

ONLINE COUNSELING AS AN ALTERNATIVE SERVICE BK IN THE VUCA ERA

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Abstract

The fast-paced advancement of technology significantly affects human life, creating a situation known as VUCA (Volatility, Uncertainty, Complexity, Ambiguity). This term describes a state where changes happen rapidly, unpredictably, with complexity, and ambiguity. This situation inevitably affects the field of education, particularly in the area of guidance and counseling services. Service delivery strategies in the technological era must include effective innovation to encourage prospective counsees to voluntarily seek counseling services, one of which is online counseling services. Online counseling offers a viable service alternative in the VUCA era. The types of online counseling services that can be used by counselors and counsees are as follows: Website/ site, Email Counseling (electronic mail counseling), Online chat counselling (online chat counseling), Video Conferencing (Video Conferencing), and Telephone counseling (Counseling via Telephone). The online counseling process can be broken down into three stages: Stage I (Preparation), Stage II (Counseling Process), and Stage III (Post-Counseling). By utilizing online counseling services, it is hoped that counseling services can reach all students and can develop students' potential to the maximum

Keywords: Online Counseling, VUCA Era

1. Introduction

Education in the Revolutionary Era Industry 4.0 is currently facing various challenge. Technological development rapid, rapid flow of information, natural disasters, pandemics, and warming global issues are some of the issues faced by the Indonesian people and have an impact in Society (Firman, 2019). According to Soraya et al. (2022), technology has been penetrated and implemented in various aspects of life so become a familiar part man. Application of this technology bring positive and negative impacts in human life. This situation creating VUCA (Volatility, Uncertainty, Complexity, Ambiguity), namely the conditions under which change occurs very quickly, uncertainly, complex, and ambiguous in many ways areas of life, including education.

In the field of education, there are efforts to increase usage technology to increase effectiveness learning outcomes. It is hoped that with technology, students can be more optimal absorb learning material. Wrong one way to achieve this is through the use of learning media computer based. Covid-19 pandemic forcing almost all learning activities in Indonesia, from elementary school level to higher education, switch to online or online system. Covid-19 causing anxiety in some people because they are afraid of contracting diseases from social interaction (Chodijah et al, 2020). Various health rules and protocols new requires people to avoiding direct social contact, even in learning activities. This matter also affects psychological conditions children or students who are not used to it with online learning (Asmuni, 2020).



Service delivery strategies in the era technology must include innovation effective in encouraging potential counselees to voluntarily seek services counseling, so online counseling become commonplace. Use technology for remote counseling sparked debate because of language body, which is an important element in counseling, helping the counselor carry out objective analysis. However, Online counseling also offers advantages, such as time efficiency, energy, and costs (Syamila & Herdi, 2021) for counselors and counselees.

Advantages and disadvantages online counseling is related to Ethical issues in the guidance profession and counseling, which can give rise to dilemma for counselors. Technology can pose a threat to its users regarding data confidentiality (Walz & Kirkman, 2004). In giving services, counselors must uphold high principle of confidentiality, which is professional distinguishing characteristics. Ethically, counselors are obliged to maintain confidentiality all things related to self-esteem counselees (Corey, Corey, & Callanan, 2011). With online counseling, the principle of confidentiality is a threat to counselors as professionals (Ardi & Putra, 2017).

Research on use technology in online counseling shows positive results, with some benefits are felt by counselor and client. However, some experts state that online counseling be contentious and vulnerable to violation of professional ethics, esp related to maintaining confidentiality.

Ethical considerations regarding confidentiality and the effectiveness of online counseling is not can be fulfilled ethically through internet, except in situations where very limited, because it protects. Client privacy and confidentiality is utmost difficult, and individuals cannot identified (Humphreys, Winzelberg, & Klaw, 2000). Research indicates that online counseling is just as effective as in-person counseling, showing no significant differences between the two in terms of life satisfaction. (Zeren et al., 2020). Online counseling is a therapeutic intervention that utilizes computer communication technology between the counselor and the counselee. Online counseling is also known by several other terms, including online or internet therapy, e-counseling, e-therapy, cyber therapy, email therapy, web counseling, internet counseling, cyber counseling, and synchronous single-session counseling.(Li, Lau et al., 2013).

2. Method

The influence of the rapidly developing information and communication technology society 5.0 tends to be artificial intelligence that is able to collect millions of data through the internet for all fields of life. Privacy is an important point to live a digital life. Privacy is defined as the space of each individual. Privacy as a social value regulates and limits individual social life (Bimantoro et al., 2021). Digital ethics is a set of rules and procedures created in order to reduce the harm caused by the use of digital technology (Ayu et al., 2022). So, digital privacy ethics are

rules created to reduce the misuse of digital technology and protect individual personal information.

