H. 2016)[3]. This definition includes web, email, chat, and so on. In such conditions, communication between two parties can be faster, more efficient, and more comfortable from an administrative point of view.

Before the existence of COVID-19, Cyber counseling had been done by many counselors using certain applications. The existence of a pandemic COVID-19 cyber counseling is very much needed because of limitations to face-to-face counseling. Realizing the importance of cyber counseling services during the COVID-19 pandemic, researchers conducted a study on how cyber counseling services were provided during the current pandemic. In this research, the things that will be discussed are the understanding of cyber counseling, online counseling forms, cyber counseling process, cyber counseling media, and cyber counseling weaknesses and shortcomings.

---

[1] Prayitno.2012. Jenis Layanan dan Kegiatan Pendukung Konseling. Padang: Jurusan Bimbingan dan Konseling Fakultas Ilmu Pendidikan Universitas Negeri Padang. Hlm 99.

[2] Ulfiah, U. (2008). Penanganan perilaku bullying siswa melalui konseling model pengembangan komitmen beragama. *Psympathic: Jurnal Ilmiah Psikologi*, *1*(1). Hlm 67-74.

[3] Prasetiawan, H. (2016). Cyber Counseling Assisted With Facebook To Reduce Online Game Addiction. Guidena: Jurnal Ilmu Pendidikan, Psikologi, Bimbingan dan Konseling, 6(1). Hlm 28-32.

II.   RESEARCH METHODS

This study uses a type of library research or study conducted to solve a problem that is basically based on critical reviewers and relevant library materials. Researchers also use scientific information sources such as textbooks, scientific journals, research results, and the internet, and other relevant sources. This study describes and analyzes cyber counseling services during the COVID-19 pandemic, where cyber counseling services are urgently needed because face-to-face counseling is not recommended. Data collection methods were taken from primary and secondary data. Primary sources are sources that provide data directly from the first hand or are original sources. In this study, the primary source in question is guidance and counseling journals on online counseling. Secondary sources are sources taken from other sources that are not obtained from primary sources. In this research, the secondary sources in question are other books that are related to the subject matter.

III.   RESULTS AND DISCUSSION

Face-to-face counseling is a common thing that counselors do in solving counseling issues, whether personal, social, learning, and career. On the other hand, the counseling process can also be done online which can save time and can be done within a certain time. Koutsonika (2009) explains that online counseling first appeared in the 1960s and 1970s using software and is still being done on a test basis. With advances in technology, many media are also used, such as live chat, telephone, and video conferencing[4].

Understanding Cyber Counseling

Technology refers to modernity, technology also offers people more opportunities to upgrade all types of lifestyle (Rosana, E. 2016)[5]. With the development

---

[4] Koutsonika, Helen (2009) *E-Counseling: the new modality. Online Career Counseling – a challenging opportunity for greek tertiary education. In: Proceedings of the WebSci'09: Society On-Line*, 18-20 March 2009, Athens, Greece. (In Press). Hlm 18.

[5] Rosana, E. (2016). Modernisasi Dalam Perspektif Perubahan Sosial. *Al-Adyan*, *10*(1). Hlm 10.

of high technology and globalization, social, cultural, educational aspects of life become different and better in terms of space, time, and communication (Isma, A. 2003)[6].

The development of information technology and communication interaction between counselor and counselee does not only occur in a face to face relationship but is done virtually via the internet (online) in the form of "cyber counseling". Therefore, counselors need to adapt and prepare themselves well in mastering information and communication technology in carrying out guidance and counseling services. This is no longer an option but an obligation to be carried out by the counselor considering that today's society's behavior is carrying out its activities based on information and communication technology.

Cyber counseling service is a professional counseling practice that occurs when counselee and counselor are separate and utilizes electronic media to communicate via the internet (Prasetiawan, H. 2016). The media used includes the web, email, chat, and so on. In such conditions, communication between two parties can be faster, more efficient, and more comfortable from an administrative point of view. Cyber counseling services are also a process of providing psychological assistance from a professional counselor to a counselee who has problems and is unable to solve the problem on his own (Corey, 2013)[7].

As previously explained, cyber counseling needs to be done because cyber counseling must be understood as a guidance and counseling strategy. Bloom (2004) states that cybercounseling counseling services are one of the counseling services strategies that are virtual or counseling that takes place through the help of an internet connection.[8]

Cyber counseling is an indirect, text-based interaction in therapeutic communication interactions between counselors and counselees using electronic mail.

