

Online Peer Counseling for Unjani's College Students in the Society era 5.0

Endah Andriani Pratiwi¹, Ditya Indria Sari²

Faculty of Psychology, Jendral Achmad Yani University Cimahi Bandung

Email: ¹ endah.andriani@lecture.unjani.ac.id , ² ditya.indria@lecture.unjani.ac.id

Abstract: Students as teenagers who will enter early adulthood are faced with various problems, demands and challenges, especially in the Era of Society 5.0. Students find it easier to share their problems with friends than parents, lecturers or others. Here, the role of Peer Counseling becomes important to help students for maintain their mental health. With the Covid-19 Pandemic period and also increasing technological developments, Peer Counseling Online can help students to receive counseling services. The Peer Counseling Online was given briefing and also training implementation of counseling, especially Peer Counseling Online and Psychological First Aid. Using technology media, counseling activities can be done anywhere. The counselees themselves come from various faculties at UNJANI and the most problems experienced by counselees are anxiety. The results of the study proved that counselees felt helped by the existence of Peer Counseling Online services and most felt that they did not need to continue consulting with professionals or Psychology because they felt helped by the existence of Peer Counseling Online.

Keywords: Era Society 5.0, Counselors, Peer Counseling, Psychological First Aid

INTRODUCTION

Today Indonesia has come to the Industrial Revolution Era 4.0 which marked by faster technology growth and appliance. The use of technology and the development of Industrial Revolution towards 5.0 grows fast particularly when Indonesia was hit by Covid-19 Pandemic. When Indonesians were still in euphoria with the development of technology, actually the world has prepared itself to embrace Society Era 5.0. The aim of Society Era 5.0 is that the use of technology indeed must put its priority on humanity, all the technology advancement should set its goals to humanize technology, making technology more human and always used for the benefit to humanity. The change from a technological perspective and the happening of Covid-19 Pandemic turned out to bring psychological effect to Indonesian people. To name a few were the big number of unemployed citizens, declining economy rate, the restriction of people mobilities, the extra attention that health care needing and other issues that people face all along. The world of education had a tremendous effect as well, as online teaching and learning needed proper access to technology which was to keep educational sector running well. College students as a part of educational system implementation too shared the effects, one of them was mental health issues which was quite annoying for the college students' lives. In this matter college student as an individual, as a teenager who is entering adulthood, are faced by various demands, challenges, and obstacles which can affect their mental health themselves. To address those mental health issues, college should provide psychological services to help college students who need them.

Technology advancement today also gives impact on the form of psychological services given. Before this era, all psychological checkups and therapies were done face to face. While today these all can be done by utilizing media of technology. Same thing goes for counseling services, they can be done online to reach as many people as possible no matter how far they live. Nevertheless counseling services process surely must follow humanity and ethhical aspects. As Pratiwi and Sari have written on an article in 2021, people who need psychological services can be helped through electronic media by giving relaxed atmosphere which will make the participant more into the process therefore it will be easier to identify their feelings.

* **Corresponding Author:** ✉ endah.andriani@lecture.unjani.ac.id

Jendral Achmad Yani University, Indonesia

Copyright (©) by the authors(s), 2023

Utomo, P., et al (Eds), *Proceeding of the 2nd Siliwangi Annual International Conference On Guidance Counseling (SAICGC, 2023)*,

Contents lists available at <https://ojs.aeducia.org/index.php/saicgc/issue/view/25>



All rights reserved. This proceedings is an open access article distributed under the terms and conditions of the Creative CC-BY-SA 4.0 license (<https://creativecommons.org/licenses/by-sa/4.0>)

Peers are playmates who typically are of a similar age and are often around an individual. Beside similarity in age, peers also can be viewed as similarity in maturity. Peers are individuals who share the same age and maturity level (Santrock, 2007:205). In this case college students who are still in their teenage years too will need peers to share their stories and experiences, to create friendship with, and to support each other. Peers are not limited to a certain gender, a college student may develop friendship with the same sex or the opposite. This happens due to the fact that what matters is the emotional proximity, how the feelings of being close to someone emotionally leads to feeling open in sharing their feeling with no awkwardness or shyness.

