

IMPROVING STUDENTS' SELF-OPENNESS WITH THE HELP OF WHATSAPP VIDEO CALLS DURING CYBER-COUNSELING-BASED GROUP COUNSELING

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ABSTRACT

This study aims to discuss the role of cyber counseling in improving guidance and counseling services, especially among adolescents, by utilizing advances in internet technology. Cyber counseling (eCounseling) is a form of professional counseling service that is carried out through electronic media such as text messages, email, or video calls. Along with the development of technology, counseling services are no longer limited to face-to-face interactions, but can be done virtually, providing flexibility of time and place for clients and counselors. Physical distance is no longer an obstacle in the counseling process, making it more accessible, especially for individuals who cannot or do not want to meet counselors directly. This study examines various models of cyber counseling services, including website-based, email, and video conferencing, and their impact on increasing student self-disclosure. This study shows that cyber counseling can increase students' levels of self-disclosure by providing a safe and comfortable space to express problems without shame or anxiety. Therefore, cyber counseling services are very relevant for adolescents who need emotional support, especially in the context of psychological development that occurs during the transition to adulthood.

Keywords: *Cyber Counseling, eCounseling, Self-Disclosure, Guidance and Counseling Services, Information Technology, Teenagers, Video Call, WhatsApp*

INTRODUCTION

The acceleration of technological growth in the 5.0 society era can be found in various lines of life, in the field of education, the use of technology is the most vital aspect in running an education system from elementary school to college. No exception in the field of guidance and counseling, technology is a tool that makes it very easy for counselors to handle clients, the simplest example is the use of computers and cellphones as hardware and websites or web blogs as software.¹ This is certainly a challenge for counselors to be able to keep up with the very rapid development of technology in this era. Elleven and Allen stated that along with the development of technology, the opportunities for counselors to provide services through online counseling are increasingly open. Online counseling is a step that can be taken when face-to-face counseling cannot be done, because this makes online counseling very much needed today. Distance counseling or commonly called online counseling is an alternative step when face-to-face counseling is very difficult to do, the causal factors include time and distance factors. Online counseling which has another name, cyber counseling, is a new innovation in the world of Indonesian counseling. In the realm of guidance and counseling, cyber counseling innovation has been developed since the 1990s but only entered Indonesia in 2003.

In this era of globalization, many advances have begun to be experienced in all zones. Learning is one of the fields that faces many changes in learning and teaching styles, including the field of tutorials and counseling which also has an impact on

globalization which then urges an increase in the quality of its services. The convenience offered to urge an increase in the quality of tutorial and counseling services according to the needs in this fast and practical era, one of which is by using equipment and communication media that help in the service delivery process. Services in tutorials and counseling then moved towards digitalization, which was then called cyber counseling. The rapid development of technology has impacted the world of guidance and counseling in several aspects, including aspects of media, services, use of techniques and demands to follow global developments. In principle, the counseling process is carried out directly at a time and place that has been agreed upon in advance. With the development of technology, counseling can be done via telephone or the internet which is better known as cyber counseling. Surya said cyber counseling is an innovation that aims to provide convenience to counselors in providing counseling services, without physical contact using media such as WhatsApp, Email and Video calls. Along with the development of online counseling services in Indonesia. the background to the emergence of various counseling platform services. Various online counseling platforms that have developed include.

Whatsapp is the most widely used communication media for Indonesian people. As one of the internet-based applications, WhatsApp can be used as a communication medium. Its use as one of the communication media that is always used in everyday life by humans. As one of the results of technological developments, WhatsApp has various features on WhatsApp consisting of: WhatsApp chat, WhatsApp telephone, and WhatsApp video call. This WhatsApp video call feature is interesting for WhatsApp users (Adawiyah, 2024). How to use the WhatsApp video call feature is fairly easy to do, simply by opening the WhatsApp application, then opening the chat room that will be contacted, then clicking the video image in the top row which will automatically connect directly to the recipient of the call. This WhatsApp video call feature helps counselors in creating online BK services. So that WhatsApp is not only used to inform family and relatives. WhatsApp is also used to provide counseling services to make it easier for students to tell the problems they are facing (Kamaruddin, 2019).