---

[6] Isman, A. (2003). Technology. *The Turkish Online Journal of Educational Technology.* 2 (1). Hlm 2.
[7] Corey, G. 2013. Theory and Practice of Counseling and Psychotherapy (9th edition). California: Brooks/Cole. Hlm 198.
[8] Bloom, J.W., 7 Walz, G.R.(2004). *Cybercounseling & Cyberlearning .An Encore*, US: CAPS Press. Hlm 61.

It is called text-based to distinguish it from voice-based counseling services which are characterized by direct mutual communication between counselor and counselee. Both of these methods require both counselor and counselee to have access to internet services. It is easier for many people to communicate their thoughts and feelings when they are not being observed. Even without verbal and physical cues not observed, counseling relationships can take place. For this reason, online relationships can have tremendous intensity and intimacy, referred to as "text-based bonding".

Cybercounseling can be divided into two major parts, namely noninteractive and interactive (synchronous and asynchronous). Non-Interactive, in the form of a site that contains information and self-help or self-help resource persons. Meanwhile, synchronous interactive ones are direct counseling services such as chat or instant messaging, and video conferencing. Asynchronous interactive which indirectly takes the form of email therapy and Interactive Bulletin Boards Counseling: interactive type counseling is a site that offers alternative forms of therapy via the internet, where there is an interaction between the counselee and the counselor, either directly or indirectly (Prasetyo and Djuniadi, 2015)[9].

Cyber Counseling Management

Managing cyber counseling is certainly not an easy thing like counseling practices that are usually carried out. Thus it does not mean that the practice of counseling which is usually carried out is an easy thing. Both have their advantages and disadvantages. However, what I want to emphasize here is that the difficulties in managing cyber counseling are related to the mastery of technology that online counselors must-have.

Cyber counseling management requires a counselor to have a set of technical knowledge related to mastery of the internet and all related tools therein. In addition, a counselor also needs to master norms and ethics in the use of cyber counseling. And

---

[9] Prasetyo, Y.R. & Djuniadi. (2015). *Implementasi E-konseling pada Social Learning Network.* Edu komputika Juornal. 2 (2).http://journal.unnes.ac.id/sju/indeks.php/edukom. Hlm 28.

realized that this is not an easy thing to do. This is important because of direct contact with the confidentiality of the data and history of online counseling service processes.

In the implementation of cyber counseling, several problems that may arise and must be monitored carefully include:

1) Ethical issues, namely matters related to the counseling code of ethics that must be obeyed by counselors and other parties. Matters related to ethical issues include: (a) confidentiality, (b) data validity, (c) misuse of computers by counselors, (d) counselors' lack of understanding of the counselee's location and environment, (e) balance of access to the internet and the highway of information, (f) concern for privacy (personal confidentiality), (g) the credibility of the counselor.

2) Issues of counseling relationship development, namely 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 by the agreement of the counselor and counselee or can be specifically arranged.

Taxonomy Forms Of Online Counseling Practices

The taxonomy of forms of online counseling practice consists of: (1) individualized email-based counseling, which involves asynchronous long-distance interaction between counselor and counselee using what is read via text to communicate; (2) individual counseling based on chat, which involves synchronous long distance interaction between counselor and counselee using what is read via text to communicate; (3) chat-based couples counseling, which involves synchronous long distance interaction between one or more counselors and the counselee partner using what is read via text to communicate; (4) chat-based group counseling, which involves synchronous long-distance interaction between a counselor (or more than one counselor) and several counselees using what is read via text to communicate; (5) video-based individual counseling, which involves synchronous distance interaction

between counselor and counselee using what is seen and heard via video to communicate; (6) video-based couples counseling, which involves synchronous remote interaction between a counselor or more than one and a couple of counselees using what is seen and heard via video to communicate; (7) video-based group counseling, which involves synchronous distance interaction between several counselors and several counselees by using what is seen and heard via video to communicate (Gladding, S: 2012)[10].

Cyber Counseling Process

The cyber counseling process is not simple, therefore it needs careful preparation in its implementation. Description of the cyber counseling process during the COVID-19 pandemic, namely: *First,* the preparation stage of an overview of the cyber counseling preparation stage includes two main aspects, namely the technical aspects of the use of hardware (hardware) and software (software) that support the implementation of cyber counseling. Hardware is a computer/laptop device that can be connected to the internet, a headset, a mic, a webcam, and so on. But to be more effective, you can use a smartphone that is now equipped with various sophisticated applications, especially for the Android mobile application. While software, namely programs that support and will be used, accounts, and email addresses.