Counseling is an interaction process between a client or counselee (someone who needs help) with a Counselor or a helper (someone who is skillfully trained to give help) in a formal and professional connection (Gerald Corey, 2005). In Peer Counseling the relationship model occurs is triadic; which means there is a connection between Professional Counselor, Peer Counselor and peer counselee. According to Tyndal and Gray, 1985 (Sujarwo, 2008 : 5) Peer Counseling is the variety of interpersonal conducts in helping other people done unprofessionally. The concept of Peer Counselor has been applied at various institutions such as schools, college, Teens/College Center of Information and Counseling (PIK R/M) which works under the National Population and Family Planning Board (BKKBN), (2012).

Jendral Ahmad Yani University as a College with 8 faculties has college students from different family backgrounds and issues. Not all of the college students are able to take their education and live their lives smoothly without obstacles. Many of them face problems and need help to make their mental state healthier thus enable them to live their lives better psychologically. Furthermore, efforts are needed to be taken to help students in facing the many issues exist. Here is exactly when we need Peer Counseling, which can be a means for them to share stories, to find a good listener, and to share everything comfortably. The Peer Counseling effort done has some goals, they are: to help college students understand their own problems, to be able to find a friend to share anything thus they can be relieved from the troubles they have, and lastly to be able to find alternative ways in solving their problems. Mental health issues has become a very important issue because it can affect attitude and behavior from the individuals themselves. To keep mental state in healthy condition, efforts are needed to maintain mental health of the college students. As for college students, quite a few of them face troubles in developing their healthy mental state. This is due to the restrictions brought by such troubles they have which are: social adaptation issues, conflicts with their parents or friends, private issues, and issues in academic or learning, which can be the cause of getting stress

METHOD

Method used in this research was quantitative method which carried by doing a simple survey. Before doing counseling, counselee first signed up to get online counseling schedule. In the sign-up form the counselee would fill demographic information and also problems that were going to be discussed plus the scale of the difficulty they face starting from 1 to 7, which started from very light, light, average, moderate, heavy enough, heavy and very heavy. There were 103 college students signing up to get Online Peer Counseling. Counseling activity was done through online media which were Zoom and Line, which was chosen by the counselee. As for the activity of Online Peer Counseling, it was started in September 2021 and ended in November 2021.

Started by giving anamnesis towards counselee's history of complaints, then counselee was given Online Peer Counseling service. In Online Peer Counseling, the goal was to let counselee talk about their burdens they feel freely with the Peer Counselor in order to understand their problems better. In the counseling process itself, the counselee might as well had found some alternative ways to solve their problems hence they didn't feel the need to continue the counseling process with any Professional Counselor or Psychologist. To gain some information regarding the results of Online Peer Counseling, counselee would be given a G Form to fill out, which would determine if they felt the Online Peer Counseling process had helped, their scale of burden from 1 to 7 afterwards to see the comparison, and to see if they would still need counseling services with a Professional Counselor or Psychologist. This activity took place at Jendral Ahmad Yani University Campus on Terusan Jendral Sudirman Street number 1 Cimahi, from September 2021 to November 2021

RESULT AND DISCUSSION

Results

Based on the results of the activity that was done, some information can be shown as below.

Tabel 1. Gender demographics in Online Peer Counseling

No	Gender	Percent
1	Male	11%
2	Female	89%
		100%

Referring to **Tabel 1**, from the Online Peer Counseling that had been done, counselee who signed up was dominated by female which is at 89% and male at only 11%. From this result we can say that females are tend to care to their psychological problems more and want to seek for psychological help to keep their mental sane.