Ethics play a crucial role in counseling interactions. Professional counselors adhere to ethical behaviors outlined in the professional code of ethics within the field of guidance and counseling when providing services to counselees.(Lesmana, 2022). The professional code of ethics in guidance and counselling is a principle that cannot be separated from the life of counsellors. Since college, counsellors have been given an understanding and practical application of the counsellor's professional code of ethics, both in theory and practice (Rahardjo & Kusmanto, 2017). Applying the counselor's code of ethics can enhance accountability and integrity within the counseling process. (Masruri, 2016).

The research uses a literature study that functions in collecting, analysing, identifying and integrating relevant knowledge and data sources obtained in accordance with the research topic. By utilising literature in the form of books, supporting journals in obtaining accurate data to support a study

3. Results and Discussion

3.1 Definition of Online Counseling

Online Counseling or e-counseling is a practice where professional counselors or psychotherapists provide counseling services via the internet. This service includes emotional support, mental health advice, or other professional services to client. This counseling can be done through various forms of communication, such as email, chat, video, or internet telephony, including voice-over-IP (Koutsonika, Helen, 2009).

Russell K. Elleven and Jeff Allen (2011) detailed that the history of online counseling began with a computer program named ELIZA, developed by Joseph Weizenbaum at the Massachusetts Institute of Technology in the mid-1960s. Later, Kenneth Mark Colby developed PARRY in the 1970s. In Indonesia, There is no definite information regarding the beginning of the emergence of online counseling. However, Ifdil introduced the term online counseling under the name E-Conseling in 2009. Ifdil (2013) states that e-counseling or online counseling services are not is only limited to the implementation of counseling, but also includes administration technology-assisted counseling services.

According to Fields (Ifdil & Ardi, 2013), online counseling is a therapy service that use communication technology, ranging from simple emails, chat sessions, phone calls, to using a webcam for live video sessions. Barracks and Grohol (2011) Online counseling is defined as a mental health intervention. It involves patients or groups of patients and therapists using technology as a means of communication. Online counseling can be an

alternative for individuals who cannot physically meet the counselor and can also function as a complement to traditional face-to-face counseling.

The term online counseling describes a process where the counselor and client do not need to be in the same location but can communicate across distances. (Elleven and Allen, 2004). Haberstroh & Duffey (2007) state that e-counseling is communication between counselor and counselee using streaming video and audio computer to create interaction between counselor and client.

Based on the experts' definitions, it can be concluded that online counseling, or e-counseling, is the process of providing counseling services to clients through the use of communication technology. This is one method for providing assistance in resolving problems remotely.

3.2 Types of Online Counseling

Online counseling is the process of providing assistance from counselors to clients by utilizing technology. In online counseling, various media or applications can be used as a liaison between counselor and client. Ifdil (2011) explains several types of media that can be used to carry out online counseling.

3.2.1. Website/Site

According to Ifdil (2011), websites are one form of counseling that can be done carried out by counselors or guidance counselors using certain site addresses. On this site, there will be an online practice that organizes counseling activities. For having a website for online counseling, counselors can collaborate with experts in the field of website development. On the website, counselors can choose the appropriate design preferences, ranging from HTML to PHP.

3.2.2. Email Counseling (Counseling Electronic Mail)

Email counseling is a type of online counseling that allows clients to communicate with a qualified counselor or psychotherapist through exchange email (Mallen et al, 2005). This process involves the client writing down the problem and their concerns in an email, while the counselor reads the email and provide a considered therapeutic response. Clients can compose emails anytime during the specified period and have control over counseling time, as well as the freedom to document their thoughts at that time also without waiting several days for a face-to-face session. Knowing that there is someone who is ready to accept, acknowledge, and respond to problems without judgment can provide a great sense of comfort and support for those who are facing difficult times.

3.2.3. Online Chat Counseling (Online Chat Counseling)

Ifdil (2011) explains that this form of counseling is carried out at certain times predetermined using an instant messaging application, which allows clients receive responses directly or 'real time'. Online counseling is plentiful done through social media, such as the Line application. Direct feedback from Online chat counseling can be very satisfying for clients who want to interact and get a quick response from their therapist. Such as counseling via email, online chat counseling is often more accessible and convenient in comparison face-to-face counseling, as well as providing the option for clients to remain anonymous. Online counseling can be done by contacting the counselor of choice for arrange a suitable time to "meet" online. At that time has been agreed, the counselor and client will enter the chat bom that has been agreed prepared beforehand, which is safe and confidential, so that they can exchange instant messaging according to the agreed session duration (Mallen, Vogel, & Rochlen, 2005)

