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## Islamic Family Counseling Through Digital Media as an Effort to Overcome the Moral Crisis of Muslim Youth in the Era of Information Disruption

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**Abstract:** The era of information disruption, marked by the rapid development of digital technology, has triggered a moral crisis among Muslim teenagers. This study aims to determine the role of Islamic family counseling in addressing moral crisis issues among Muslim youth in the era of information disruption. It uses a qualitative method with a literature review approach. Data collection was conducted by reviewing relevant books, journals, and scientific articles. Data analysis used the Miles and Huberman model. The results showed that digital-based Islamic family counseling is effective in guiding adolescents to have good character. This counseling utilizes digital media to increase the flexibility and reach of services, despite facing challenges such as privacy and digital literacy issues. Therefore, supporting strategies are needed, such as improving counselor competence and developing digital ethics guidelines. In conclusion, digital Islamic family counseling is an appropriate way to guide adolescents in the modern era so that they can filter information and have strong morals.

**Keywords:** Islamic Family Counseling, Moral Crisis in Teenagers, Disruption Era, Digital Media

### INTRODUCTION

The era of information disruption, also known as the digital era, is a period in which the development of information and communication technology is so rapid and significant that it changes human interaction, work, learning, and communication patterns. These changes are driven by continuous technological innovations, such as the internet, computers, and various social media platforms. In this era of information disruption, the communication process has become faster, more practical, and more interconnected thanks to technological advances. However, according to Nurhabibah's explanation in her research, the impact of this era of information disruption can also have negative effects, such as dependence on social media, the spread of false information, and increased social isolation. Therefore, it is important for every individual and community to be aware of the impacts and to be able to manage the use of technology wisely (Zulhiddah, 2024).

Yuliyatun's research explains that technological advances have weakened the existing values and morals in society, especially among teenagers who are still in the learning stage. The ease of accessing various information, entertainment, and freedom of expression from various cultures around the world has the potential to damage the mental health of the younger generation (Yuliyatun et al., 2022). This is supported by Mahdina's opinion that the problem of moral decline

can be seen in the actual data from the *We Are Social* survey, which shows that active users of social media have increased significantly by 12.35% or 191 million users compared to the previous year's 170 million users. The index of technological abuse leading to digital violence on social media itself reached 71% of the total 2,648 respondents (Munawarah et al., 2024).

According to Sigmund Freud's view, adolescence is a period when a person seeks an erotic life that has a definite form. Hoffman also argues that adolescence is a period of forming individual attitudes towards various personal experiences that one goes through. Meanwhile, Conger and Erikson consider adolescence to be a very crucial phase, which can be the most valuable or the most difficult period in a person's life. Therefore, Latif argues that if moral decline is allowed to continue or is even considered normal, it can cause chaos that can lead to the destruction of the moral quality of adolescents (Latif et al., 2022).

Therefore, these adolescent problems indicate that counseling assistance from competent individuals is needed to help overcome them. For this reason, Islamic family counseling can be a relevant approach to apply (Muttaqin, 2022). Islamic family counseling is a process of providing assistance to family members to reawaken their awareness of their existence as creatures of Allah SWT in living their lives in accordance with Islamic law as His guidance so that they can achieve happiness in this world and the hereafter (Alawiyah1, 2023). Therefore, in the midst of the era of information disruption, the application of family counseling through digital media is very important. The use of digital technology not only expands the reach of counseling services but also serves as an effective strategy to address moral crises among adolescents.

Previous research by Nelmi Hayati et al. (2024) at SMKN 2 Panyabungan showed that Islamic counseling training activities successfully improved the understanding and skills of guidance counselors, homeroom teachers, and students in applying Islamic values to build adolescent character. The results of this study emphasize the importance of applying Islamic counseling techniques continuously and involving families so that changes in adolescent behavior can be sustained in the long term. Meanwhile, research conducted by Samuel and Florence (2025) confirms that a counseling approach based on Jay E. Adams' principles is highly relevant in overcoming moral crises among the younger generation. Through the stages of teaching, repentance, and discipline, counseling helps individuals develop strong character, live according to religious values, and effectively face moral challenges. Meanwhile, research conducted by Mahyuddin, Sura, & Sulaiman (2024) confirms that the use of information technology in guidance and counseling has been proven to increase the effectiveness of services by providing flexibility in time and space and expanding the reach of services. However, this study also highlights significant challenges, namely privacy issues, data security, and the quality of the counselor-client relationship, which tends to be weaker than in face-to-face counseling.

