

# Transformation of Technology-Based Group Guidance Services

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## Abstract

Education is currently undergoing a transformation towards technology-based education. Counseling guidance services are also integrated, experiencing changes in the field of technology-based services. The transformation of group guidance services aims to be able to help solve counselee problems using technology-based services. So the transformation of group guidance services is needed in order to keep abreast of today's developments. This study uses descriptive qualitative method. Data collection obtained 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 guidance and counseling journals about changes in technology-based group guidance services. Secondary sources are sources taken from other sources that are not obtained from primary sources. In this study, the secondary sources were other books related to the research variables. The respondents of this study were 30 students who received technology-based guidance services.

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**Keywords: 1. Group Guidance Services, 2. Technology, 3. Transformation, 4. Students**

## Introduction

In line with the times, the educational paradigm has changed in accordance with the times, where at this time technology is no longer something to worry about but with the development of educational technology it can be reached even with long distances.(1). Technological developments and changes in the paradigm of interacting in society cannot be denied and are underestimated, as well as for counselors. Through social media or also known as cyberspace, education can also be obtained by everyone. as well as guidance and counseling services that the counselee must be able to use even if they do not meet in person.

Technological developments do not mean the cessation of manual counseling services but will be able to add new nuances to counseling guidance services, especially group guidance services which are much liked by counselees.(2). Technology in counseling guidance was originally used as a medium to make it easier for school counselors to collect, process, and analyze data to support service delivery activities. In addition, technology is also used as a tool for providing information regarding matters related to mental health, how to deal with it, types of problems, how students can get help.(3).

Service implementation strategies in the technological era require effective innovation so that prospective counselees voluntarily request assistance from group guidance services, so that online group guidance becomes a natural thing to do. Using technology which is implemented remotely, raises debate because the main strength of the group guidance process is body language which will help the counselor provide an objective analysis. But on the other hand, the use of technology by conducting group guidance online has several advantages in the form of time, effort, and cost effectiveness for both the counselor and the counselee.(4).

With the development of computer technology, changes to the interaction between counselor and client are not only carried out by face-to-face relationships but also by virtual relationships through the media. This group guidance service is one of the counseling service models that innovates in changing services 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).

Online counseling first appeared in the 1960s and 1970s with the Eliza and Parry software program, in its early developments online counseling was text-based, and now about a third of websites offer counseling via e-mail only. Due to advances in technology other methods are also used such as live chat, telephone counseling and video counseling, while the word online is defined as a computer or device that is connected to a network (such as the Internet) and is ready to be used or used by a computer or other device.(6)

Counseling guidance services have undergone many changes with the development of technology, one of the counseling guidance services that has transformed is group guidance services. Group Guidance Services, namely guidance services that allow a number of students together through group dynamics to obtain various new materials from the supervising teacher (counselor) and/or discuss together certain subjects or topics that are useful to support understanding and everyday life, and or for his own development both individually and as a student, in making certain decisions or actions (7).

The phenomenon that occurs is still not much explored by researchers regarding the use of technology in group guidance, and not only subject matter obtained online but group guidance services can also be carried out online in their services (8). Service synchronization is real time. Synchronization of services using video conferencing and other multimedia techniques can allow counselors and counsees to interact with each other at the same time even though they are in different places (9). The use of video conferencing in remote group guidance services will greatly assist counselors and counsees in carrying out group guidance service activities because counselors can interact even in different places. To stimulate all aspects of the problem and also aspects of the development experienced by the counselee (10).

### **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 literature. Researchers also use sources of scientific information such as textbooks, scientific journals, research results, the internet, and other relevant sources. This study describes and analyzes cyberspace counseling services in today's technological era, where cyberspace counseling is a service that is very much needed because there has been a change in the paradigm of interacting in people's lives (11).

Data collection methods are taken from primary data and secondary data. Main sources are sources that provide first-hand or original data source. In this study, the main source in question 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 were other books related to the subject matter (11).

### **Results and Discussion**

Given the importance of transforming group guidance services, counselors are trying to make changes to the implementation of group guidance services which have so far been carried out face-to-face. But to make it more effective, you can use a cellphone that is now equipped with various application sophistications, especially for Android mobile applications. While software is a program that supports and will be used, accounts, and email addresses.

The professional counseling practice that occurs when a client and a licensed psychologist or counselor are remote from a location and the interaction takes place using information technology. This involves using email, chat, forums, video conferencing, websites and applications for mobile devices (12). Group guidance services are services that enable students (clients) to have the opportunity to discuss and alleviate the problems they experience through group dynamics; The problems discussed are the problems experienced by each member of the group. The material is to discuss the problems of both individuals and groups which include personal, social, study and career problems. The benefit of this service is to help solve problems experienced by clients (students) through group dynamics (13). The stages of technology-based group guidance services are not much different from the stages of the face-to-face counseling process. The contact between the counselor and the counselee at the first meeting has a decisive influence on the continuation of the next meeting, preceded by a simple structuring process, can use language that is easily understood by the counselee, meaning not during face-to-face counseling, what is very important at this stage is to foster good emotional relationship between the counselor and the counselee, to create a flexible relationship, so that the counselee will be more open and willing to convey his problems to the counselor (14).

The transformation of group guidance services carried out by counselors can use several social media such as using Whatsup groups via video calls, using zoom meet, google meet and teams. Online counseling can be interpreted simply, namely "the counseling process is carried out with network tools as a liaison between guidance and counseling teachers/counselors and their clients (15). Relatively new therapist service. Counseling is developed using communication technology from the simplest using email, chat sessions, sessions with PC-to-PC telephones to use with webcams (video live sessions) which clearly use computers and the internet (16). To assist counselors with clients that can be done remotely and does not require group members to gather in one place to increase personal, social, career, learning, and decision-making potential, make capacity. By using group dynamics and technology, we can avoid problems arising. The stages of group guidance that are carried out remain the same as the stages of group guidance through face to face.

Table 1 : Basic Concepts of Group Guidance

Group Guidance Services	Online Counseling	Online Group Guidance Transformation
Group guidance services are one of the services in counseling guidance that are carried out in overcoming counselee problems through group dynamics and are carried out with no more than 10 members.	Counseling service activities carried out by utilizing internet media either directly or indirectly, where counseling services can be done through websites or official online counseling sites, email, chat, or video conferencing	Help efforts made by counselors to clients that can be carried out remotely which does not allow group members to come together in one place to develop the client's potential both in the personal, social, career, learning and decision-making abilities and the ability to prevent problems from developing by utilizing group dynamics by using technology or assistive devices as a liaison between the counselor and group members

The purpose of this technology-based group guidance transformation is to help counselors and counsees who have distance constraints to interact directly. With this transformation, group guidance services can still be carried out even though each counselee has distance problems to meet and services can still be carried out using social media facilities or internet applications that have video conference features. The results of research with the transformation of group guidance add new innovations such as counseling guidance in providing assistance to counsees.

**Conclusions and suggestions**

The transformation of technology-based group guidance is one of the paradigm shifts in the world of guidance in order to be able to provide maximum assistance to counsees. Through this transformation, it is hoped that counselors can also improve their ability to use technology-based applications to support guidance and counseling activities that are adapted to the changes and developments of the times.

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