STUDENT'S SATISFACTION WITH ONLINE COUNSELING SERVICES DURING THE COVID-19 OUTBREAK IN INDONESIA

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Abstract: The Covid-19 pandemic that struck Indonesia and the world has significantly changed human life. The change occurs in various lines, such as in the social, economic, and even educational sectors experienced significant changes due to the impact of the Covid-19 pandemic. This significant change impacts the number of psychological disorders experienced by the community, including students. The high number of students who experience psychological disorders during this learning period from home has led higher education institutions to organize online counseling services. This study aims to reveal respondents' satisfaction after implementing online counseling. This study involved 61 students with experience participating in online counseling services organized by the Guidance and Counseling Study Program of Sultan Ageng Tirtayasa University Indonesia during the distance learning period during the Covid-19 pandemic. The method used in this research is the descriptive research method. This study found that 90.39% of research respondents were satisfied after online counseling. The results of this study can be a reference for counselors both within educational institutions and outside formal educational institutions to carry out counseling using online methods.

Keywords: Covid-19, Counseling, Students satisfaction

INTRODUCTION

The massive spread of the Covid-19 virus in Indonesia has made the government take various policies to prevent its transmission. These various policies have had a very significant impact on people's lives. One of the impacts that are felt by the community is in the field of education. The government adopted a policy to apply online education at all levels of education, from kindergarten to university. Education, which was originally carried out face-to-face, was changed to online learning without considering the readiness of educational actors both from the student and teacher sides. Online learning in Indonesia is not unfamiliar, the Open University (UT) since 1997 has used the concept of distance learning with students (Sugilar, 2014), but in the area of primary and secondary education this has not been implemented optimally. Most schools in Indonesia have never implemented a full online learning system. On the other hand, teachers' skills in using technology in carrying out learning are also still very minimal, only 46% of teachers in Indonesia are familiar with technology (Suharwoto, 2020), this figure will certainly greatly affect the readiness of teachers to carry out online learning. It also indicates that many educational institutions are currently imposing the application of online learning

These drastic changes certainly have various impacts on Indonesian society. This change makes many people feel disturbed in their lives. Research conducted by Snapcart in 8 major cities in Indonesia states that 48% of Indonesians feel that their social life is disrupted, making people depend on cyberspace interactions (Prabowo, et., al, 2020). They rely heavily on the internet and gadgets to do work or daily activities such as shopping, socializing, studying, and doing other activities.

In the field of education, significant changes in the education system during the Covid-19 period took place at various levels including in universities, has a great impact on the emergence of various problems in students, one of which is psychological disorders. Many psychological disorders that arise during a pandemic in students are stress, anxiety and even depression (Afiati, et., al, 2020).

For students, this pandemic causes stress and anxiety related to changes in the lecture process and daily life (Fauziyyah, Awinda, Besral, 2020). Students who are accustomed to face-to-face learning and interact in person, must drastically change their habits and rely on the internet and their devices. Research conducted by Fauziyyah, Awinda, and Besral in 2020 also illustrates that the average student stress rate during distance learning is 55%, and the average student anxiety level in Indonesia is 40%. This figure shows that the level of stress and anxiety of students is at a fairly high level compared to before the learning was carried out.

The impact of this psychological disorder has made various higher education institutions provide online counseling services, including Sultan Ageng Tirtayasa University in Banten Province, Indonesia. Sultan Ageng Tirtayasa University through the Department of Guidance and Counseling carries out online counseling services that aim to help students deal with psychological disorders they experience during the period of learning from home. The university previously did not have a counseling program for its students, so students experiencing psychological problems had difficulty getting help. This online counseling service activity lasted for 1 year and succeeded in helping students who experienced psychological disorders. Therefore, student satisfaction information in participating in online counseling activities is important to know because it will be the basis for whether the online counseling program will be continued, improved or even stopped. Based on this, this study aims to see the level of satisfaction of students who have conducted online counseling to deal with psychological disorders they experienced during the learning period from home.

METHODS

This research is quantitative research with survey method. Survey research examines large and small populations by selecting and examining samples from the population to find the incidence, distribution, and relative interrelationships of variables (Kerlinger, 2004). The population in this study were students who had conducted online counseling through the online counseling program during the Distance Learning period organized by the Department of Guidance and Counseling at Sultan Ageng Tirtayasa University, Banten, Indonesia. The total

population in this study is 61 students, and all will be respondents to the study. The instrument that will be used to assess respondents' satisfaction is the Counseling Satisfaction Instrument developed by the researcher using an interval scale and consists of several indicators measured, namely (1) The attitude and acceptance of the counselor, (2) the way the counselor communicates, (3) the counselee's trust in the counselor, (4) The suitability of the treatment with the problem, (5) The suitability of the counseling process with the expectations of the counselee, and (6) The usefulness of the counseling program for the respondent. After the data is collected, the data analysis technique that will be used in this research is the descriptive analysis technique. Descriptive analysis techniques are used to describe or describe phenomena that occur based on survey results.