WhatsApp is an opportunity for innovation for guidance and counseling teachers in providing online counseling services. The use of WhatsApp video calls in this BK service is an intermediary for interaction between guidance and counseling teachers and students. Where in the online counseling process with WhatsApp video calls, students do not have to meet directly with counselors at school. But it can be done outside of school or outside of school hours determined by the school. Basically, this WhatsApp video call counseling is one of the BK teacher service media for counseling services that require time to consult. The use of social media is expected to be able to facilitate students in the counseling service process, as well as learning with subject teachers. The use of WhatsApp is expected to make it easier for BK teachers to control and carry out online counseling services for students outside of school hours. Online counseling is online assistance provided by BK teachers to individuals who have problems. Online counseling as an alternative for individuals to receive counseling services with BK teachers at school. Online counseling services are carried out by counselors trying to help resolve and handle problems experienced by clients (Komara & Saputra, 2023).

According to Saroh (2019), cyber counseling can help teenagers to optimize their potential and be able to create a positive environment and attitude as one of the preventive, curative, developmental efforts from things that can pollute the soul in fostering a happy life in this world and the hereafter. Self-disclosure is an important

aspect in the counseling process. Research shows that many individuals feel more comfortable sharing their problems online than in person, thanks to the anonymity and privacy offered by cyber-counseling. This is especially relevant for students and college students who often have difficulty expressing their feelings in a face-to-face environment. Self-disclosure can make young people more adaptive, confident, competent, reliable, able to act positively, and objective. Conversely, people who are less able to open up, will have difficulty getting used to it, lack self-confidence, feelings of worry, fear, feeling inferior, and being closed. Similar to junior high school students who enter the youth phase. As students and new school community, they are expected to be able to open themselves well in order to achieve maximum growth. Being able to open themselves to new areas, express feelings, give comments, and exchange experiences are important aspects of openness in socializing. (Prabawa et al, 2018). This study aims to evaluate the effectiveness of cyber-counseling-based group counseling services via WhatsApp video calls in increasing students' openness.

RESEARCH METHODS

This study uses a literature review by utilizing information from secondary data from various published research articles. In order to find novelty, the author limits the aspect of the publication time of the article starting from 2010 to 2020 within the last 10 (ten) years. The secondary data is used as review material for a number of articles, which come from international and national articles. The collection of literature review data uses three databases, namely Google Scholar, Scopus, and PubMed. However, in addition to using the main data sources, the author also adds other relevant and valid library sources with the theme discussed.

RESULTS AND DISCUSSION

Cyber-Counseling

Cyber is a term that is different from the internet. The internet has made a huge change in all aspects of human life. Such as the activity of receiving and giving messages or information without recognizing any boundaries. There are several opinions that say that the internet is an abbreviation of International Network, Internetworking, and Interconnected Network. However, other experts call it the Interconnected Network based on its function to connect networks between computers in the world. The internet is a system that connects computer users with each other together.

Every individual on the internet can communicate with each other. The most basic thing that differentiates traditional communication technology is the level of reach and speed in interacting. The ability of internet technology provides the ability for its users to communicate instantly with thousands of people. Based on the various definitions above, it can be concluded that internet technology is a collection of computer networks around the world that contain various sources of information. Along with the rapid development of technology, counseling sessions can not only be done face-to-face but can also be done through virtual media or what is commonly called cyber counseling. "Cyber counseling (also known as eCounseling, online counseling, or online therapy) is the provision of professional counseling through electronic communication".