Second, the stage of cyber counseling is not much different from the stages of the face to face counseling process. First, the contact between the counselor and counselee at the first meeting has a decisive influence on the continuity of the next meeting. Just like face-to-face counseling, cyber counseling also carries out the delivery stage, preceded by a simple structuring process, may use language that is easy to understand by the counselee, meaning that it is not as long as structuring in face-to-face counseling, which is very important at this stage is building emotional relationships. good,

---

[10] Gladding, S. T.(2012). *Konseling; Profesi yang Menyeluruh (Edisi Keenam) (Alih Bahasa: Winarno dan Lilian Yuwono).* Jakarta: PT Indeks. Hlm 602-603

comfortable between counselor and counselee, to create a flexible relationship, so that the counselee will be more open and voluntary to convey his problems to the counselor. Structuring can also be done based on the status of the counselee, if the contents of the status indicate an indication that the counselee is having problems, besides that reinforcement, is also needed in forming a good relationship with the counselee. A close relationship between counselor and counselee and mutual trust must be cultivated and developed.

Third, the interpretation stage, namely interpreting the meaning, problems, goals, and feelings of the counselee. This is part of the general techniques of individual counseling. *Fourth,* the coaching stage, namely affirming the desires and hopes of the counselee in setting goals, developing programs, planning schedules, planning for strengthening, and personalizing the steps that must be taken. This is part of common counseling techniques. *Fifth,* the stage of assessing/ending counseling on the results of counseling services requires three types of assessment, namely: immediate assessment, short-term assessment, and long-term assessment (Wibowo, 2016).[11]

The five stages contained in direct counseling can also be applied to the implementation of cyber counseling but in the implementation of cyber counseling, it is more open to making adjustments, from the initial stage to the final stages, as well as the use of general and special techniques which are not full, such as the actual implementation of counseling. live. What is more important is that in certain ways and strategies the BK teacher or counselor can alleviate the problems faced by the counselee.

Cyber Counseling Media

During the pandemic, guidance and counseling teachers or counselors in schools and colleges can use technology-based media. Lots of cyber counseling media that can

---

[11] Wibowo, Nur Cahyo (2016). Bimbingan Konseling Online: Jurnal Ilmu Dakwah, Vol. 36 (2). Semarang:UIN Walisongo. Hlm 136.

be used as a liaison between counselors and counselees without face-to-face contact, including:

1) Chat, Instant Messaging, and Social Networking

Chat can be defined as chat, in the world of the internet, this term refers to communication activities through written means that are typed through the keyboard. Meanwhile, the conversation itself is known as chatting. This conversation can be done by interacting with each other through text, as well as voice and video. Various applications can be used for chatting, such as Skype, messenger, google talk, window live messenger, mIRC, and also through social networks such as Facebook, Twitter, and myspace, which are also available chat facilities.

2) Email

Email is an acronym for Electronic 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, e-mail is defined as a means 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, @tekomnet, @plasa, and many others.

3) Video Conference

Video conferencing, or in Indonesian is called video conferencing, or meetings via video. This meeting was assisted by a variety of network media such as telephone or other media used for video data transfer. Video conferencing special tools are very expensive so that alternative counselors and counselees can use the video conferencing facilities found in some Instant Messaging applications which already provide video call facilities.

4) Website / Site

Providing online counseling guidance and counseling teachers/counselors can provide a website address. This site is the address for online practice. So that the

counselee who wants to do online counseling can visit the site, especially for further online counseling, to be able to have a website the counselor can work with companies or experts in the field of web developers. The counselor can recover the desired form of web design starting from Html, Php, and websites that use a CMS (Content Management System).

5) Telephone / Hand Phone

One of the cybercounseling media which is simpler and can be used is Telephone or Hand Phone. Where counselors and counselees can connect using this tool. "Telephone-based individual counseling involves synchronous distance interaction between a counselor and a client using what is heard via audio to communicate" (National Board for Certified Counselors). Telephone/handphone can be used to contact the counselor. The counselor can hear clearly what the counselor is saying through the telephone/handphone facility. With this facility, the counselor can immediately respond to what is being discussed by the counselor. More simply, cybercounseling can be done by using the telephone. Where the counselor and counselee can communicate smoothly and the counselor can hear clearly what the counselor is saying. With this facility, the counselor can immediately respond to what is being discussed.

Advantages And Disadvantages Cyber Counseling

Each counseling service has advantages and disadvantages, especially in the cyber counseling service itself.

