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Research Article

WEB-Based e-Personal Counseling (e-PC) Model Reduces Anxiety in the Face of National Examination

Khairul Amri[1,2*], Mudjiran[2], Yeni Karneli[2], Marwan Busryo[3], Sarmadan[3], Zulkarnain[3], Samsir Alam[3] and Ridwan Rangkuti[3]

[1]Counseling Guidance Study Program, Universitas Muhammadiyah Tapanuli Selatan, Indonesia.
[2]Universitas Negeri Padang.
[3]Law Study Program, Universitas Muhammadiyah Tapanuli Selatan, Indonesia.

Corresponding Author: Khairul Amri; email: khairul.amri@um-tapsel.ac.id

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Abstract.

In accordance to the development of information technology and the industrial revolution 4.0, interaction between counsellors and clients is not only done through face-to-face relationships, but also through the virtual (internet) of the e-Personal Counselling (e-PC) which discuss problems, anxieties, and anxieties are a part of everyone's life from time to time. Sometimes problems seem so overwhelming that it is difficult to concentrate on studying and managing daily obligations. Sometimes students avoid seeking for help when they feel unmotivated or have unclear sensations and something is not right. While students conducting counselling conventionally feel insecure and dare to meet counselling guidance teachers, in consequence the students not being able to convey all the problems they have, besides that many students still think that the Counseling Teacher is like the police school where every student who meets the teacher must be problematic students. So, e-Personal Counseling (e-PC) is expected to be a solution to solving students' problems. The national exam also makes teachers, school administrators and worried if their children do not pass the national exam. These concerns have even triggered the emergence of new problems, such as students who are too stressed before the national exams, suicide, or teachers and school principals who commit acts of cheating in order to graduate their school students.

Keywords: e-PC; WEB based; personal counseling

1. Introduction

Pedagogic competencies are competencies that greatly help teachers in improving their quality. It because pedagogical competence consists of: the ability to understand, the ability to design instruction, the application of teaching skills, the ability to evaluate learning and the development of learning. Of course, this competency will be very important to optimize the quality of school counseling. [1] The main purpose of education is to make changes and to educate students to improve the quality of life.

In individual counseling services the role of two parties, namely a counselor and a counselee. Counselor is an expert in the field of counseling who has the authority

and mandate in a professional manner to carry out counseling service activities. In individual counseling services the counselor becomes an actor who actively develops the counseling process through operationalizing the counseling approach, techniques and principles for the counselee. In the counseling process, in addition to verbal media, counselors can also use written media, pictures, electronic media, and other counseling media, as well as behavioral development media. Counseling aims to help individuals to hold interpretations of the facts, explore the meaning of the value of personal life, present and future. Counseling provides assistance to individuals to develop mental health, change attitudes and behavior. Counseling becomes the main strategy in the process of guidance and counseling and is a standard technique and the main task of a counselor at the education center.

The counseling process is usually characterized by sequences of interactions or counseling steps that are building relationships, identifying and exploring problems, planning solutions to problems and assistance, closing action counseling sessions. According to Anditoko to conduct counseling interviews, counselors use work steps / phases so that what will be discussed and resolved with the counselee can be arranged systematically.

Here are some steps in the counseling process according to experts : a. Opening phase, b. Problem explanation phase, c.The excavation phase of the problem, d. Problem solving phase, and e. Closing phase[2]. According to Winkel, the phases in counseling at school consist of opening, problem explanation, excavation, background of the problem, problem solving, and closing[3]. Whereas the Steps of Islamic counseling practice are: In the first step, the counselor attempts to read the situation and condition when meeting the counselee. The second stage, selecting suitable counseling techniques. The third stage, conducting counseling. The fourth stage, evaluating the counseling. The fifth stage, following up the counseling[4].

