OPTIMA

Journal of Guidance and Counseling

Counsellor Profession's Competency in The Disruption Era and Insights from Axiology View

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A B S T R A C T

The era of disruption, as a result of the existence of Society 5.0. as well as the industrial revolution 4.0., make demands on counsellors to be able to adjust their competencies with all the changes that occur. Developing counsellors' competence in the disruption era is inseparable from a series of ethics that need to be paid attention to. This article aims to provide insights for counsellors as professionals in their field, regarding the necessary competencies in the disruption era, by paying attention to each value that needs to be implemented. The research method of this article is a Systematical Literature Review (SLR) with relevant sources on the specified topic. The results of this study show that the necessary competencies for counsellors in the disruption era include aspects of technology utilization that is supported by good self-competence in terms of embedding principles of values and ethics. This article can provide direction regarding the values that counsellors need to have as professionals based on an axiological perspective, especially on ethics, in carrying out counseling services to their counselees.

A R T I C L E   I N F O

1. INTRODUCTION

The exponential development of science and technology has led to changes in numerous fields, especially in the field of guidance and counseling. All of the changes resulted from the presence of Society 5.0. and industrial revolution 4.0. that trigger disruption are characterized by a surplus of innovation, both in activities and systems, hence the output creates a new order that is considered better (Ayuni et al., 2021; Lasmawan, 2019; Nuroniah et al., 2019). Counselloris a profession that required to always be up to date with their knowledge and strive to develop self-qualifications and competencies based on the challenges and needs of the era they're in (Imawanty and Fransiska, 2019). These standard aims to make counsellors to be capable of providing the best service to students according to their needs and the context of their time (Yusuf, 2017).

In carrying out their services in this era of disruption, it is not uncommon to find counsellors who experience problems because they are unable to adapt to various implemented innovations, are unable to fulfill the specified qualifications, and lack the required competence (Warsiati, 2018). In addition, various dilemmas affect the counsellors' attitudes and actions, which are considered unethical according to a predetermined code of ethics (Aniswita et al., 2021). Some of these issues and problems can be considered as a deconstruction of the counsellors as professionals, and give a negative stigma to the counselloras a profession (Purwaningsih, 2021). A professional is inseparable from a series of ethical codes in carrying out their duties. Codes of ethics play a very important role as guidelines and directions for counsellors to behave and not deviate from the established rules and norms (Jumrawarsi et al., 2021; Yuriani, 2020). This is because a code of ethics is a set of moral principles that are structured and identical to a profession (Ayub et al., 2022).

Guidance and counseling include professional activities with an orientation towards certain values and norms in their implementation (Sunarty and Mahmud, 2016). The counsellor is called a profession because they need to have a set of skills and quality ethics. Therefore, a code of ethics is needed by the counsellor in implementing counseling services for their counselees. Every qualification and competency possessed by a counsellormust be in line with the ethics contained in the professional code of ethics and maintain the aesthetics that have been agreed upon. Based on this, the researcher is interested in examining this issue from an axiological point of view regarding the competence of the counsellorprofession in the era of disruption. Axiology consists of the equivalent words axio, which is value, and logos, which is theory. These two words are Greek and are part of a fundamental study of the good and bad or right and wrong of something (Kurniawan et al., 2023; Tyshchenko et al., 2021). Axiology refers to learning related to ethical (moral) and aesthetic issues (Kurniasih and Syaripudin, 2021; Rosnawati et al., 2021).

2. METHODS

This article uses Systematical Literature Review (SLR) method as its approach. The SLR method is usually chosen to collect and evaluate various relevant studies on a particular topic (Crisnaldy, 2021; Triandini et al., 2019). In addition, the SLR method is more useful for producing a comprehensive synthesis of the various research results that have been collected (Sari, 2021).

The analysis of the literature review using the SLR method can help researchers systematically with the following steps:

1. Formulating or framing the problems;
2. Collecting and compiling literature;
3. Selecting and choosing the appropriate literature;
4. Analyzing and synthesizing any qualitative findings;
5. Organizing and determining control on quality;
6. Structuring and presenting the results of relevant research data to be used as a final report (Cooper in Suhartono, 2017).

If the above steps are implemented for the writing of this article, it can be studied as follows.

Formulating problems that will become the research questions

In formulating research questions (RQ), researchers formulate them based on the need to find a resolution to the issues raised. The formulated RQs of this research are as follows.

a. RQ1: What competencies must counsellors have in the disruption era?
b. RQ2: How is the ethical manifestation of the counsellors in the era of disruption?

Collecting and compiling literature

A literature search to compile this article was carried out by collecting several types of literature from 2013–2023 *on Google Scholar, Research.Gate, Crosref,* and *Garuda Ristekdikti*. The literature collected is in the form of scientific articles and theses from both national and international sources. The search standards are set to focus on the competency of the counsellors in the era of disruption and the study of axiology, namely on the ethical aspect.