1. Advantages

The advantages of cyber counseling services, which can be accessed anywhere at the right time, are believed to be able to reach individuals who face psychological and physical barriers to access counseling services (Mallen & Vogel, 2005)[12]. Of course,

---

[12] Mallen, M. J., & Vogel, D. L. (2005). *Introduction to the major contribution: Counseling psychology and online counseling.* The Counseling Psychologist, 33. Hlm 761-775.

during the COVID-19 pandemic, where in several countries including Indonesia a "lockdown" system was established, counselees who needed to conduct counseling were not allowed to go to the counselor's practice. The counselee only needs to do the counseling process at home without having to increase his anxiety about contracting the virus. In addition, some of the advantages are also as follows: Counselors can reach out to counselees more widely, counselors and counselees can carry out counseling when and where based on mutual agreement, although without observing verbal and physical cues, most counselees find it easier to express thoughts and feelings they feel.

2. Disadvantages

In general, there are several disadvantages to cyber counseling as follows:

1) Weaknesses of cyber-counseling cause the counselor to pay less attention to facial expressions and body language,

2) The dynamic growth in the counseling process has received less attention,

3) Cannot be tightly controlled behaviors that weaken the dynamics of counseling,

4) Therefore, the counselor must have high imaginative abilities and have the ability to interpret the words written or the forms of motion and animations used in the communication process.

IV. CONCLUSION

Based on the research results, it can be concluded that the application of cyber counseling services is an effective service in solving psychological problems during the COVID-19 pandemic. Cyber counseling is an alternative that is deemed suitable for the situation in Indonesia which is hit by the COVID-19 pandemic. This is of course a solution when psychological problems require immediate resolution. The physical distance provided by online counseling enables emotional closeness that keeps the counselee safe and free from the shame and fear of catching COVID-19. Without verbal and physical cues, online counseling relationships can have tremendous intensity and intimacy.

The results showed that the cyber counseling process is almost the same as the face-to-face counseling process, but what needs to be paid attention to in the preparation stage includes the availability of supporting and adequate hardware and software. Meanwhile, cyber counseling can take the form of websites, telephone/ mobile phones, email, chat, instant messaging, social networking, and video conferencing. The advantage of cyber counseling is that it can be accessed anywhere at the right time, the counselor can reach a wider range of counselees, counselors and counselees can carry out counseling anytime and anywhere on the basis of mutual agreement, although without observing verbal and physical cues, most counselees easier to express the thoughts and feelings they feel. It's just that, of course, this also has a negative impact on both parties, because by doing online counseling, of course, the counselor cannot show empathy optimally. Likewise, the counselee is less able to receive the positive energy provided by the counselor so that the emotional relationship that exists cannot take place optimally compared to face-to-face counseling.

REFERENCES

Bloom, J.W., 7 Walz, G.R. (2004). *Cybercounseling & Cyberlearning An Encore*, US: CAPS Press.

Corey, G. (2013). Theory and Practice of Counseling and Psychotherapy (9th edition). California: Brooks/Cole.

Gladding, S. T. (2012). *Konseling; Profesi yang Menyeluruh (Edisi Keenam) (Alih Bahasa: Winarno dan Lilian Yuwono)*. Jakarta: PT Indeks.

Koutsonika, Helen (2009) *E-Counseling: the new modality. Online Career Counseling – a challenging opportunity for greek tertiary education. In: Proceedings of the WebSci'09: Society On-Line*, 18-20 March 2009, Athens, Greece. (In Press).

Mallen, M. J., & Vogel, D. L. (2005). *Introduction to the major contribution: Counseling psychology and online counseling.* The Counseling Psychologist.

Prasetiawan, H. (2016). Cyber Counseling Assisted With Facebook To Reduce Online Game Addiction. Guidena: Jurnal Ilmu Pendidikan, Psikologi, Bimbingan dan Konseling, 6(1), 28-32.

Prasetyo, Y.R. & Djuniadi. (2015). *Implementasi E-konseling pada Social Learning Network.* Edu komputika Juornal. 2 (2). http://journal.unnes.ac.id/sju/indeks.php/edukom.

Prayitno. (2012). Jenis Layanan dan Kegiatan Pendukung Konseling. Padang: Jurusan Bimbingan dan Konseling Fakultas Ilmu Pendidikan Universitas Negeri Padang.

Rosana, E. (2016). Modernisasi Dalam Perspektif Perubahan Sosial. *Al-Adyan*, *10*(1).

Ulfiah, U. (2008). Penanganan perilaku bullying siswa melalui konseling model pengembangan komitmen beragama. *Psympathic: Jurnal Ilmiah Psikologi*, *1*(1), 67-74.

Wibowo, Nur Cahyo (2016). Bimbingan Konseling Online: Jurnal Ilmu Dakwah, Vol. 36 (2). Semarang: UIN Walisongo.