1.1. E-Personal Counseling (E-PC)

In line with the development of computer technology, interaction between counselors and clients is not only done through face-to-face relationships, but also through virtual form of "cyber counseling". This guidance and counseling service is an innovative counseling model in an effort to show practical services and can be done anywhere as long as the internet is connected. For educational institutions in facing the industrial revolution 4.0 is to use Big Data. Big Data itself is a technology system that is introduced to cope with the "information explosion" along with the growth of the mobile user

ecosystem and internet data that is increasingly high. This growth has greatly influenced the development of volume and types of data that have continued to increase significantly in cyberspace. The skills needed to deal with the Industrial Revolution 4.0 are: 1. Complex problem solving, 2. Critical thinking, 3. Creativity, 4. People management, 5. Coordinating with others, 6. Emotion intelligence, 7. Judgment and decision making, 8. Service orientation, 9. Negotiation, 10. Cognitive flexibility. As for several models of strategy guidance and counseling services in the form of cyber counseling, namely: 1. Website-Based Guidance and Counseling Services 2. E-Mail-Based Guidance and Counseling Services 3. Videoconference-Based Guidance and Counseling Services 4. Telephone-Based Guidance and Counseling Services[5].

In general, Cyber counseling can be defined as professional counseling practices that occur when counselees and counselors are located separately and utilize electronic media to communicate through the internet. This definition includes web, email, chat, videoconferencing, and other relevant terms. Under these conditions it is possible for communication between two parties to be faster, more efficient and more comfortable[6]. Online counseling has helped many clients who have anxiety problems, depressive symptoms, social relationship problems, family problems, behavioral problems, workplace conflict and addiction[7]. Various alternatives to overcome these problems include through information services, personal counseling services and group guidance services. Group Guidance Services aim to develop students' socialization skills, specifically the communication skills of service participants[8]. Finally, online counseling with its scope has many positive impacts on providing assistance to clients through the e-personal counseling (e-PC) model.

The e-PC service model is created using a web-based program so students can log in anywhere. The difference between this e-PC service model and other models lies in three aspects, including after the introduction of the client, the client is directed directly from the application to submit a complaint or impact, then directed to understand the problems encountered based on the results of counseling interviews. After understanding the concept of the problem, the client will be able to directly connect to the counselor, so that the client will automatically chat and video call with the counselor. At the end of the activities and steps in the application, the counselor will provide a final conclusion in the form of final execution and decision-making regarding the follow-up of the client's problem. Following are the steps / syntax of e-PC services during the implementation process that will be carried out:

Step 1

As whom do you want to register?

a. Counselor

b. Student

After selecting, click next

Step 2

Fill in a form:

a. First name

b. Last name

c. Place of birth

d. Date of birth

e. Address

Then choose next

Step 3

Fill in a form:

a. e-mail

b. Mobile number

Then choose next

Step 4

Fill in a form

a. School name

b. NIS

c. NISN

d. Class

e. Majors

Then choose next

Step 5

Fill in a form

Username

New password

Repeat new password

Then click submit

Please make an appointment first

Click +

Step 1

Fill in a form

1. Counseling Date

2. Select Clock

3. Reasons for counseling / complaints

Step 2

Choose a counselor

Enter the word, for example: name, agency, and department

Click save for counseling

Click again to repeat

Step 3

Confirmation

1.2. Anxiety

Spielberger explained that anxiety is an emotion based on assessment of threats, judgments that require symbols of anticipation and elements of uncertainty. The concept of threat according to Spielberger is a subjective assessment of someone of a situation that has the potential to harm him. In line with Spielberger, Freud explained that anxiety is an unpleasant emotion and a strong feeling of strength accompanied by physical sensations that alert someone to the imminent danger[9].

Deal with the two experts above, Atkinson explained in more detail about the forms of emotions that arise when a person experiences anxiety. According to Atkinson anxiety can be characterized by emotional forms such as worry, concern, and fear, which we sometimes experience in varying degrees. Similar to Atkinson's emotional breakdown of anxiety, the American Psychiatric Association defines anxiety as fear, pressure or anxiety rooted in anticipation of danger, the source of something that is widely unknown or unknown.

From the above statement it can be seen, that anxiety has a conscious aspect such as fear, worry, concern, stress, anxiety or threatened. Anxiety also has unconscious and unclear aspects such as being afraid without knowing the cause, and being unable to avoid the unpleasant feeling.

Academic stress has implications for strengthening academic performance and mental health[10]. Individuals become more critical and quick thinking so that it affects their performance. The strength of stress also influences the curiosity of individuals reading more literature or literacy[11]. Stress and socio-emotional feelings affect the scientific and

language of individuals for the better.The birth of the validity and reliability research of the academic stress construct refers to the research of Gadzella[12] developing the SSI (Student-Life Stress Inventory). The scale reflects students' life experiences by looking at stressors and reactions to stressors such as frustration, conflict, pressure, change, and self-coercion while reactions to stressors include physiological, emotional, behavioral, and cognitive[13].

