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The Implementation of Chatting as the Medium in Cyber Group Counseling

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Abstract

The Implementation of Chatting as the Medium in Cyber Group Counseling. The purpose of this study is to find out an overview of the implementation of cyber group counseling through chat media, the advantages of cyber group counseling through chat media, and the obstacles or disadvantages of using chat media in the implementation of online group counseling. This research was carried out on the basis of the need to develop guidance and counseling services, especially group counseling services in the digital era. This research uses qualitative descriptive analysis method. The research setting was carried out in the Islamic Education Guidance and Counseling Study Program, Faculty of Tarbiyah IAIN Kudus in the even semester of the 2020/2021 academic year. The subject of this study is a student of the Islamic Education Guidance and Counseling study program, Faculty of Tarbiyah IAIN Kudus semester IV who took the Group Counseling course in the even academic year 2020/2021. The focus of this research is to find out an overview of the implementation of cyber group counseling through chat media. The authors used two data sources in this study, namely primary data and sequence data. Primary data were obtained through observations and interviews with respondents who practiced cyber group counseling. Meanwhile, secondary data were obtained through documentation studies/literature studies from literature books and scientific articles in journals related to the focus of this research. Data analysis is carried out through three stages, namely data reduction, data presentation, and conclusion drawing. The result is that the implementation of cyber group counseling through chat media is carried out through four stages, namely the formation stage, the transition stage, the activity stage, and the termination stage. In this case, the group leader and group members exchange conversations with each other by writing down text messages in the group chat room.

The advantage of implementing cyber group counseling through chat media is that it can provide speaking opportunities to group members who are less comfortable if they convey their problems or opinions directly, and are considered more practical, efficient, and flexible in their implementation. The disadvantages are the presence of unstable signal network constraints, group dynamics are not well formed, group leaders have difficulty seeing the expressions of group members because group members' expressions are limited to the use of emoticons, and require a lot of time to write down conversations via text messages.

Keywords: *Cyber Group Counseling, Chat Media*

A. Introduction

The development of information and communication technology is currently increasing rapidly, the development of information and communication technology in Indonesia is especially currently influenced by inventions in Korean and American industrial countries. One of the technologies that is widely used by the wider community is the internet. The Internet is the widest network in an information technology system that allows devices around the world to connect to each other quickly and precisely (Nancy, 2019). The internet network can be accessed by the public by sending Internet Protocol (IP) user data. Internet technology in Indonesia originated from the creation of the Internet Protocol (IP) at the University of Indonesia on June 24, 1988 (Prabowo, 2020). Furthermore, the Department of Telecommunication Post granted business licenses to Internet Service Providers (ISPs) named IndoNet and RadNet in 1995 as support for the development of internet technology in Indonesia.

In today's millennial era, most people ranging from children to the elderly have cell phones. Nowadays, mobile phones are already a major necessity for most people. The development of mobile phones nowadays is also advancing. Mobile phones, which were originally only used as a medium of communication via telephone and text messages, are currently developing into smartphones. Through a smartphone, everyone can access the internet through the touch of their finger

on a smartphone. The number of internet users in Indonesia in 2018 based on Kompas.com reached 171.2 million people. Meanwhile, in the second quarter of 2020 it reached 196.7 million people. This figure shows that internet users are growing rapidly from year to year (Prabowo, 2020).

The rapid development of the internet and the increasing number of internet users open up opportunities for the advancement of various fields. One of them is in the field of guidance and counseling. Guidance and counseling services are no longer only implemented conventionally but are developed by utilizing technological developments. Counseling services that are generally carried out face-to-face directly between counselor and counselee in one time and space can currently be carried out online (cyber) by utilizing the internet. This was also done by Febi Dwi S., the first community advisor of Bapas Pati, who conducted group counseling online with his counselors. According to him, group counseling carried out online can be an alternative for counsees to tell each other about the problems they are facing and provide emotional support to each other in the group counseling meeting (Bapas Pati, 2020). This is in line with what Prahesti & Wiyono said that the existence of online counseling does not replace the role of counseling which is carried out face to face but can be an alternative in providing counseling remotely (Prahesti & Wiyono, 2017).