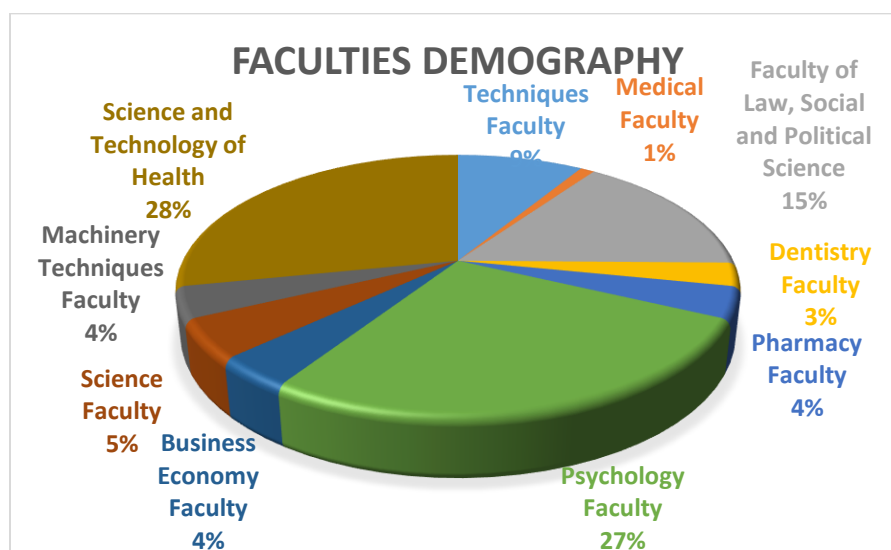


Diagram 1. Counselee's Faculty in Online Peer Counseling Services demographics

From the results of the Online Peer Counseling activities that have been done so far, it is obtained by data that participants of Online Peer Counseling services come from almost all faculties in UNJANI. From **Diagram 1**, Faculty of Techniques shares 9% part overall, Medical Faculty shares 1%, Faculty of Law, Social and Political Science shares 15%, Dentistry Faculty shares 3%, Pharmacy Faculty shares 4%, Psychology Faculty shares 27%, Economic Business Faculty shares 4%, Science Faculty shares 5%, Machinery Techniques shares 4% and lastly Science and Technology of Health Faculty shares 28%. So it can be seen that the most participants come from Science and Technology of Health Faculty and Psychology Faculty, they are the ones who most likely need online counseling service.

Psychological problems complained by the college students vary, some of them are insomnia, stress, depression, emotion control, feeling unconfident, anxious, academic problems, future orientation, emotion, social comparison, decision making, social relation, family, sexual harassment, self-harm, suicide attempt, panic attack and trauma caused by bullying. From the data in **Tabel 2**, most complaint reported by college students is related to anxiety, which come from 27 participants in Online Peer Counseling services.

Tabel 2. Psychological issues that are handled in Online Peer Counseling

No	Psychological Issues	Person
1	Insomnia	4
2	Stress	10
3	Depresi	4

4	Controlling emotion	7
5	Insecure	6
6	Anxiety	27
7	Academic Problem	3
8	Economic Problem	3
9	Self Harm	4
10	Social Relation	6
11	Family Problem	9
12	Sexual harassment	1
13	Social Comparison	1
14	Decision Making	1
15	Suicide	4
16	Future Orientation	4
17	Panic Attack	5
18	Bullying trauma	4
		103

Tabel 3. Changes in the perception of counseling issues contribute to the success of Online Peer Counseling

No	Counselor Success	Percent
1	Very heavy problems had become light	3 %
2	Very heavy problems had become just heavy	23 %
3	Vvery heavy problems had become average	24 %
4	Very heavy problems had become heavy enough	22 %
5	Moderate problems had become average	24 %
6	Moderate problems had become heavy enough	2 %
7	Light problems had gone	2 %
		100%

Before taking the Online Peer Counseling program, counselee was asked to write about their feelings at that moment regarding to the troublesome they had to face. Counselee would then rate such feelings in the scale of 1 to 7; the latter means the problems were so heavy. Changes were indicated in terms of counselee feelings towards the problems which showed that the Online Peer Counseling program turned to be a success. From the data manipulation in **Tabel 3**, 3% of college students stated that their very heavy problems had become light, 23% of college students stated that their very heavy problems had become just heavy, 24% of college students stated that their very heavy problems had become average, 22% college students stated that their very heavy problems had become heavy enough, 24% felt that their moderate problems had become average, 2% felt that their moderate problems had become heavy enough, and finally the last 2% felt that their light problems had gone at all after taking the Online Peer Counseling.