Cyber-counseling (also known as e-Counseling, online counseling, or online therapy) is a professional online counseling media that is carried out using the help of electronic devices. Providing this counseling model service is a very innovative step in an effort to show practical services and can be done anywhere and anytime as long as

there is an internet connection. Cyber counseling or Webcounseling, the term from the National Board of Certified Counselors (NBCC) is a professional counseling service practice that has used messaging between clients and counselors in different places and over great distances. This service uses the help of electronic media in communicating.³ Nabilah said that cyber counseling is a professional counseling service between clients and counselors with different distances and times using the help of the internet. Counseling services can be provided via chat, email or video conferencing safely. Rahmat explained that cyber counseling is one of the virtual guidance and counseling strategies or the provision of guidance and counseling services through the help of the internet. In this case, the guidance and counseling process takes place via the internet in the form of websites, applications, email, Facebook, YouTube and other innovative media. Koutsonika explained that cyber counseling first appeared in the 1960s and 1970s with software programs from Eliza and Parry. Cyber counseling services initially used text, but along with the development of technology, cyber counseling services use telephone counseling, live chat, and video calls.

The strategy for cyber counseling-based guidance and counseling services is a strategy or pattern of service planning that is carried out virtually via an internet connection. There are several models of guidance and counseling service strategies in the form of cyber counseling, namely:

- 1) Website/Application-Based Guidance and Counseling Services A website or application is a way to present yourself on the Internet. It can be likened to a platform as a place on the Internet, anyone in the world can visit it, anytime they can find out about something. With a website or application, counselors are able to provide guidance and counseling services. In carrying out this service, of course, you must have your own website or application that is online on the internet. When creating a website or application, there are principles that must be considered, including animation, style, layout, components, patterns, usability.
- 2) E-mail-Based Guidance and Counseling Services E-mail is a new way to communicate quickly and effectively via electronic mail on the internet. Of course, to be able to do this, the counselor and counselee must have their own email addresses. In an effort to create this e-mail, it can be created on a Yahoo address with the address www.yahoo.com or on Google with the address www.gmail.com.
- 3) Video Conference-Based Guidance and Counseling Services. Video Conference or video conference is part of the world of teleconference. Video Conference can be interpreted according to its syllables, namely video = video, conference = conference, so Video Conference is a video conference where the data transmitted is in the form of video or audio-visual. Video Conference is communication using audio and video so that meetings occur in different places. The forms of guidance and counseling services that can be attempted are consultation services, information services, individual counseling services, group counseling services, and other services that can be developed by each counselor and according to counseling needs.

In implementation, cyber counseling activities can be carried out through the following activities.

- 1) Marketing counseling services Socialization of virtual counseling activities to various parties with the aim that the counseling model can be widely known

by the public. This can be done through advertising, the internet, brochures and other methods.

- 2) Delivery of counseling services Providing counseling services using the internet in various scopes of counseling services such as career, education, personal, social, family and so on. Counseling services can be in the form of delivering information, collecting data, solving various problems and so on.
- 3) Provision of "self-help" materials In the form of a set of materials that can provide services in such a way that clients can act independently guided by "self-help" materials so that clients can follow the instructions that have been developed via the internet. In its application, there are several methods used in organizing cyber counseling services including using websites, social media to video conferences.

Experts argue that cyber counseling offers a very significant difference with face-to-face counseling, but the form of cyber counseling services is considered beneficial for clients who do not want to come directly to the counselor. Viewed from the side of the benefits of cyber counseling reaching a wider community, this is certainly an opportunity for practitioners to provide special services to individuals who need professional help without having to leave the house. Leslie and Riemersa explain several advantages of counselees using cyber counseling services: first, some counselees want convenient and brief services. Second, some counselees do not want to do face-to-face counseling services and may be willing to accept cyber counseling services. Third, cyber counseling is very easy to access, especially for those with physical disabilities.

