Students' Understanding about Cyber Counseling Based On Zoom Meet

Nurasyah[1], Rini Fadhillah Putri[2], Enny Fitriani[3]*

Counseling Guidance Study Program Lecturer
Al Washliyah Nusantara Muslim University, Indonesia[1,2]
Indah Medan College of Health Sciences[3]
nurasyah@umnaw.ac.id
rinifadhillah@umnaw.ac.id

Abstract
Cyber counseling is one of the counseling technologies that follows the development of the technological age. Currently, many counseling students do not understand how to use zoom meet-based cyber counseling in conducting group counseling services, so it is necessary to provide training to students in advance how to implement counseling technology with the zoom meet-based cyber counseling method. This research uses the cyber method counseling based on zoom meet with qualitative descriptive technique. Data collection methods were taken from primary data and secondary data. Primary sources are sources that provide data directly from first-hand or original sources. In this study, the main source referred to is guidance and counseling journals about online counseling. Secondary sources are sources taken from other sources that are not obtained from primary sources. In this study, the secondary sources questioned were other books related to the subject matter. The population in this study was the seventh semester students as many as 25 students

Keywords : 1. Zoom Meet, 2. Technology, 3. Cyber Counseling, 4. Exercise, 5. Students

Introduction

In line with the times, the paradigm of community life in interacting has also changed. Changes in interacting in people's lives are very clear, where people interact more often indirectly. People now interact more often through social media or also known as cyberspace, as well as students who indeed have been facilitated by their parents with a communication tool called handphone. Technology refers to modernity, technology also offers people more opportunities to upgrade all types of lifestyle(1). Technological developments and changing paradigms of interacting in this society cannot be denied and be underestimated, as well as for counselors.

Counselors must also contribute to developing IT-based counseling technology. Cyber counseling based on zoom meet is one of the counseling technologies that can help the counselee in solving his problem with the limitation of the distance between the counselor and the counselee.(2)The evolution that occurs in the field of technology and internet innovation causes not only the emergence of new media. Various aspects of human life, such as communication and interaction, have also undergone changes that were previously unanticipated(3). In the development of information and communication technology, the interaction between counselor and counselee does not only occur in a face to face relationship but is carried out 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(4).

The evolution that occurs in the field of technology and internet innovation causes not only the emergence of new media. Various aspects of human life, such as communication and interaction, have also undergone changes that were previously unanticipated. The world seems to have no boundaries (borderless) – no

secrecy that can be covered. We can find out other people's activities through social media, while we do not know and have never met face to face or are outside the network (offline) with that person.(4)

Moh. Surya (2006) states that the development of computer technology has made changes to the interaction between counselors and clients not only done with face-to-face relationships but can also be done with virtual relationships through internet media in the form of "cyber counseling". This counseling service is one of the counseling service models that innovates in service changes with an effort to show practical services and can be done anywhere as long as there is a connection or connected to the internet.(5)

There are several cyber counseling that can be used for the implementation of counseling services, including zoom meet. The zoom meet application is a video conference included in service synchronization, where service synchronization is an activity carried out jointly between counselors and counselees. Service synchronization is real time. Synchronizing services using video conferencing and other multimedia techniques can allow counselors and counselees to interact with each other at the same time even though they are in different places.(6). Utilization of video conferencing in remote counseling services will greatly assist counselors and counselees in conducting counseling service activities because counselors can interact even in different places. To stimulate all aspects of the problem and also aspects of development experienced by the counselee.(7)

Research Methods

This research uses a type of library research or study conducted to solve a problem which is basically based on critical review and relevant library materials. Researchers also use sources of scientific information such as textbooks, scientific journals, research results, and the internet, and other relevant sources. This study describes and analyzes virtual world counseling services in today's technological era, where virtual world counseling is a very needed service because there has been a paradigm shift in interacting in people's lives.(8).

Data collection methods were taken from primary data and secondary data. Main source is a source that provides data directly from the first hand or original source. In this study, the main source referred to guidance and counseling journals about online counseling. Secondary sources are sources taken from other sources that are not obtained from primary sources. In this study, the secondary sources questioned were other books related to the subject matter(8).

Results and Discussion

Realizing that it is important for students to understand the changes in counseling services in this digital era, the researchers provide training and understanding to students about cyber counseling based on zoom meet(9). The stages of implementing cyber counseling are not simple, therefore good preparation is needed in implementing it. The description of the cyber counseling counseling process, namely: First, the preparation stage for an overview of cyber The counseling preparation stage includes two main aspects, namely the technical aspects of the use of hardware and software that support the implementation of cyber counseling. Hardware is a computer/laptop device that can be connected to the internet, headset, mic, webcam, and so on. But to make it more effective, you can use a cellphone that is now equipped with various sophisticated applications, especially for Android mobile applications. While software is a program that supports and will be used, accounts, and email addresses.