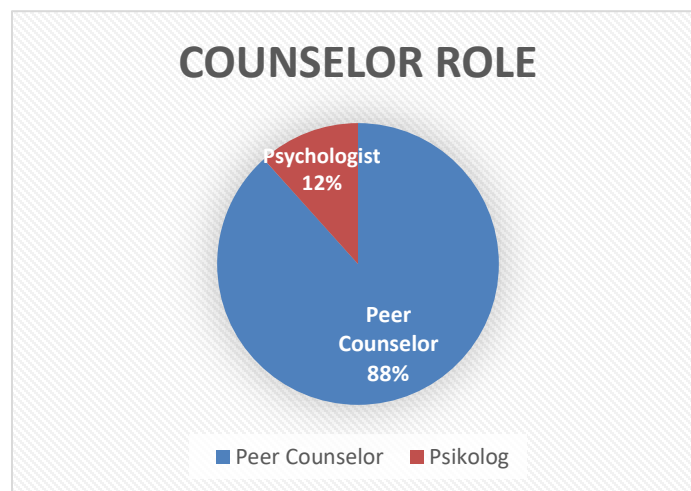


Diagram 2. Online Peer Counselor Role

After finishing the counseling session, counselee was asked to fill out a G Form to find out whether the counselee would still need another counseling service from a Professional Counselor or Psychologist. From the collected results, most counselee felt that Online Peer Counseling was capable of helping hence they didn't need another counseling session with a Professional Counselor or Psychologist. As seen in **Diagram 2**, 88% of college students participating in the program felt that they didn't need counseling session anymore, while the rest 12% still did. When a counselee stated that after Online Peer Counseling their issues hadn't been addressed well, even had their psychological state and mental health affected, a Peer Counselor would refer to a Psychologist to let the counselee get a thorough counseling session or therapy.

Discussion

Mental health basically is meant for individuals in order to develop healthy mental state and to improve mental health issues or self-adjustments. Mental health is a practical art in improving and applying principles that are related to mental health and self-adaptation, as well as psychological disorders prevention (Schneider, in Syamsu Yusuf: 2004:7). Everyone would expect to have a healthy mental state and avoid any psychological disorder, whereas problems will always be there. It's how to respond to the problem, whether it will be able to interfere with the psychological aspect and disrupt its health, or individuals will have ways to overcome them.

According to Schneider (Syamsu Yusuf, 2004:15), mental health has three functions:

1. Preventive (prevention), which means attempts to prevent difficulties or mental disorders and self-adjustments. The examples are having enough rest, getting affection and security so that psychological needs are met well.
2. Ameliorative (adjustment), which means efforts to improve personality and upgrade the ability of self-adjustment, therefore the tendencies of behavior and self-defense can be controlled.
3. Supportive (improvement), which means the attempts to develop a healthy mental or personality, so that an individual is able to avoid psychological issues that may happen.