FINDING & DISCUSSIONS

Research Data

This study was conducted on students who participated in online counseling during the distance learning period caused by the spread of the Covid-19 virus. The period is in the range of April 2020 to April 2021. Based on the research that has been conducted, the following data is obtained:

Table 1. Research Data

No	Indicator of respondent satisfaction	Level of respondent satisfaction (%)
1	The attitude and acceptance of the counselor	94.12%
2	How the counselor communicates	91.76
3	The trust of the counselee in the counselor	88.24%
4	Suitability of handling the problem	89.41%
5	The suitability of the counseling process with the expectations of the counselee	84.71%
6	Benefits of the counseling program for the respondent	94.12%

Average	90.39%
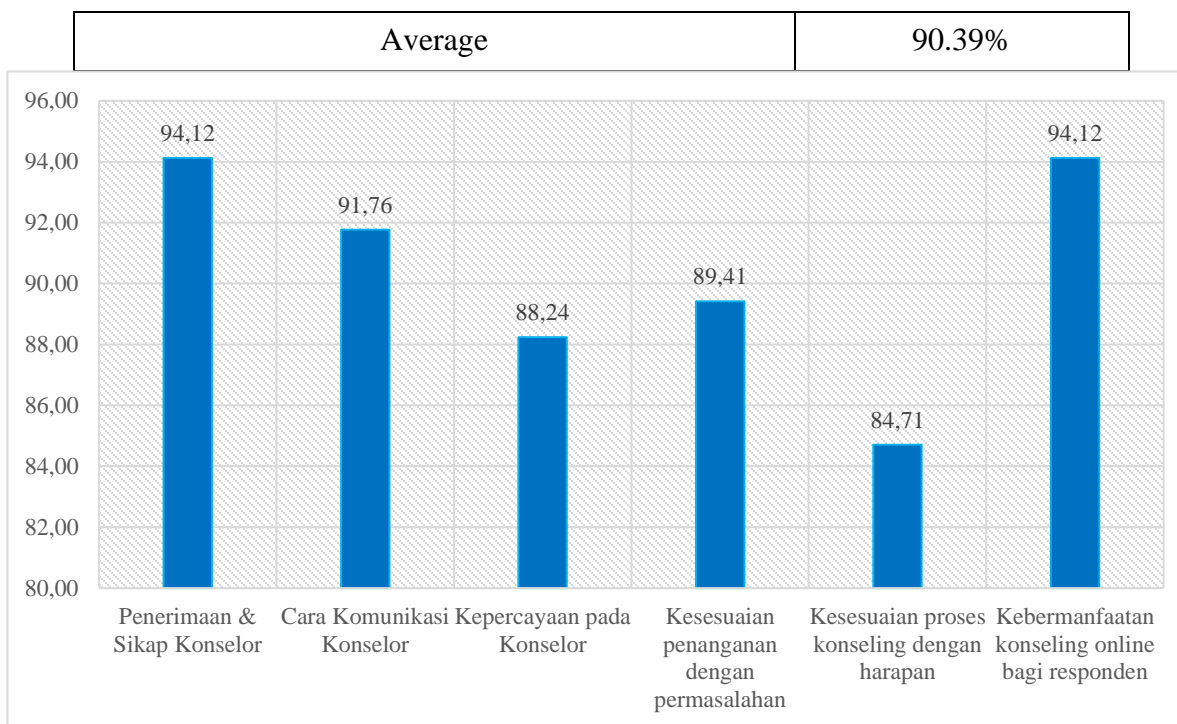
Graph 1. Research Data

Based on the research that has been conducted, the average level of respondent satisfaction after participating in online counseling is 90.34%. Then, 94.12% of respondents felt that the counselor accepted them well. In the communication aspect, 91.76 respondents felt that communication between the counselee and the counselor went well during the online counseling process. The next aspect is trust in the counselor, in this aspect, 88.24% of respondents feel that the counselor can be trusted to keep their secrets and be able to help them solve problems. Regarding the suitability of handling the problems experienced by the counselee, the score was 89.41%. Furthermore, 84.71% of research respondents felt that the online counseling process was following with the expectations that respondents had before they came to do online counseling. In the last aspect, 94.12% of respondents felt that the online counseling program they underwent provided benefits for respondents.

