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## Analysis of Skills and Competencies of School Counselors in Developing Cyber Counseling

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**Abstract:** The rapid development of technology today spreads to all aspects of human life. Technology is not only an entertainment, but also contains various useful information in it. Technology is always present in the midst of the hustle and bustle of human life. All aspects of human life today have been helped a lot by technology. One aspect of life that is helped by technology is the activities of counseling guidance services. By using cyber counseling, a counselor can conduct counseling activities with clients without having to meet face to face. Cyber counseling is one of the effective and efficient ways in the process of remote counseling conducted between counselors and clients to help with issues related to the development of personality and client life through the internet. For this reason, a counselor must be able and have competence and skills in developing a medium for guidance and counseling services. This study aims to determine the level of ability and skill of a counselor in following the times to conduct counseling guidance through media that are closely related to modern technology. This research data was obtained through a questionnaire with six reasoned questions filled in by six respondents and analyzed using qualitative descriptive methods. The results of this study show that in carrying out online media-based counseling service activities (cyber counseling) counselors already have quite good skills and abilities, and have also applied good ethics in building relationships with clients on the Internet.

**Keywords:** Cyber counseling, competence, skills, school counselor.

### INTRODUCTION

An interesting phenomenon in people's lives today is the rise of global culture and lifestyle. Both of these things happen because of the flow of globalization that can no longer be stopped. The current of globalization seems to affect all aspects of human life. When we talk about changes and dynamics of human life, it certainly will not escape its connection with the current of globalization.

Changes and dynamics of human life are characterized by the existence of information technology. The rapid development of information technology is not only an entertainment, but also contains various useful information in it. Technology is always present in the midst of the hustle and bustle of human life. All aspects of human life today have been helped a lot by technology. With the existence of information technology, someone will easily manage, organize, access, and present a complete and accurate data.

Information technology is experiencing a development every day following the increasing flow of globalization. One of the breakthroughs in information technology that contributes to

human life is the internet and various kinds of social media platforms such as Instagram, Facebook, Twitter, and so on which have now become something that is very inherent in human life and daily activities.

The existence of the internet and social media has an impact on human behavior and habits themselves. Nowadays, when we are going to look for information do not necessarily have to read or analyze data from the books found. Information is very easy to get by just accessing Google or other social media. In using or accessing the internet, users also have freedom of expression and show who they are. Therefore, it is undeniable that the internet is now considered a basic need by some humans.

Social media is an online media that supports intense relationships between individuals in web-based technology. This medium can transform one-way communication into interactive dialogue. Technology that makes users easily interact sharing messages in the form of blogs, social networks, wikis / online encyclopedias, virtual forums, including virtual worlds (Paramitha, 2011).

With the ease of accessing and using the internet, users can search for the desired information not only from their own country, even information on events that are becoming a byword in other countries can be easily accessed. Therefore, with the growing internet in our country, Indonesia. Making some cultures or cultures from other countries enter easily into our country.

Some cultures from other countries that seem to be unfiltered easily enter through the internet. This has had a negative impact on the development of the personality of the nation's children who tend to conflict with the values and norms of religious and humanist national and state life. Some deviant behaviors carried out by teenagers today are brawls between students, some disturbing motorcycle gang groups, even more sad is the occurrence of drug abuse, and also what is very prevalent is the case of promiscuity that ends with cases of pregnancy at a young age and leads to abortion or aborting the prospective baby or prospective fetus.

These various conditions are challenges for the world of education, in this case schools, especially BK (Guidance and Counseling) institutions that play a strategic role in helping students. Through BK, students are expected to become healthy individuals, namely individuals who survive in maintaining their identity as humans who have nature as noble, dignified beings, and carry out functions as a support for human civilization. Some of the functions of BK in this case, among others, are the functions of understanding, facilitation, adjustment, distribution, adaptation, prevention, improvement, healing, maintenance, and development (Badrujaman, 2011 and Kamaluddin, 2011).

In its implementation, counseling guidance itself is not only carrying out guidance services because it is related to legislation or policies from the school. But the existence of counseling guidance services is a means to facilitate students to be able to develop their potential, and counseling activities are also expected to be a solution in solving problems faced by students.

In the current era of globalization, of course, counseling services are also developing, the media used in counseling is not only face to face. But it can be implemented with electronic media related to the internet. Cyber counseling is one of the effective and efficient ways in the process of remote counseling conducted between counselors and clients to help with issues related to the development of personality and client life through the internet.