Efforts done in the activity of Online Peer Counseling is by giving Psychology First Aid by peers, before being transferred to a Professional Counselor or Psychologist to get the help needed in maintaining mental health. Peer Counselor, in this case, has been provided with adequate knowledge of Psychology First Aid (PFA). PFA is a series of skills with the goal to limit negative impacts of stress and to prevent mental disorders getting worse caused by disaster or critical situation (Everly, Phillips, Kane & Feldman, 2006 in Cahyono, 2015)

With the Covid-19 Pandemic situation and the Society Era 5.0 coming close, counseling sessions are done by the means of technology. It is known that E-Counseling appliance is not only limited to video platforms like Zoom, Google meet, Skype, etc., but also texting platforms like Email, Text Website, or other chatting applications (Mulawarman, 2021). In the Online Peer Counseling program, the two applications used are Zoom and Line, with the counselee free to choose Online Peer Counseling

that is more comfortable for them. Information related to Online Peer Counseling activity too is spread through social media that can be accessed easily by the college students. Meanwhile the Online Peer Counseling procedures are listed below:

1. College student signs up to Hotline Counseling Corner which written on fliers posted in social media
2. Online Peer Counseling operator will make a schedule considering the college student and Counselor's available time
3. Collecting demographic data and issues complained from the counselee
4. Online Peer Counseling activity takes place through the means of technological media which are Zoom and Line
5. The duration per session is between 1 to 1.5 hour
6. If the results from Online Peer Counseling shows that the counselee will still need professional practitioner, another session with a Psychologist, who will be the companion in Online Peer Counseling, will be scheduled

In Online Peer Counseling, the person in charge who works firstly is a Peer Counselor. After a counselee signs up via G Form and chooses the type of services they need, an Online Peer Counseling will be scheduled. Regarding to this a Peer Counselor will fill out the psychological records such identity, history of illness, symptoms felt, observation data and anamnesis. Anamnesis itself is done in order to identify the complaints, to rate how hard the issue is for the counselee, and to find out how much it has been affecting the counselee. Based on the data, women join the Online Peer Counseling program more than men. It can be concluded that women tend to be more into their mental problems and to seek help in maintaining a healthy mental state. As for the faculties of the college students participating in the Online Peer Counseling program, most participants come from Psychology Faculty and Health Science and Technology Faculty.

When a college student feels there are some issues, they are likely to search for a way to overcome such issues. The effort of Online Peer Counseling can help college students to share their burdens and emotions so they can accept and manage such feelings. An individual will feel unhealthy mentally when they feel something uncomfortable with themselves psychologically. Gaining healthy mental state isn't as easy as it seems, counselee will make some ameliorative attempts as the efforts to fix their personality and to raise the ability of self-adjustment, so that the symptoms of behavior and self-defense mechanism can be controlled. From the counselee's issues anamnesis data, there are a variety of issues faced by UNJANI college students.

Indonesia's condition which is still under Covid-19 Pandemic and the Industrial Revolution transitioning from Society Era 4.0 to Society Era 5.0 has forced college student to adapt and take some steps to be able to compete and succeed. The most common issue is related to anxiety. College students feel anxious with what will happen in the future, uncontrolled situation, thus making lots of worries arise. For sure if this anxiety keeps going, it will affect the college students' mental health and eventually lead to declining college student's achievements in academic. Anxiety disorder is an uncontrollable, over, chronic feeling of worries, along with some somatic symptoms causing significant inconvenience in social or work life, or worse, stress. Complaints reported are fast heart beating, feeling tense, anxiety, and sadness, feeling guilty, nightmares and being less energetic. In addition there are also some issues related to sexual harassment and suicide attempts. Although the number is small, it is still very worrying if this isn't handled well. Here is the importance of Online Peer Counseling role in doing the steps of counseling like listening actively, showing empathy to the counselee's problems.

Online Peer Counselor surely needs to get adequate knowledge and skills in delivering counseling. In doing so the Counselor has been given counseling training, online peer counseling training, Psychological First Aid training and Counselor ethics code. Kit et al in (Asri et al., 2020) describes reflection skill, paraphrases and confrontation turn to be really helpful to build therapeutic in E-Counseling. From the survey done to the college students who have taken the Online Peer Counseling session, it is found out that there are changes in the rate of problems from very heavy to moderate, and from moderate to average. It indicates that there are declining rate of problems, though there still some college students who feel that their problems are still hard to face. Beside, most of the counselee agrees that Online Peer Counseling has been really helpful for them; it is where counselee can let their feelings out and find a friend to talk about their problems with. What's better is the fact that counselee is even able to find alternative ways of problems solving with Peer Counselor and don't feel the need to consult with a Professional Counselor or a Psychologist. It implies that in the activity of Online Peer Counselor services, Counselor are able to understand counselee's issues and help them find a way to solve them or at least make their burdens feel lighter.