Counseling services can be carried out individually or in groups. Individual (individual) counseling is carried out between the counselor and a counselee who has problems and needs help. Meanwhile, group counseling is carried out by counselors against a group of people who have problems both the same and different problems. Group counseling is a therapeutic group that is carried out to help counselee overcome problems related to daily life (Rasimin & Hamdi, 2018). Group counseling aims to provide convenience in various aspects of individual development and growth that are preventive and healing.

Group counseling services are generally still mostly carried out conventionally face-to-face between the counselor and a group of counsees in

one time and space. Currently, there are not many studies and research on the implementation of group counseling carried out online or known as cyber group counseling, even though cyber group counseling can make it easier for counsees who do not have the opportunity to meet directly with counselor due to limited distance, space and time. There are many media that can be used to carry out cyber group counseling. One of them is to use chat media. Chatting can be interpreted as talking bidirectionally between two or several people using a computer. Communication is carried out by writing down text messages to other people. In this study, chat was defined as a conversation between two or more people using text messages over the internet. Chatting can be done through specific applications. Chatting can be done privately or in groups. Group chat is generally carried out in a chat room involving more than two people. They can interact with each other by replying to each other's text messages. Text messages sent by one of the members in the chat room can be read directly by all group members in the group.

Currently, there are many chat media that can be used to carry out cyber group counseling. The media used in this study was by using google classroom media and also whatsapp group chat. These two media are widely used by students in this all-online era. Almost all students have both of these applications for the learning process and also interacting with others. Therefore, the author wants to research the implementation of chat media in the implementation of cyber group counseling. The formulation of the problem includes an overview of the implementation of cyber group counseling through chat media and the advantages and disadvantages of implementing cyber group counseling through chat media. The purpose is to find out an overview of the implementation of cyber group counseling through chat media, the advantages of cyber group counseling through chat media, and the obstacles or disadvantages of using chat media in the implementation of online group counseling.

B. Method

This research uses qualitative descriptive analysis method. Qualitative research is research conducted based on qualitatively developed paradigms, strategies, and models (Basrowi & Suwandi, 2008). This method is aimed at studying the status of a group of people, an object, a state. The system of thought, as well as the class of events of the present. This qualitative approach can be observed as a research procedure that contains descriptive information in the form of words and photos, not in the form of numbers (Ahmadi, 2016).

The research setting was carried out in the Islamic Education Guidance and Counseling Study Program, Faculty of Tarbiyah IAIN Kudus in the even semester of the 2020/2021 academic year. The subject of this study is a student of the Islamic Education Guidance and Counseling study program, Faculty of Tarbiyah IAIN Kudus semester IV who took the Group Counseling course in the even academic year 2020/2021. The focus of this study is to find out an overview of the implementation of cyber group counseling through chat media.

The authors used two data sources in this study, namely primary data and sequence data. Primary data were obtained through observations and interviews with respondents who practiced cyber group counseling. Meanwhile, secondary data were obtained through documentation studies / literature studies from literature books and scientific articles in journals related to the focus of this research. Data collection in this study was based on the results of observations, interviews, and documentation studies. The data or information obtained is then collected, and analyzed. Data analysis is carried out through three stages, namely data reduction, data presentation (data display), and conclusion drawing. Reducing data is summarizing, choosing the main things, focusing on the things that are important, looking for themes and patterns. Then the presentation of data is described in the form of brief descriptions, charts, relationships between categories, and the like. As for drawing conclusions, it is a new finding that has never existed before. Findings can be in the form of descriptions or images of an object that was previously still dimly lit or dark so that after research it becomes

clearer, it can be a causal, or interactive relationship, or a theory (Sugiyono, 2016). The results of the analysis are in the form of an overview or description of the focus studied.