Students who are millennials also prefer to dwell on social media rather than having to do face-to-face counseling guidance. For this reason, a counselor must be skilled and competent in developing a service media guidance and counseling in order to create a new counseling atmosphere for clients, especially for students at school.

## RESEARCH METHODS

The method used is a qualitative description method that begins with data collection in the form of filling out questionnaires by six respondents with six points of reasoned short answer questions about the competence and ability of a school counselor in developing *cyber counseling*. Questions asked to respondents include: (1) The important role of a school counselor, (2) The importance of science and technology to be mastered by a school counselor, (3) Obstacles or problems when cyber counseling is applied in school counseling guidance services, (4) Strategies to realize innovative counseling guidance services using cyber counseling, (5) Benefits of cyber counseling, (6) Effectiveness of cyber counseling. The collected data will later be analyzed to test and determine the ability and competence of schools in carrying out online media-based counseling service activities (*cyber counseling*).

## RESULT AND DISCUSSION

BK or counseling is one of the components of educational services in the national education system, because education as a system is organized through subject / field of study learning services, management, special assistance services through BK / counseling services, and other activities.

In an educational environment, the role of a school counselor is very important. This is because the task of a school counselor or Guidance Counseling teacher himself is to be able to know and understand student behavior and understand counseling techniques so that it can help solve problems faced by a student.

In addition, school counselors also play an important role in the mental development of students in the learning process, developing talents, determining the future, or determining the career that will be undertaken for the future of students. This relates to the scope of guidance and counseling in schools which includes personal guidance, social guidance, and career guidance. Personal tutoring and social tutoring have a larger percentage of services compared to other tutoring, which is around 45% while tutoring has 15% and career guidance has the remaining 10% is for tutoring administration activities.

Judging from the percentage above, personal and social guidance is something that must be considered by school counselors. Both aspects are closely related to the development of students in their personal and social lives. School counselors must be figures who are able to direct, supervise, and help students to develop their potential in order to have superior character in their own social and life environments.

If the school counselor does not pay attention to these two aspects, then the continuity of student order in their lives can run optimally. Therefore, a school counselor or Guidance and Counseling teacher plays an important role in student life.

In today's era of globalization, of course, a counselor needs to innovate to create a guidance service interesting counseling for the students. Rapidly developing science and technology can be an alternative way to develop a breakthrough in the method of guidance and counseling services for students.

From the data that has been collected, all respondents stated that a school counselor must have the ability and competence in aspects of science and technology. In the era of globalization, where digital technology has become part of human life, counselors must always create new innovations in guidance and counseling services, of course, supported by adequate competence regarding ICT (Information and Communication Technology). ICT is able to support guidance

and counseling services to be more effective. Therefore, counselors must always improve their ability to use ICT. The use of the cyber counseling model has become a widely heard innovation lately.

Cyber counseling according to respondents is a counseling technique that utilizes existing technological media. Cyber counseling can be said to be an internet-based media that can facilitate and assist counselors in carrying out their duties, in this case including the task of carrying out the process of guidance and counseling services. In its implementation, cyber counseling is virtual counseling by utilizing the latest technological developments, meaning that counselors and counsellors do not meet face to face but by utilizing existing media.

Cyber counseling services use various means, such as: telephone, computer, internet, wifi, or hotspot. The technology-based and cyberspace counseling services can be done with various types, including: counseling via telephone/ telespeech, counseling via e-mail, and counseling via video conference (Kraus et al, 2011). The four facilities used to provide counseling services have their own characteristics, advantages, and limitations. Telephone counseling is commonly called telespeech, which is a counseling service between BK teachers and counseling through telephone communication. Counseling through radio and television is a conversation BK teachers and counseling transmits. This counseling service is usually limited to providing information and advice, because the level of confidentiality is less accountable (Kraus et al., 2011; Hidayah & Ramli, 2013; Mulyatiningsih, 2015; and Prasetiawan, 2016). The counseling via e-mail is counseling with chat-writing activities, and it can also be possible to meet directly with BK teachers. Counseling services through video-conferencing are communication interactions with internet-assisted video and computer networks, guided by images, sound, and motion (Wibowo, 2016).

Based on the four characteristics of the type of cyber counseling, as mentioned above, the innovative type is skype-based video conferencing and videocall bistr placed on website features. The choice of video conferencing combined with videocall wives is very strongly reasoned from the review of security, privacy, and observed from the attitude and facial expressions of counseling, compared to other counseling. The advantages of video conferencing with videocall wives are also not found in the type of counseling via telephone, radio, television, and counseling via e-mail (Latipun, Yustiana & Ilyas eds., 2015).