Nonetheless if there is a counselee who has a very heavy rated issues and need professional help, a Peer Counselor will refer them to a Professional Counselor or Psychologist to give counseling or therapy..

CONCLUSION AND RECOMMENDATIONS

Examining the results of Online Peer Counseling towards UNJANI college students in the Society Era 5.0, we can draw some conclusions to describe the activity. Online Peer Counseling is needed by UNJANI college students mainly to face Society Era 5.0, whereas Covid-19 Pandemic condition and Industrial Revolution 4.0 prior to Industrial Revolution 5.0 thus counseling services can be applied using technology media which make it easier to provide counseling services anywhere. The services of Online Peer Counseling is considered to be helpful in maintaining college students' mental health all along, due to the fact that college students are able to share their burdens and uncomfortable feelings easily with their peers as Psychological First Aid before getting professional help from a Counselor or Psychologist at last. Anxiety has become a problem that is faced by a lot of college students mainly when they meet the challenges and situation exist in Society Era 5.0. Online Peer Counseling can be applied in educational institutions like junior high school, senior high school/vocational high school, colleges with their own students as the Counselors in order to help their peers. Counselor in Online Peer Counseling needs to get a comprehensive training so that the role of an effective Online Peer Counseling can be fulfilled well

EXPRESSION OF THANKS

The activity of counseling services and Online Peer Counseling was successfully brought because of the support from The Faculty of Psychology UNJANI and LPPM UNJANI. Beside, Peer Counselor was founded by the cooperation with BEM UNJANI Faculty of Psychology. Writers would like to thank everyone contributing to the implementation of this Online Peer Counseling activity.

REFERENCES

- Andriyani, Juli. (2018). Konsep Konseling Individual Dalam Proses Penyelesaian Perselisihan Keluarga. Jurnal At-Taujih. Vol 1 No. 1 Januari-Juni 2018
- Asri, A. S., Zainudin, Z. N., Norhayati, W., Othman, W., Hassan, S. A., Aniza, N., Talib, M. A., & Yusop, Y. M. (2020). E-COUNSELING Process and Skills: a Literature Review. Journal of Critical Reviews, 7(13), 629–643. <https://doi.org/10.31838/jcr.07.13.110>
- Badan Kependudukan dan Keluarga Berencana Nasional (BKKBN) [National Population And Family Planning Board]. 2012. Pedoman Pengelolaan Pusat Informasi dan Konseling Remaja dan Mahasiswa [Guideliness In Management Center Of Imformation Of Teenagers And College Students] (PIK R/M). Jakarta: Direktorat Bina Ketahanan Remaja [Directorate Of Youth Resilience Development] BKKBN.
- Cahyono, Wahyu (2015). Psychological First Aid, Sebuah Kesiapsiagaan dari Kita untuk Kita [Psychological First Aid, The Awareness From Us For Us]. Jakarta. Pusat Krisis Fakultas Psikologi Universitas Indonesia [Crisis Center Faculty of Psychology University of Indonesia]
- Capuzzi, D. & Gross, D.R. (1997). Introduction to Counseling Profession. Boston: Allyn & Bacon.
- Corey, G. Edisi terbaru. Teori dan Praktek Konseling dan Psikoterapi(terjemahan) [Theories and Practices and Psychotherapy(translated)]. Bandung: PT. Eresco.
- Davison, Gerald C, John M. Neale & Ann M.Kring. (2006). Psikologi Abnormal edisi 9 [Abnormal Psychology 9th edition]. Jakarta: PT.Raja Grafindo Persada
- Glading, S.T. (2000). Counseling: A Comprehensive Profession. New Jersey: Prentice Hall.
- Hershenson,D.B, Paul. W.Power, M. Waldo., (1996). Community Counseling, Contemporary Theory and Practice. Boston: Allyn & Bacon.
- Ivey, A.E. (1988). Intentional Interviewing and Counseling. Pasific Grove, California: Brooks/Cole Publishing Company