Based on previous studies, two important points can be identified. First, counseling based on religious values is effective in helping adolescents deal with moral crises. Second, counseling through digital media is more effective and flexible, although it still has its shortcomings. However, there is a significant gap in that there has been no research specifically examining how Islamic family counseling can be applied through digital media to address the challenges of moral crises among Muslim adolescents in the era of information disruption. Thus, this study is expected to contribute to the development of a relevant and adaptive digital-based Islamic family counseling model to address moral crises among Muslim adolescents in the era of information disruption.

## METHOD

This study uses qualitative research. Data collection uses the *library research* method, which involves reviewing books, literature, notes, and various reports related to Islamic family counseling and the moral crisis among adolescents (Sari, 2021). The analysis technique used is the Miles and Huberman model, which includes three stages: data reduction, data presentation, and conclusion drawing (Rezeki et al., 2025). The data used is secondary data, namely books, journals, and scientific articles related to the topic being studied.

## RESULT AND DISCUSSIONS

### Definition of Islamic Family Counseling

The family is the smallest unit in society, consisting of a father, mother, and children. There are three levels of family, from the smallest to the largest, namely 1) the nuclear family, consisting of a father, mother, and children. 2) the extended family, which includes the father, mother, children, grandparents, uncles, and aunts. 3) the clan or bani family, consisting of the nuclear family plus children from the husband or wife's previous marriage (Apriani & Sriharini, 2024). This study will focus on the nuclear family, which includes the father, mother, and children. Each family member has an important role in family dynamics. Therefore, family counseling usually involves all family members to find solutions together.

Family counseling is a process of assistance provided to individuals as family members to develop their potential and help overcome the problems they face through a systematic approach. In addition, family counseling can also be interpreted as a process of interaction to support families in achieving balance, where each family member can achieve overall happiness (Al Bajuri, 2020). Family counseling is designed to help each member understand that interactions within a family are influenced by the relationships between its members. It helps family members realize that if one member faces a problem, it will affect the perspectives, expectations, and interactions of the others. In family counseling, efforts are made so that each member can grow and develop towards balance and harmony and develop a sense of appreciation among all family members (Yanti, 2020).

Islamic family counseling is a process that aims to support individuals in living their family lives by always being aware of their existence as creations of Allah and behaving in accordance with the commands and teachings of Allah SWT so that they can achieve happiness in this world and the hereafter. From this explanation, it can be concluded that Islamic family counseling is a process of helping families to live their household lives in a manner that is in accordance with the teachings and commands of Allah so that they can achieve happiness in this world and in the hereafter. Islamic family counseling is based on the Qur'an and Hadith. The basics of Islamic counseling are formulated as follows:

1. The basis of worldly and eternal happiness: focusing on helping people achieve happiness in this world and the hereafter.
2. The basis of *sakinah*, *mawaddah*, and *rahmah*: focusing on helping people build a life of *sakinah*, *mawaddah*, and *rahmah*, as this is the main goal of every Muslim in forming a family.
3. The basis of communication and deliberation: carried out with respect and affection so that communication runs smoothly.
4. The basis of patience and trust in God: helping people to be patient and trust in God when facing family problems because by being patient and trusting in God, the mind will be calm and not rush into making decisions.
5. The basis of benefit (*maslahat*): offering solutions to various family problems (Putri et al., 2024).