With various technologies that make it easier for counselors to carry out guidance and counseling services together with clients, there are actually still several obstacles that follow. One of the obstacles that must be considered is the provision of facilities and infrastructure that is not comprehensive. If only schools try to provide all the means and infrastructure to implement cyber counseling methods, it is likely to be very difficult. Because the provision of facilities and infrastructure requires large costs. In addition, making a web to conduct cyber counseling that may not be mature because it is still in the experimental stage can also be an obstacle when cyber counseling is established in guidance and counseling services in schools.

For schools located in rural areas far from the city, there will also potentially be obstacles when undergoing the counseling process using cyber counseling. Furthermore, the lack of socialization of school counselors to their students can be a significant obstacle. Students will not know what cyber counseling is and how it is carried out.

The counselor can explain in advance, about how the counseling process through existing media technology. The stages carried out in online counseling (Ifdil & Ardi, 2011) that the online counseling process consists of three stages, as follows: 1) Phase I (preparation) the preparation stage includes technical aspects of using hardware to support the implementation of online

consultations. For example, computer/laptop devices that can be connected to the Internet/Ethernet, headsets, microphones, webcams, etc. Software, a program used to provide support and provide counsellors on skills, academic achievement, ethical and legal assessment, adequacy of topics being discussed, and governance. You can connect to Internet/Ethernet, headset, microphone, webcam and more. The software is a program that supports and uses accounts and email addresses. Consultant skills, educational background, ethical and legal assessment, Kessuaische topics to be covered, and governance. 2) Phase II (Counseling Process) The online counseling phase is not much different from the face-to-face (FTF) phase of the process. The online consultation phase is not much different from the counseling process phase. The counseling process consists of five phases: dissemination, evaluation, interpretation, guidance, and evaluation, and continued but in the implementation of "continuous flexibility". Phases that are connected together and properly modified continue to unlock more from the initial stage to the late stage. Even the use of techniques in general and specifically has not been completed directly. In online counseling sessions, the emphasis is more on the client's problem than the approach, technique, and/or treatment method used. In this phase, the choice of technique, approach, or treatment is tailored to the client's problem. 3) Phase III (Post Counseling) The third stage is post-online consultation. This phase is a continuation of the previous phase and the first consultation (1) is successful after the evaluation is carried out. It is characterized by the state of the client and by the state of the client. KES (Effective Daily Life) is EDL) (2) Counseling continues in face-to-face FtF sessions) (3) Counseling continues in subsequent online counseling, (4) Client is another counselor or referred by an expert who will be introduced to people.

To overcome some of the obstacles that arise as described above, counselors must have a strategy that includes aspects of developing the ability and competence of school counselors. Strategy itself is an overall approach related to ideas, planning, and execution, an activity within a certain period of time. The strategy that counselors can do in carrying out cyber counseling is the analysis of student activities. This can help counselors understand ways and methods of cyber counseling that are suitable to be applied to students. Counselors can also make a counseling practice using cyber counseling more interesting by adding games or ice breaking through a simple game available on the internet. To minimize mis-communication with students during the counseling process, a counselor must also understand the ethics in carrying out the counseling process via the internet. As for ethics regarding consulting services via the Internet:

1. Discuss information about the strengths and weaknesses of the service
2. The use of technical support in operations
3. Service accuracy form
4. Remote Consultation Application Computer Access
5. Legal and Regulatory Aspects for Using Technology in Consulting
6. Internal Technology Cross-region or country-related technical issues and technical services  
Legal Issues If Provided
7. Various Consent Consultants meet about the technology to be used and
8. About the use of the website in providing counseling services over the Internet itself.

After knowing the obstacles and strategies that a counselor can find in implementing cyber counseling, next is the benefits of guidance and counseling services using the cyber counseling method, namely: shorten the time, because there is no need to schedule meetings in person. It could be that the counsellor and client have different schedules so that difficulties in determine the schedule for face-to-face, besides that counselors are also able to reach clients more widely, cyber

counseling can also benefit counsellors because it can save in terms of time, finances because in cyber counseling the counseling process can be done anytime and anytime.

## **CONCLUSION**

Cyber counseling is a counseling service by utilizing existing technology. As for its implementation, counselors must pay attention to several stages of online counseling such as paying attention to all tools that will be used in the counseling process, techniques and approaches that will be used to assess student/client problems, and evaluate the counseling that has been carried out.

In addition, ethics in carrying out online-based counseling services must also be considered by a counselor. Therefore, counselors are expected to always develop their abilities and competencies to learn so that insight and knowledge in handling counseling are carried out properly and correctly.

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