Fourth, cyber counseling offers an attractive form of counseling for counselees. Fifth, counselees who are anxious or embarrassed when having to speak in face-to-face counseling with a counselor will feel safer and more comfortable when discussing problems through cyber counseling. Meanwhile, some disadvantages of utilizing cyber counseling services include: (a) minimal non-verbal interaction such as facial expressions, body language and tone of voice, (b) confidentiality is very vulnerable to being breached, (c) lack of emergency handling, (d) it is very difficult to build good relationships with clients who have never met in person.

Urgency of Cyber Counseling to Improve Guidance and Counseling Services.

Adolescence is a transition period from childhood to adulthood, this period is often referred to as a critical period of rebellion because parents often find it difficult to understand their children and often feel confused when dealing with teenagers. From the perspective of teenagers, they sometimes find it very difficult to interact with their parents because they think their parents cannot understand and understand their desires. According to the World Health Organization (WHO), adolescents are defined as the age range of 10-19 years. Meanwhile, the United Nations (UN) states that individuals aged 15-24 years often experience very rapid psychological and biological changes. Teenagers are often very sensitive, have a level of self-confidence and mood that changes very quickly. During their development, a teenager begins to look for peers and create their own freedom, this of course results in a relationship with their parents that begins to strain. A teenager in facing challenges in their lives certainly has different abilities, methods and capacities for each individual.

The environment of friendship, family and school has a very large influence on an individual's ability to deal with the problems they experience. Problems arise when individuals do not have the optimal capacity and knowledge to deal with the situations they experience. Problems experienced during adolescence are increasingly difficult

when the family environment does not understand and does not have enough ability to accompany children in facing adolescence. If not directed properly and immediately, teenagers will make their own decisions and not necessarily right. As a result, they can choose the wrong path and become "easy prey" from a negative environment that can destroy their lives and tend to withdraw or carry out violent actions. These are some of the reasons why teenagers really need cyber counseling services.

According to Thohari, cyber counseling can help teenagers to optimize their potential and be able to create a positive environment and attitude as one of the efforts of preventive (prevention), curative (solving), developmental (developing) from things that can pollute the soul in fostering a happy life in the world and the hereafter. Teenagers usually seek help from their own friends (peers) and always do not want to seek help from guidance and counseling teachers or parents. Most teenagers need a liberating environment and feel that their parents are always restricting them, this is the reason why teenagers seem to withdraw from communicating with their parents. On the other hand, they do not want to be labeled as people with problems when telling their parents and guidance and counseling teachers. In fact, in cyber counseling services they get: First, a safe and comfortable place to share their worries and tell all their problems without meeting the guidance and counseling teacher directly. Second, someone who can be trusted to maintain the confidentiality of the counselee. Third, someone who has the ability to provide guidance to teenagers to face the problems they are going through. Fourth, the opportunity to express problems that they have kept to themselves.

The Influence of Cyber-Counseling Based Group Counseling Services Via Whatsapp Video Calls in Increasing Student Self-Disclosure

Research conducted by Korohama (2022) at State Junior High School 7 Kupang showed a significant influence between the use of cyber counseling and student self-disclosure. When the use of cyber counseling is high, this can affect self-disclosure, where students can take part in counseling guidance services wherever they are and can freely give opinions or ideas to other friends and tell about the problems they are experiencing without fear, nervousness, shame and awkwardness. The factors that influence self-disclosure according to Devito (2013) include: group size, feelings of liking, dyadic effects, competence, personality, topics, and gender. Other factors that influence student self-disclosure, especially students at State Junior High School 7 Kupang that researchers found from the results of this study, namely the use of cyber counseling. Other factors that also influence self-disclosure are trust, support and openness. The use of cyber counseling is suitable for use by Guidance and Counseling teachers in providing Guidance and Counseling services in the Covid pandemic situation and in this millennial era so that students can be more open in telling the problems they experience or giving their opinions during the Guidance and Counseling service process.