- Kadarisman, Muh., (2011). Menghadapi Pensiun dan Kesejahteraan Psikologis Pegawai Negeri Sipil [Dealing With Retirement And The Psychological Well-Being Of Civil Servants]. Jurnal Kebijakan dan Manajemen PNS [Journal Of Civil Servants Policy And Management]. Vol. 5, No. 2, November 2011
- Kristyawati, Dian dkk (2021). Penatalaksanaan Gangguan Psikologis Jilid 1 [Psychological Disorder Management Vol. 1]. Yogyakarta : Pustaka Pelajar
- Lazarus, R.S., & Folkman, S. (1984). Stress, appraisal, and coping. New York : Springer
- Mulawarman, dkk (2021). Keterampilan E-Counseling Bagi Konselor Pendidikan Dalam Meningkatkan Layanan Bimbingan Konseling Di Sekolah Pada Era Digital 5.0 [E-Counseling Skill For Education Counselor In Upgrading Counseling Guidance At School In The Digital Era 5.0]. Jurnal Quanta. Vol. 5, No. 2, May 2021
- Pratiwi, Endah A & Sari, Ditya I. (2020). Manajemen Stres dengan Relaksasi Bagi Masyarakat Di Era Pandemi Covid-19 [Stress Management Through Relaxation for The Society In Covid-19 Pandemic Era]. Jurnal Abdimas Kartika Wijayakusuma. Volume 1, Nomor 2, Oktober 2020
- Petruska, Clarkson (Editor), (1998). Counseling Psychology, Integrated Theory, Research and Supervised Practice. London: Routledge.
- Santrock, John W. 2007. Perkembangan Anak [Child's Development]. terj. Mila Rachmawati & Anna Kuswanti. Jakarta: Erlangga.
- Sarafino, E.P., dan Smith, T.W. (2012). Health Psychology: Biopsychosocial interactions (7th ed.). New York; John Wiley & Sons, Inc. Smet, B
- Smet, B. (1994). Psikologi Kesehatan [Psychology of Health]. Jakarta: PT. Grasindo.
- Sudarji, dkk. (2014). Pemetaan Masalah dan Pemberian Konseling Bagi Mahasiswa Dengan Indeks Prestasi Rendah [Problem Mapping And Providing Counseling To College Students With Low Grade Point]. Jurnal Psibernetika. Vo. 7, No. 2. Program Studi Psikologi Universitas Bunda Mulia
- Suwarjo. (2008). Pedoman Konseling Teman Sebaya Untuk Pengembangan Resiliensi [Peer Counseling Guidelines For Resilience Improvement]. Makalah disajikan Seminar Pengembangan Ilmu Pendidikan Fakultas Ilmu Pendidikan Universitas Negeri Yogyakarta [Paper Presented In Educational Science Development Seminar Faculty Of Educational Sciences Yogyakarta State University]
- Yusuf, Syamsu. (2004). Mental Hygiene Pengembangan Kesehatan Mental dalam Kajian Psikologi dan Agama [Mental Hygiene In Developing Mental Health In Terms Of Psychology And Religion]. Bandung: Pustaka Bani Quraisy
- <https://www.kompas.com/skola/read/2019/12/16/160000169/pengertian-industri-4.0-dan-penerapannya-di-indonesia>
<https://smeru.or.id/id/content/studi-dampak-sosial-ekonomi-pandemi-Covid-19-di-indonesia>
<https://tekno.tempo.co/read/1464019/apa-itu-revolusi-industri-4-0-dan-society-5-0A>