Selecting and choosing the right literature

The selection process was carried out to evaluate the gathered literature based on the predetermined RQ. When evaluating the literature, the researcher gives value to the literature found with the following information:

a. Y (Yes) for appropriate and adequate literature to meet the RQ;
b. N (No) for literature that is inappropriate or inadequate to meet the RQ.

The process at this stage eliminated the unqualified literature and left 5 of the 45 works of literature found.

Analyzing and synthesizing each qualitative findings

Literature that has gone through the selection stage will be compared, identified, grouped, and analyzed to produce research findings that are by what will be studied.

Exercising quality control

The quality control process is carried out to review the literature used to suit the research which will be explained in more depth in the discussion section. In addition, the researchers also conducted a literature review with relevant sources, that are presented descriptively, to complement and support the research results to make them more comprehensive.

Compiling the Final Report

After the previous stages have been realized, the results of the research and discussion will be compiled in a scientific paper in the form of scientific articles.

3. RESULTS AND DISCUSSION

Research Results

The research's results that have been reviewed from various literature that have been compared, identified, grouped, and analyzed are as follows.

Table
The selected works of literature that are appropriate to the RQ

No.	Literature Title	Researchers' Name	RQ1	RQ2
1.	*Challenges and Opportunities for Counseling in the Industrial Revolution 4.0* (2021)	Fiah, Yahya, Anwar, and Baharudin	Counsellors need to improve professional competency based on predetermined standards and master technology in their services in the era of disruption, such as implementing cyber counseling	Each value and behavior must be reflected in the habits of the counsellor in their daily life.
2.	Peluang dan Tantangan Layanan Bimbingan dan Konseling di Era Disrupsi (2020)	Kusumawati	Counsellors need to have the competence to always develop themselves, especially in terms of utilizing technology to be able to provide creative, adaptive, flexible, and innovative services in the era of disruption.	If the counsellors still apply conventional methods and do not apply the latest innovations, then their services tend to be abandoned by the counselee, which will lead to ethical (moral) degradation.
3.	Reposisi Profesi Bimbingan dan Konseling di Era Disrupsi: Tanggung Jawab dan Kompetensi (2019)	Afdilah, Hidayah, and Lasan	The competencies that need to be possessed by counsellors in the era of disruption are moral competence, mastery of ICT, use of a comprehensive need assessment, and expertise in analyzing information media.	Ethics (moral) is a top priority that needs to be upheld in this era of disruption as the main stronghold in preventing all forms of irregularities, abuse of duties and authority. Honesty in action is the main key.
4.	Pengembangan *Soft-Skills* dan Kompetensi Konselor di Era Society 5.0. (2019)	Sunawan	The main competencies that need to be possessed by counsellors in the era of disruption include soft skills such as integrity, professionalism, work ethic, and responsibility.	Competencies examples of the professional basis of counsellors, namely understanding the impact of socio-cultural differences, and understanding and applying ethical principles and codes of ethics in their services.
5.	Profesi Bimbingan dan Konseling di Era Disrupsi: Peluang dan Tantangan (2018)	Hartono	The qualifications and competencies of counsellors have been formulated in the Permendiknas RI No. 27 Tahun. 2008.	Counsellors need to have awareness and commitment to professional ethics in the era of disruption.

Discussion

Based on the literature in the table above, it can be seen that the data is as follows.

1. Counsellors need to have good self-competence in this era of disruption, especially in utilizing technology in order to provide optimal service. This can be in line with counseling services which are required to always be adaptive in helping the needs of their students (Kusumawati, 2020). The implementation of cyber-counseling is a form of technology utilization in the implementation of counseling services as a result of the disruption. Based on research conducted by Fiah et al. (2021), currently, the counseling process is possible to be carried out not only conventionally, but also through virtual methods. Although it is virtually, the counsellorstill needs to uphold ethical values and behaviors which are reflected in their actions during the counseling process.

2. Moral competence, mastery of ICT, use of a comprehensive need assessment, as well as proficiency in information media analysis have become an urgency to be a part of the competencies of counsellors in this era of disruption. This urgency of possessing these competencies becomes necessary since the counselee comes to the counsellor to learn and improve the necessary competencies for an effective and harmonious life (Afdilah et al., 2019). In addition, counsellors should master and fulfill the required competency standards that are formulated in the Permendiknas RI No. 27 Thn. 2008 (Hartono, 2018).