Apart from that, teenagers are a millennial generation who are very capable and familiar with using gadgets, so that the implementation of online-based counseling becomes more effective supported by the enforcement of ethics in its use. Based on research conducted by Puspita (2019) Self-disclosure is a behavior to communicate or express about oneself about personal matters to others intentionally, voluntarily and openly to achieve the goal of a closer relationship. If students' self-disclosure is low, it certainly interferes with the teaching and learning process which requires students to always actively express their opinions and express their thoughts. In addition, as a prospective counselor, self-disclosure is one of the important things that counselors

must have in order to implement counseling services because the counselor's self-disclosure can determine the client's attitude in counseling activities. Increasing self-disclosure cannot be separated from the role of the group members themselves, where group members motivate each other, provide encouragement, opinions and ideas and are willing to involve themselves in group conditions so that the benefits of providing treatment or group counseling services can be felt.

According to Prayitno (2004:4) specifically because the focus of group counseling services is the personal problems of individual service participants, then intensive group counseling services in solving these problems, participants obtain two goals at once, namely: first, the development of feelings, thoughts, perceptions, insights, and attitudes directed towards their particular behavior and socializing and communicating. Second, the resolution of the individual's problems concerned and the impact of solving these problems for other individuals who are service participants. In this regard, the group atmosphere becomes a place for forging attitudes, skills, and social courage that is tolerant. The existence of group counseling services based on cyber-counseling via WhatsApp can make students as group members obtain many goals or benefits that are felt at once. Students who have a low level of self-openness, in addition to being able to overcome their respective problems that are being experienced, also obtain other benefits and goals, namely being able to develop thoughts, perceptions, feelings, feelings, empathy, insights, knowledge, increase socialization and communication and of course increase self-openness. Students are a group that seems more vulnerable to internet dependence than other community groups. Because students are in the emerging adulthood period, which is the transition period from late adolescence to young adulthood and are experiencing psychological dynamics. When individuals experience difficulties in their development, then to overcome this, the use of the internet and gadgets becomes more important than what other people do in general, because online activities can expand and strengthen their social networks (Smahel, 2012). The implementation of cyber-counseling-based group counseling carried out by researchers also uses WhatsApp media. The use of WhatsApp media cyber-counseling was chosen because it was considered capable of keeping up with the progress of the times and the demands for the implementation of more flexible services, especially for students whose daily lives are spent using gadgets and the internet. Someone who experiences social anxiety orally will be very anxious when having to talk on the phone. So, as a result they will rely on communication media that can be done in writing. It is possible that online communication makes people feel more heard or they can express themselves more easily. From a social interaction perspective, social media, one of which is WhatsApp, creates a new understanding of interactive personal communication, unlike direct interaction (face to face), but provides a new form of interaction that brings its users back to interpersonal relationships, namely in a mediated form or called Computer Mediated Communication (CMC) which can be done in real time.

This cyber-counseling-based group counseling activity, because its implementation is not hindered by distance and time, can be carried out more flexibly according to the agreement between the counselor and the client as long as privacy is maintained so that when there is a real problem or feeling that is bothering them, the client can express themselves and give their opinions without having to wait to meet face to face and arrange a meeting. In addition, because its implementation is flexible and in accordance with the times, it can touch all levels of society, especially the children of the millennial generation.

CONCLUSION

It can be concluded that the Cyber Counseling-based Guidance and Counseling Service Strategy is a strategy or service planning pattern that is carried out virtually via an internet connection. Teenagers usually seek help from their own friends (peers) and always do not want to seek help from guidance and counseling teachers or parents. Most teenagers need a liberating environment and feel that their parents always restrain them, this is the reason that makes teenagers seem to withdraw from communicating with their parents. This cyber-counseling-based group counseling activity because its implementation is not hindered by distance and time, can be carried out more flexibly according to the agreement between the counselor and the client as long as privacy is maintained so that when there is really a problem or feeling that is bothering them, the client can express and give their opinion without having to wait to meet face to face and arrange a meeting.

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