Second, the stages of cyber counseling are not much different from the stages of the face-to-face counseling process. First, the contact between the counselor and the 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 a delivery stage, preceded by a simple arrangement process, can use language that is easily understood by the counselee, meaning not during the arrangement in face-to-face counseling, what is very important at this stage is to cultivate a good emotional relationship between the counselor and the counselee, to create a flexible relationship, so that the counselee will be more open and voluntary to convey his problems to the counselor. Arrangements can also be made based on the status of the counselee, if: The contents of the status indicate that the counselee is experiencing 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 nurtured and developed by the counselor.

Third, the interpretation stage, which examines the meaning, problems, goals, and feelings of the counselee. This activity is part of the implementation of general individual counseling techniques. Fourth, the coaching stage, which provides the opportunity for the counselee to express the counselee's wishes and expectations in setting goals, developing programs, planning schedules, planning strengthening, and personalizing the steps that must be taken. This activity is part of a general counseling technique. Fifth, the evaluation/ending stage of counseling guidance on the results of counseling services requires three types of assessment, namely: immediate assessment, short-term assessment, and long-term assessment.

The four 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 make adjustments, from the initial stage to the final stage, as well as the use of general and specific techniques that are not complete, such as the actual implementation of counseling. life. What is more important is that in a certain way the counseling teacher or counselor's strategy can alleviate the problems faced by the counselee. These five stages can be seen from the following table

Table of Implementation Training Schedule and Procedure
Counseling Guidance Services Based on Counseling Technology
Group I

NO	Day, Date/Mon	Activity	Theory	The place	Time
1	01/11/2021	Formation Stage	a. Explanation of the meaning and purpose of group guidance b. Explanation of the methods and principles of group guidance c. Carry out an introduction event	Cyber Counseling Based on Zoom Meet	40 Minute
2	08/11/2021	Transition Stage	a. Each member freely presents a problem or topic of discussion b. Determine the problem or topic to be discussed first c. Members discuss each topic	Cyber Counseling Based on Zoom Meet	40 minute
3	15/11/2021	Activity step	a. The group leader raises a problem or topic b. Questions and answers between members and group leaders about things that are not clear regarding the problem or topic raised by the group leader c. Members discuss each topic in depth and	Cyber Counseling Based on Zoom Meet	40 Minute
4	22/11/2021	Termination Stage	a. The group leader suggests that the activity will end soon b. Asking for impressions and messages from each group member c. Discuss follow-up activities	Cyber Counseling Based on Zoom Meet	40 Minute

From the results of the training carried out by the counselor with the students, it began to be seen that there was a significant change from the students, where they began to understand that a change in the paradigm of life also required counseling students to innovate and participate in making changes to the implementation of counseling guidance services from manual to technology called cyber counseling. .

Conclusions and Suggestions

Zoom meet-based cyber counseling is one of the paradigm shifts in the world of counseling to make a professional counselor. With this paradigm change, it shows that counseling is one of the solutions to problem solving that always keeps up with the times. From the training activities carried out by counselors with students, it seems that they are very synergistic with students who really want to understand the implementation of counseling in this digital era with zoom meet-based cyber counseling and they also understand counseling technology that adapts to the development of the current technological era. Students are expected to continue to increase their creativity in the field of counseling and make new innovations related to counseling services in the future.

Bibliography

1. Rosana E. Modernisasi Dalam Perspektif Perubahan Sosial. J Stud Lintas Agama. 2015;10(1).
2. Mulyanti M, Masdinarsyah I. EFEKTIVITAS KONSELING BERBASIS MEDIA SOSIAL TERHADAP PERILAKU HIDUP BERSIH DAN SEHAT. J Asuhan Ibu dan Anak. 2021;6(1).
3. Mulawarman, & Nurfitri AD. Perilaku Pengguna Media Sosial beserta Implikasinya Ditinjau dari Perspektif Psikologi Sosial Terapan. Buletin Psikologi. 2017;
4. Bastomi H. Cyber Konseling: Sebuah Model Konseling Pada Konteks Masyarakat Berbasis Online. KONSELING EDUKASI "Journal Guid Couns. 2019;3(1).
5. Budianto AE, Hidayah N, Aziz A. APLIKASI CYBER COUNSELING DENGAN MENGOPTIMALKAN WHATSAPP BERBASIS KOMPUTASI MOBILE. Kurawal - J Teknol Inf dan Ind. 2019;2(2).
6. Monica J, Fitriawati D. Efektivitas Penggunaan Aplikasi Zoom Sebagai Media Pembelajaran Online Pada Mahasiswa Saat Pandemi Covid-19. J Communio J Jur Ilmu Komun. 2020;9(2).
7. Bayu Kelana J, Ayu Wulandari M, Savira Wardani D, Artikel R. Penggunaan Aplikasi Zoom Meeting Di Masa Pandemi Covid-19 Pada Pembelajaran Sains. J Elem Kaji Teor dan Has Penelit Pendidik Sekol Dasar. 2021;4(1).
8. Sari M. Penelitian Kepustakaan (Library Research) dalam Penelitian Pendidikan IPA. Penelit Kepustakaan (Library Res dalam Penelit Pendidik IPA. 2020;6(1).
9. Pratiwi BAI, Muhid A, Nasiroh SA. Layanan Cyber Counseling pada Siswa saat Masa Pandemi Covid-19. Realita J Bimbing dan Konseling. 2021;6(1).