3.2.4. Video Conferencing (Video Conference)

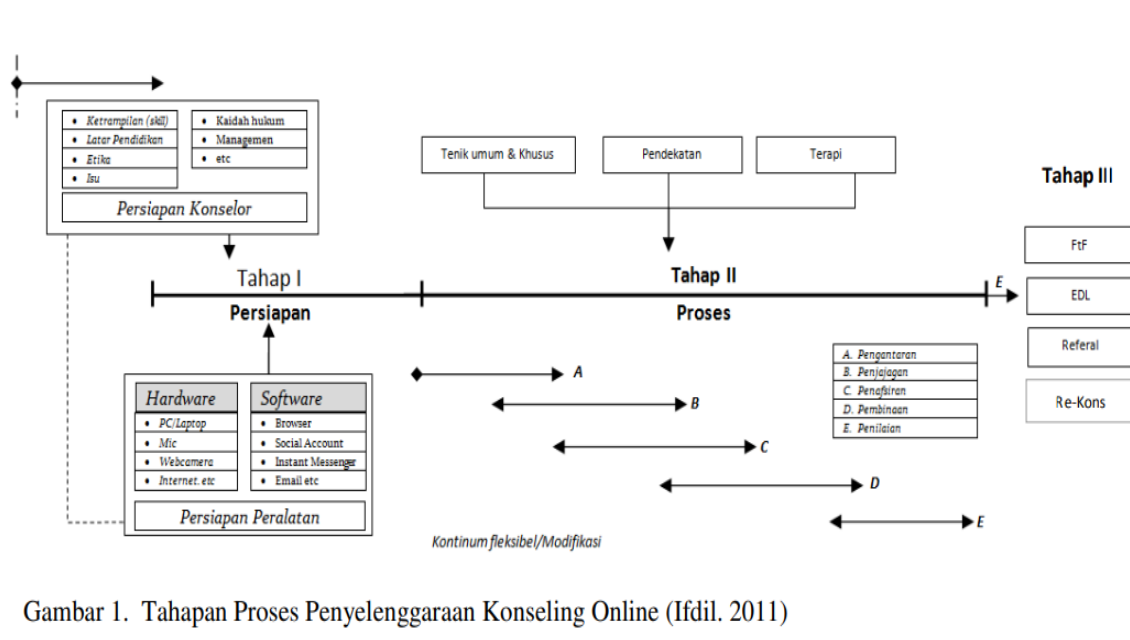
According to Ifdil (2011), video conferencing is a communication medium allows indirect face-to-face meetings. This meeting can be done through various applications that provide features video call. With video conferencing, clients can video chat in 'real time' with the counselor, according to the time agreed upon by both sides.

3.2.5. Telephone Counseling (Counseling by Telephone)

Telephone counseling functions similarly to face-to-face counseling but done by telephone. Some counselors may offer telephone as additions between face-to-face sessions, while others may focus only on counseling by telephone. Telephone counseling avoids many of these obstacles associated with face-to-face counseling, making therapy more accessible for those who are unable to obtain counseling or psychotherapy in the setting traditional (Ifdil, 2011).

3.3. *Online Counseling Process*

According to Koutsonika (Ifdil, 2011), online counseling is not a straightforward matter. Instead, it is a complex process with various issues and challenges that possess unique characteristics. Ifdil (2011) states that the process Counseling is divided into three stages, as explained in the figure below:



Gambar 1. Tahapan Proses Penyelenggaraan Konseling Online (Ifdil. 2011)

3.3.1 Phase I (Preparation)

According to Ifdil (2011), at the preparation stage for online counseling, attention needs to be paid two main things: equipment preparation and counselor preparation. Equipment preparation encompasses two key aspects: hardware and software. Necessary hardware includes a laptop or computer, microphone, webcam, and internet connection. The required software involves a browser, account, email, and other related tools. Additionally, counselors need to prepare by developing skills, obtaining relevant education, adhering to ethical standards, and understanding legal regulations.

3.3.2. Stage II (Counseling Process)

The stages in online counseling are similar to those in face-to-face counseling. According to Prayitno (2004), the counseling process includes five stages: delivery, exploration, interpretation, coaching, and assessment. In counseling online, these stages are still carried out but in a more detailed format flexible. This means the stages are still implemented but can be adjusted and modified according to client requirements. Online counseling focuses more on solving client problems rather than on approach methods. At this stage, techniques, approaches, and therapeutic implementations are chosen based on the specific problems faced by the clients.

3.3.3. Stage III (Post Counseling)

Ifdil (2011) explains that the post-online counseling stage is the which is carried out after the assessment stage in the second stage. At this stage, there are four assessment points: (1) Counseling is deemed successful if the client's condition demonstrates effective daily living (EDL), if the counseling can transition to face-to-face sessions (Face to Face - FIF), if the

sessions can be continued in subsequent meetings, and if there is a possibility for the counselor to refer the client to another counselor or expert.

From the explanation above, it can be concluded that the online counseling process consists of three stages: the first stage is preparation, the second stage is the counseling process, and the third stage is post-counseling.

4. Conclusion

Online Counseling or e-counseling is a practice in which professional counselors or psychotherapists provide counseling services via the internet. This service includes emotional support, mental health advice, or other professional services to client. Types of Online Counseling as follows:

1. Website/Site
2. Email Counseling (electronic mail counseling)
3. Online chat counseling (online chat counseling)
4. Video Conferencing (Video Conference)
5. Telephone Counseling (Counseling by Telephone)

The online counseling process can be divided into 3 stages, namely:

1. Phase I (Preparation)
2. Stage II (Counseling Process)
3. Stage III (Post Counseling)

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