C. Pembahasan

Group counseling is one of the guidance and counseling services. Group counseling is carried out in the form of professional counselor interviews with several people who belong to a small group. The characteristic of group counseling is that it is carried out by more than two people who meet face to face and provide psychological assistance to each other. Interpersonal interactions that occur in groups can help individuals to understand themselves better and find solutions to various problems they experience.

Group counseling according to Adhiputra is an effort to help individuals in a group atmosphere that is preventive and developmental and directed at providing convenience in the context of their development and growth (Adhiputra, 2014). According to Lubis and Hasnida, group counseling is an effort to help prevent and develop individual personal abilities as a group problem solving from a counselor (Lubis & Hasnida, 2016).

According to Nasution and Abdillah, group counseling is a counseling process carried out in group situations, where counselor interact with counselee in the form of dynamic groups to facilitate individual development and or help individuals overcome the problems they face together (Nasution & Abdillah, 2019). Meanwhile, the definition of group counseling listed in the operational guidelines for the implementation of high school guidance and counseling is mentioned as a counseling service provided to a number of students or counselees in a group atmosphere by utilizing group dynamics to learn from each other's experiences so that students or counselees can overcome their problems (Penyusun, 2016). In this case, the personal problems of group members are discussed through an atmosphere of intense and constructive group dynamics followed by all group members led by a group leader (counselor).

Based on the opinions of these experts, it can be concluded that group counseling is a counseling service provided by counselors as group leaders to a group of individuals by utilizing group dynamics to develop individual personal abilities in overcoming problems experienced by individuals together in groups. In this case, group counseling is preventive, developmental, and alleviating/healing.

The goal obtained by group members who participate in group counseling services is the development of feelings, thoughts, insights, and attitudes directed towards responsible behavior, especially in socializing or communicating. In addition, through group counseling, group members can solve their problems and affect all group members who participate in group counseling activities (Prayitno, 2012). The objectives of group counseling contained in the operational guidelines for the implementation of high school guidance and counseling are to facilitate counselee in making behavior changes, constructing thoughts, developing the ability to overcome life situations, making decisions that are meaningful to himself and committed to realizing decisions responsibly by utilizing the strengths of the group.

There are two elements involved in group counseling activities, namely counselors as group leaders and a number of counselors as group members. Group leaders and group members have their own roles in group counseling activities.

The stages of implementing group guidance services according to Prayitno are four, namely as follows (Prayitno, 2012).

1. Forming stage

The formation stage is the stage of forming a number of individuals into one group that synergizes with each other to develop group dynamics in achieving common goals to be achieved through group counseling services.

2. Intermediate stage

The transition stage or transition stage is a stage carried out to transfer the initial activities of the group to the next part that is more focused on achieving the group's goals.

3. Activity stage

The activity stage is the core activity stage of the implementation of group counseling. This stage discusses alleviating the personal problems of group members.

4. Closing stage

The closing or terminating stage is the final stage of the entire series of group counseling service activities. At this stage, it was discussed about the follow-up activities that will be carried out next, and the group leader ended the group counseling service activities.

The word cyber is another term for the internet (J., 2005). Internet stands for interconnected network. The Internet serves to connect computer networks in the world. In this case, the internet can be interpreted as a network system that connects various computers from various parts of the world so that they can connect with each other and exchange data and information (Enterprise, 2010).

According to Yuhelizar, the internet is a series of computer network connections that are generally accessed around the world that transmit data in the form of data packets based on internet protocol (IP) standards (Yuhelizar, 2008). The Internet can be said to be a set of world computer networks composed of millions of small units such as educational networks, business networks, government networks, and so on. These networks jointly provide information services such as e-mail, online chat, file transfer, and interconnectedness between one web page and another. In this case, anyone can communicate with each other via the internet.

One of the counseling services that utilizes internet communication technology is cyber group counseling. Cyber group counseling is a virtual group counseling service or group counseling that takes place through the help of an internet connection. In this case, the counselor as the group leader is not directly present together with the group members in the same space. The process of

implementing group counseling is carried out online with the help of the internet in the form of chat conferences, video conferences, applications, and various other communication media. One of the media that can be an alternative to carry out cyber group counseling is to use group chat media. Applications used for chatting for example whatsapp, Line, google classroom, telegram and so on (Prahesti & Wiyono, 2017).