Discussion

In March 2020, the Government announced the first case of Covid-19 in Indonesia, marking the beginning of the Covid-19 pandemic in Indonesia. The government quickly took various policies to reduce the spread of the virus in various fields of life in Indonesia. One of the areas that the government focuses on is education. Education during the pandemic changed very drastically. Online learning is a solution offered by the Government during the Covid-19 emergency. The implementation of this online learning policy applies to all lines of education ranging from kindergarten, and elementary school, to higher education (Handoyo et.al., 2020). Online learning services are considered capable of reducing the transmission of the Covid-19 virus because they do not require people to meet educators, students, and even education staff (Suyono, 2020). For some people, the online learning process is an effective and efficient solution (Yulianto et al., 2020), but not a few complaints about the difficult maintenance of online learning ranging from students, and teachers, to parents (Atiqoh, 2020). Many problems arise during the process of daring learning among other things uneven internet access, the cost of the internet, and even the most fundamental problem of access to gadget (Rigianti, 2020). These problems are not only experienced in basic and secondary learning, but also occur at the Higher Education level (Dyla et al., 2020; Muhamad, 2019; Widayati et al., 2020). In addition to problems in implementation, daring learning activities also still leave various problems as a side effect of this home-learning policy which are psychological problems or mental health in students. Many psychological disorders that arise during a pandemic in students are stress, anxiety and even depression (Afiati, et., al, 2020).

Significant changes in the education system during the Covid-19 period took place at various levels including universities, having a major impact on the emergence of various problems in students, one of which was psychological disorders. This impact is intervened with online counseling services organized by higher education providers to reduce the impact felt by students.

This research examines the satisfaction of students who conduct counseling with online methods. Based on the research that has been conducted, the average

level of respondent satisfaction after participating in online counseling is 90.34%. This indicates that the respondents were satisfied after participating in online counseling. Regarding counselor attitude and acceptance, 94.12% of respondents felt that the counselor accepted them well. In addition, the counselor also showed a positive attitude towards the respondents' arrival for counseling. In the communication aspect, 91.76 respondents felt that communication between the counselee and the counselor went well during the online counseling process. Respondents revealed that the way the counselor communicated comforted the respondents during the counseling process. The next aspect is trust in the counselor. In this aspect, 88.24% of respondents feel that the counselor can be trusted to keep their secrets and be able to help them solve problems. Regarding the suitability of handling the problems experienced by the counselee, the score was 89.41%, which indicates that 89.41% of respondents felt that the treatment carried out by the counselor was following with the problems they experienced. Furthermore, 84.71% of research respondents felt that the online counseling process was following the expectations that respondents had before they came to do online counseling. In the last aspect, 94.12% of respondents felt that the online counseling program they underwent provided benefits for respondents in terms of understanding problems, self-development and problem-solving skills.

Several factors make online counseling during the Covid-19 pandemic effective and satisfying for counselees. The first factor determines the accuracy of online counseling methods that can deal with mental health problems such as stress, depression and anxiety. Husin and Otma (2014), in the journal Cybercounseling For Addiction And Drugs Related Problems, also stated that the cybercounseling approach is suitable for overcoming various mental health problems. The next factor that also has an influence is the flexibility of online counseling. Online counseling provides flexibility in terms of time and place, making it easier for respondents who feel they need counseling services to get access to services (Rochlen, et. al., 2004). For information, during the distance learning policy, research respondents who participated in online counseling were spread across various regions, making it easier for them to get immediate counseling services. Several other studies conducted in countries such as Malaysia and Turkey also mentioned that the level of counselee satisfaction with online counseling also showed a high rate, even considered more satisfying in terms of flexibility and

implementation time than face-to-face counseling (Zainudin & Yusop, 2018; Zeren, 2016).

Based on the results of research that has been conducted, online counseling can be a solution for mental health therapists such as counselors, psychologists, or guidance and counseling teachers to conduct online counseling amid the limitations of face-to-face counseling. Online counseling can also make it easier for clients to access mental health services anywhere and anytime because they are not limited by distance and time.

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CONCLUSION & RECOMMENDATION

Results of the research conducted involving 61 respondents who have participated in online counseling during the distance learning period indicate that the level of respondent satisfaction is high at 90.39%. Various indicators measured in this study also showed very positive numbers. Online counseling provides several advantages for respondents, namely flexibility in distance and time so that they can directly access counseling services without traveling far from where they live.

Taking into account the results of this study, if online counseling services can be applied to all educational institutions in Indonesia, it is possible that it will able to have a major influence on the mental health of students in Indonesia and can increase accessibility for students who need counseling services.

Various researches on online counseling in Indonesia need to be further improved considering the unavoidable demands of the times. Research that examines effective online counseling methods and media will be very useful for the development of online counseling in the future

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