Excessive anxiety and fear will interfere with our performance. This can cause feelings of anxiety, tension, and pessimism in dealing with conditions that are considered threats. Fear will keep us locked in a life without challenges, excitement or curiosity. In other words, feelings of fear will always keep us from exploring unlimited abilities[14]. High levels of anxiety in the classroom have the opposite effect and can cause students to avoid assignments and learn things only at the surface level[15].

This orientation, supported by the results of research that proves spirituality as an important factor to help children overcome the problems of psychology and changes in psychology so that they succeed in the study[16]. The results showed a positive correlation between spiritual health and depression, anxiety, and stress among students[17]. More specifically studies have shown that counseling with a spirituality approach can reduce the anxiety anddepression of the students[18]. The counseling activities at school must be considered and improved effectively to ensure high quality counseling services[19].

The e-PC service model is a technology-based individual guidance model and aims to reduce the level of student anxiety in facing the Computer-Based National Exams. Such a phenomenon is developing in the community that the Computer-Based National Examination is one of the things students fear because of several reasons that will cause a sense of anxiety in students. Anxiety is a disorder in students that can have an impact and determine the success or failure of students in working on exam questions.

1.3. National examination

Assessment is a collection of valid, reliable information, and aims to provide an overview of student knowledge[20]. Student assessment activities are important and integral components in teaching and learning activities in schools. Assessment is useful for obtaining information about achieving results from the learning process of students in accordance with predetermined goals, it requires an assessment of learning outcomes[21]. To improve the quality of assessment, the role of technology is needed. With the existence of technology can accelerate the process of correction and assessment of student work.

Something quite contradictory can be seen examinations which are held at the end of each school year. If traced the development of national exam patterns, there have been changes in procedures and procedures for evaluation along with technological developments[22].

In 2015 the government divided the two national exam implementation processes including a paper-based national test (Paper Based Test, PBT), hereinafter referred to as the UN, is an examination system used in the national examination using paper-based question scripts and answer sheets (LJUN) and computer-based national test (computer based test), hereinafter referred to as UNBK, is an examination system used in the national examination using a computer system.

Both print and electronic media lately are so busy giving problems experienced by students ahead of the national exam. This polemic, for example, is related to determining graduation standards that are considered to be too high, especially for schools in regions that have a variety of quality and facilities. The national exam also makes teachers, school administrators and worried if their children do not pass the national exam. These concerns have even triggered the emergence of new problems, such as students who are too stressed before the national exams, suicide, or teachers and school principals who commit acts of cheating in order to graduate their school students.

2. Research Methods

The methodology used in research is the development method.

3. Results and Discussion

Specifically, Ifdil introduces the term e-counseling service in Indonesia, this term combines the word service and the word e-counseling. e-counseling services are not only limited to the provision of counseling (the most popular term for individual counseling), but are expanded to provide overall guidance and counseling with the help of technology, not only online via the internet but also all aspects of the use of information and other communication technologies in the implementation of guidance and counseling.

In this article electronic counseling and guidance services or e-Personal Counseling (e-PC) is a way to present yourself on online media or the Internet. Can be likened to e-Personal Counseling (e-PC) is a place on the website, anyone in the world can visit it, anytime they can find out about something, ask us questions, give students input and problem solving and can download the data displayed . e-Personal Counseling (e-PC)

allows to obtain information related to guidance and counseling. In doing this service, of course you must have a separate website or application that is already online on the internet. To be able to provide these services, the guidance and counseling teacher certainly writes various information needed by students at the e-Personal Counseling (e-PC) address that has been made.

Thus the guidance and counseling teacher should have complete material to be displayed at the e-Personal Counseling (e-PC) address. By pursuing this service, counselors will save more time in terms of delivery, compared to delivery at school will take quite a lot of time. By submitting service material in e-Personal Counseling (e-PC), the counselee / student can access or download the data at any time.

4. Conclusions

In accordance with the development of computer technology and the industrial revolution 4.0, interaction between counselors and clients is not only done through face-to-face relationships but can also be done through virtual relationships via the internet in the form of "e-Personal Counseling (e-PC)". This guidance and counseling service is one of the innovative counseling service models in an effort to show a practical service that can be done anywhere as long as there is a connection or is connected to the internet.

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