## Implementation of Digital Islamic Family Counseling to Overcome Moral Crises

Teenagers' lack of understanding of social norms may be the cause of behavior that violates social norms. Teenagers may not have been fully educated about social norms and the consequences of violating them. Formal education programs often focus only on academic material, while social and ethical aspects receive less attention. In addition, teenagers are often still in the stage of exploring and discovering the world around them. Exposure to social media and digital content can introduce teenagers to a variety of perspectives and behaviors that may conflict with social norms. Without a clear understanding of societal values, teenagers are easily influenced by unhealthy trends. Peer pressure and a lack of supervision from parents who are busy working and neglectful of their teenagers' behavior also contribute to this problem. (Hayati et al., 2024) .

Therefore, digital family counseling is necessary because families are interconnected systems, where problems experienced by one member can affect the emotional state of other members. This counseling plays a role in helping families face various challenges, especially in educating children to avoid moral crises. In addition, digital family counseling can increase family resilience by improving relationship dynamics, building more effective communication, and encouraging cooperation in solving problems.

In practice, digital family counseling can use various approaches, such as Experiential Family Therapy, which focuses on helping family members gain new insights into their families; Cognitive Behavioral Therapy (CBT) to change negative mindsets and behaviors within the family; and Multi-Systemic Therapy (MST), which emphasizes concrete solutions in a short period of time. With the right approach, family counseling can be an effective means of improving overall family well-being and resilience (Ulfiah, 2021) .

The stages of digital-based Islamic family counseling in efforts to reduce moral crises among adolescents may include:

1. The digital Islamic introduction stage, where the counselor builds a good relationship with the family through digital media, explains the purpose of Islamic counseling, the code of ethics, and the meeting schedule. The session begins with a prayer and greeting to bring blessings.
2. Exploring adolescent moral issues, then the counselor develops critical questions based on 5W+1H with an Islamic approach to explore the problems of adolescent . The purpose of this stage is for families to understand the sources of adolescent moral crises and their relationship with Islamic parenting patterns.
3. Setting Islamic goals, namely the counselor and family formulate realistic goals, such as improving akhlakul kharima (good character), self-control in digital media, and strengthening the practice of worship among adolescents. These goals are adjusted to the values of the Qur'an and Hadith.
4. In the digital Islamic intervention stage, counselors can apply Islamic counseling techniques such as mauidhoh hasanah, tadabbur verses and hadith, bibliotherapy using stories of prophets or scholars, and online role-playing to practice Islamic behavior in the family.
5. Evaluation stage: At this stage, counselors will evaluate the extent to which adolescents show moral change. This evaluation is carried out through digital assessments such as filling out surveys or via Zoom.
6. The termination and follow-up stage involves counselors providing feedback in accordance with Islamic law, conducting joint prayers, and strengthening the moral character of adolescents in this era of information disruption. Counseling concludes the online session with Islamic

motivation and an agreement to maintain regular digital communication as a form of ongoing support (Dwiyanti & Roviati, 2023).

### Opportunities and Challenges of Digital Counseling

The development of counseling in this era is inseparable from the influence of technology. Not only conducted face-to-face, counseling can now be conducted using media that enables long-distance counseling relationships. The use of digital media will continue to change the style and application of conventional guidance and counseling. (Kusumawati, 2020). Information technology in guidance and counseling services supports the guidance and counseling system as a process of providing assistance to clients, carried out through various services. Currently, as times evolve, these services can be provided not only through face-to-face meetings but also by utilizing existing media or information technology. The goal is to continue providing guidance and counseling in ways that are more engaging, interactive, and not limited by location, while still adhering to the principles and ethical codes of guidance and counseling.

Previous literature reviews show that the use of technology in counseling has been identified in a number of studies. Digital counseling can increase the flexibility and accessibility of services, while reducing the stigma often attached to individuals seeking psychological help. In addition, Wells and Papanicolas (2020) emphasize that digital applications and platforms can improve the quality of interventions through more accurate data collection, such as counseling session history, client communication patterns, and responses to interventions, thereby enabling more in-depth analysis of client behavior.

Many studies show the positive potential of technology in digital counseling, but there are still significant challenges. Limitations in technological infrastructure, lack of training for counselors, and issues of client data privacy and security are obstacles that must be overcome. In this context, it is important to explore how technology can be optimally integrated without compromising the quality of the counselor-client relationship or professional ethics.