Cyber group counseling (online group counseling) is a counseling service provided by counselors as group leaders to a group of individuals by utilizing group dynamics to overcome problems experienced by individuals together in groups which is carried out virtually by utilizing various kinds of media. The purpose of cyber group counseling is to help a group of individuals who take part in group counseling activities virtually in solving their problems. This online counseling service activity can facilitate and increase the efficiency of counselor time in providing guidance and group counseling services (Ifdil & Ardi, 2013).

The implementation of chat media in cyber group counseling is carried out by students of the BKPI class 4AKIR and 4BKIR study programs using google classroom media and whatsapp group chat. This media was chosen as a means to carry out cyber group counseling on the grounds that all students have and can use this application well. In addition, this media is also considered fast in sending messages and does not require much cost because it uses a data package or internet connection to run it (Haryadi et al., 2020). These two applications are also often used by students in the learning process.

The implementation of cyber group counseling using google classroom media is carried out using four stages of group counseling, namely the formation stage, the transition stage, the activity stage, and the termination stage. Group leaders and group members interact with each other by writing chat conversations in the chat column in Google Classroom. One of the problems discussed in this cyber group counseling activity is about stress and the pressure experienced by counselee related to laziness to study and laziness to study. Group leaders and

group members together help counselee solve the problem. In addition, another chat medium used to carry out cyber group counseling is through whatsapp group chat. Interaction between group leaders and group members is carried out through conversations in whatsapp groups.

There are several advantages of carrying out cyber group counseling through this chat media, including being able to provide speaking opportunities to group members who are less comfortable if they convey their problems or opinions directly, can be done anywhere without being bound by distance, space, and time, and are considered more practical, efficient, and flexible in their implementation. This is in line with what was conveyed by Naini et al that the implementation of online counseling can make students feel the freedom of expression and have high openness in conveying problems (Naini et al., 2021). Meanwhile, the shortcomings include the constraints of an unstable signal network, group dynamics are not well formed, group leaders have difficulty seeing the expressions of group members because the expressions of group members are limited to the use of emoticons, and require a lot of time to write conversations, resulting in the implementation of cyber group counseling through this chat media takes a lot of time. In addition, there are also concerns that counseling conversations conducted through chat media cannot be guaranteed confidentiality.

The principle of confidentiality is the main principle in the implementation of counseling. Group counseling carried out online through the application is considered prone to leakage of counseling data. According to Syamila & Marjo, this principle of confidentiality is related to the ethics of the counseling profession (Syamila & Marjo, 2022). The existence of the principle of confidentiality in the counseling process can provide a guarantee of comfort and security for counselee who conduct counseling. There are several ways that can be done to anticipate data leakage in the implementation of online counseling. Efforts that can be made are by conducting interviews when forming a group, forming groups voluntarily, and providing inform consent to counselees who are members of the group. This

inform consent contains personal data, rules, and agreements that apply during the cyber group counseling process.

D. Conclusion

Cyber group counseling can be carried out through various media. One of them is by using chat media. The implementation of cyber group counseling through chat media is carried out through four stages, namely the formation stage, the transition stage, the activity stage, and the termination stage. In this case, the group leader and group members exchange conversations with each other by writing down text messages in the group chat room. They exchanged ideas and opinions to help the problems experienced by the counselee. The implementation of cyber group counseling through chat media has several advantages and disadvantages. The advantage of implementing cyber group counseling through chat media is that it can provide speaking opportunities to group members who are less comfortable if they convey their problems or opinions directly, and are considered more practical, efficient, and flexible in their implementation. The shortcomings are the constraints of unstable signal networks, group dynamics are not well formed, group leaders have difficulty seeing the expressions of group members because the expressions of group members are limited to the use of emoticons, and require a lot of time to write down conversations via text messages. The suggestion for future research is to explore various other media that can be used to carry out cyber group counseling.

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