3. Counsellors need to be skilled in mastering soft skills, such as such as integrity, professionalism, work ethics, and responsibility, in order to be successful in facing every challenge in the era of disruption. The integrity of counsellors should include the values of honesty, high morals, and upholding personal values by doing what is right. In addition, the professionalism of counsellors or counsellor can be reflected in their straightforwardness, appear ethically appropriate, and serenity. The parameters of counsellors' work ethic can also be seen in their hard work and the way they manage themselves. Some of these things are characteristics of an identity that must be owned by counsellors as a profession which will help them in dealing with any problems that occur as an impact of the disruption era (Sunawan, 2019).

4. Counsellors need to uphold ethics in each of their competency developments by understanding the awareness and commitment to established professional ethics. The application of these ethics aims to prevent guidance counsellors from deviating and abusing duties and authority. This can be manifested in the actions of the counsellorin their daily life and the value of the principles they have. Honesty in action is the main key. In addition, understanding the counselee's socio-cultural background and being able to adapt to all innovations in counseling field can prevent ethical (moral) degradation that can be caused when the counselee leaves the counseling process (Afdilah et al., 2019; Fiah et al., 2021; Hartono, 2018; Kusumawati, 2020; Sunawan, 2019).

Axiological Study of the Professional Competence of Counsellors in the Disruption Era

Axiological studies emphasize the statement of how things 'should be' and correlate with ethical (moral) values and self-development (Tomar, 2014). Based on the code of ethics compiled by ABKIN (2018), counsellors must provide services that are based on altruistic motives and positive personal competence. With the development of technology in the disruption era, counsellors are prone to violating the code of ethics due to their inability to internalize them to all the innovations and challenges they face. Counsellors lack the understanding of ethical considerations issues in the form of ethical principles, practical issues, and laws in the use of technology when providing their services (Jumrawarsi et al., 2021). This will trigger a competency stagnation of counsellors which should be constructed in quality and relevant to what is needed in this era of disruption. However, in the ACA

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(American Counseling Association) code of ethics, counsellors are allowed to violate the ethics code of the confidentiality principle when they are faced with a counselee who wants to commit suicide, has a life-threatening illness, and is ordered by a certain court. These violations can be carried out to protect the counselee's life (ACA, 2014). Meanwhile, viewing the topic from the ABKIN's code of ethics, counsellorcan use the counsellor's confidential information only for research purposes that are needed at the time on the condition that they do not reveal the identity of the counselee (Nurismawan et al., 2022).

Each competency of counsellorstill needs to prioritize creative and innovative skills that are oriented toward the development of values and ethics (Kurniawan et al., 2023). The competency of counsellorin utilizing technology in providing services, such as cyber counseling, can be meaningful as a means of transferring knowledge or information following the values that must be obtained by the counselee. Supported by a statement from At Thaariq (2021), internalizing axiological values through technological-based education can shape the personality of students to expand their competencies in supporting their lives. Competence in utilizing technology in counseling services as an adaptation to this era of disruption is known to still be experiencing problems. Nonetheless, utilizing technology is considered effective because it helps efficiency for the counsellorand his counselee to interact in the counseling service process (Fadhilah et al., 2021). The following are some of the ethics that need to be carried out by counsellors when carrying out cyber counseling as a form of adaptation in the disruption era.

1. Understanding the counselee's potential and designing decisions with the counselee before carrying out the counseling process.
2. Knowing and understanding every risk that occurs in the implementation of counseling.
3. Upholding confidentiality and being responsible for storing the counselee's data safely as well as maintaining a professional relationship (Irmansyah in Nurismawan et al., 2022).

Misunderstandings and a lack of understanding of the ethics code are often a result of a case where counsellors in Indonesia do not have the educational history that originates from guidance and counseling education, thus making them incompetent enough in carrying out their services (Sujadi in Harahap et al., 2022). The competency of counsellors will not have value if it is not based on the foundation or standards that have been set. Any development of the competency of counsellors in the disruption era needs to be consistent and based on axiological values in order to obtain competencies that are optimal and relevant to educational goals (Kurniawan et al., 2023). The values and ethical principles shown by the counsellorwill reflect their professional self-image and their competencies.

4. CONCLUSION AND RECOMMENDATION

Counsellors' professional competencies in the disruption era can be studied from an axiological perspective, which is a study that comprehends values and ethics. Counsellors must have certain competencies that cover aspects such as a deep understanding of social change, innovation, and technological developments that occur in the era of disruption. Furthermore, counsellors must understand and develop values that are relevant to this era of disruption, such as creativity, innovation, and adaptability. In providing services to their counselees, counsellors need to prioritize the values of integrity, honesty, and impartiality. Some of these things can provide a professional image and give a good impact on competency development. Therefore, counsellors are encouraged to know and understand each of the

ethics listed in the code of ethics, which will result in them being able to act professionally in every situation and condition that will be faced in the disruption era.

5. ACKNOWLEDGMENT

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