A study conducted by Prasetyo et al. (2022) revealed that many counselors are concerned about client data leaks due to weaknesses in the security systems of digital platforms. Another relevant example is the use of artificial intelligence-based applications, which, despite offering efficiency, still face obstacles in understanding emotional nuances and empathy in human interactions. In certain cases, algorithm inaccuracies can lead to misinterpretations of the client's condition, which can potentially have a negative impact on the counseling process (Chintyasari, 2025).

### Strategies for Addressing the Moral Crisis

#### 1. Enhancing digital literacy for counselors

Digital literacy is a new concept of literacy that offers a meaningful way of processing information. Digital literacy refers to the skills needed to achieve digital competence, which consists of basic skills in ICT and the use of computers to retrieve, assess, store, produce, present, and exchange information, as well as to communicate and participate in collaborative networks via the Internet (Wardani et al., 2023). Digital literacy skills are one of the most important skills that individuals must possess in the era of the 4.0 industrial revolution (Yildiz, 2020).

The urgency of improving digital literacy is becoming increasingly apparent, especially in the face of a moral crisis among adolescents. Various studies show that although adolescents

are very adept at searching for information online, their ability to evaluate and utilize this information is still very low. Therefore, counselors and their institutions not only need to improve their own digital literacy, but also must be able to teach these skills to adolescents as part of their counseling strategy. In this way, they can guide adolescents to filter out negative content and build a strong moral understanding based on Islamic values amid the rapid flow of digital information (Wardani et al., 2023).

## 2. Collaboration with content creators and digital communities

Counselors can develop themselves as content creators, influencers, platform developers, and hosting providers in advancing the counseling profession. As content creators, counselors can create and provide high-quality information in the field of guidance and counseling for the benefit of the profession. Counselors can also act as influencers (influential figures in the virtual world) and collaborate with other influencers. Counselors can also develop themselves into platform developers. This will encourage counselors to grow as individuals who understand the technology that is developing in the modern era. There are enormous opportunities to utilize various online media applications and platforms to support the achievement of counseling goals (Wahidah, 2024).

## 3. Development of digital da'wah guidelines based on Islamic values and national regulations

The development of guidelines is a crucial ethical foundation in the implementation of digital-based Islamic family counseling. Ethics are a fundamental trait that a professional counselor must possess, serving as a guide for behavior to ensure honesty in providing counseling services. The biggest ethical challenge in online counseling is the confidentiality of client information. Confidentiality is the foundation of trust in the counselor-client relationship and is highly vulnerable to hacking or unauthorized access.

Therefore, the development of strong guidelines is a must. These guidelines not only guide counselors to behave ethically in accordance with Islamic values, but also ensure that the services provided are safe, effective, and comply with applicable regulations in order to maintain the trust and safety of clients in the digital era (Anindya et al., 2024).

## 4. Strengthening institutional capacity and management

Strengthening institutional capacity is one of the keys to bridging traditional and modern value systems in guidance and counseling. The era of the Industrial Revolution 4.0 presents challenges and opportunities for this profession, where counselors are required to adapt so as not to be left behind by other professions. Therefore, effective guidance and counseling management includes planning, organizing, implementing, and evaluating programs.

## CONCLUSION

The era of information disruption has brought major changes to the lives of adolescents. The development of digital technology has facilitated access to information and communication, but it has also had negative impacts such as a decline in morals, misuse of technology, and identity crises. These conditions indicate the need for guidance based on religious values so that adolescents are able to filter information and build strong Islamic character.

Digital-based Islamic family counseling is a relevant approach to overcoming the moral crisis among adolescents. Through the stages of introduction, problem exploration, setting Islamic goals, intervention, evaluation, and follow-up, counseling can help strengthen the role of the family in fostering good character. The flexibility of digital services opens up great opportunities in terms of reach and effectiveness, although challenges such as digital literacy, privacy, and the quality of the

counselor-client relationship remain. With the right supporting strategies, digital Islamic family counseling can be a strategic solution for building a young generation with good morals amid the rapid flow of information.

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