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### THE ROLE OF SOCIAL COUNSELING COUNSELING IN EDUCATION DURING THE COVID-19 PANDEMIC IN INDONESIA

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#### **ABSTRACT**

The development of science changes human life to impart intelligent technology that can have the impact of providing skills, welfare, survival, emotional balance, and being able to interact well socially, while since December 2019, the coronavirus outbreak has hit the world called the Covid-19 Pandemic, forcing human civilization must keep a distance from interacting directly with each other. One of the impacts of the Covid-19 pandemic is in the field of education, where aspects of social Guidance are needed, which are expected to be able to provide understanding and solutions to problems as a human being to understand life's problems during the pandemic.

This paper is a literature study; the target is on the education of adolescent students in Indonesia because, during adolescence/puberty, the transition from childhood to adulthood who experiences confusion in life is caused by unclear tasks and roles. Society can be carried out professionally with the concept of a multicultural approach to form awareness of social-cultural pluralism, through information services and orientation services.

A counselor is needed to provide professional social counseling guidance services, its implementation both in school education and in the community, in order to have the ability to understand, plan for the future, design life rationally, get a role that is in accordance with the interests and situations, conditions, abilities, and socio-economic life, which is fair with a positive value view of attitudes and behavior theoretically and practically during the Covid-19 pandemic.

#### **INTRODUCTION**

Social Guidance is part of the type of Counseling Guidance service and an integral part of the implementation of education, to prepare skilled personnel

with the experience and knowledge and technology that contribute to creating intelligence awareness to understand the world of life and the effects of globalization that can provide prosperity for the advancement of human life(Hays, 2020). And the nation has the responsibility for self-development as well as facing problems with rapid development, although, on the other hand, it can also have an impact on threats as well as opportunities that have a positive/negative impact on students and society(Lashari et al., 2018).

It is strengthened by the opinion of (Sabiq et al., 2020)that education, forming members of the community into personal, humane people, educating themselves to fit the character of the community, reducing some difficulties/obstacles to life development, and trying to meet the needs of life and overcome problems.

For this reason, the role of social counseling guidance services that exist in schools and in the community can be carried out professionally by the Counseling Guidance Teacher / Counselor with a multicultural concept to form awareness of social-cultural pluralism in adolescents as humans to understand life(Lee & Kelley-Petersen, 2018).

(Racine et al., 2018) describes individual development from childhood to adulthood into three stages: stage 1.From0.0 - 7.0 years (childhood or play), stage 2, from 7.0 - 14.0 (childhood and childhood) school) and stage 3, from 14.0 - 21.0 years is adolescence/puberty, the transition period from the age of children to adults.

Teenage students are the next generation of progress, but on the other hand, during this period, there is a transition from childhood to adulthood(Langellier et al., 2020). At this time, adolescents experience confusion in life due to unclear duties and roles, become adults who are not ready, and as a period of identity seekers(Peters et al., 2020).

While the flow of globalization cannot be avoided anymore, let alone the trend in the industrial world that combines automation technology and cyber technology with the term Industrial Revolution 4.0, in this case, it greatly affects social life without borders, especially communication and information technology in the form of internet and smartphone services that are mutually exclusive—connected to facilitate someone with the outside world, so that technological developments have a significant impact on changing the order of life in society, especially changes in value systems and norms(Lue & Riyanto, 2020).

The influence of technology in the life of the multicultural world community can support social life because it provides easy access to information anytime and anywhere, without exception the world of education can use it in searching for various references available through internet services even though it has positive and negative impacts if it is misused(Hays, 2020).

It turns out that the negative impact is more pronounced and experienced by teenagers because they are not ready to face the realities that occur in world life, crises, conflicts in various lines, for example, fighting between countries,

violence occurs everywhere, it is also seen in various news media about murder, theft, systematic corruption in the bureaucracy, conflicts between communities, student fights, moral crises that easily commit fraud both in the economic field, electric moral treatment, even those that are now drawing attention to differences in identity, religious conflicts that never end, this certainly cannot be allowed to continue and must find a solution(Lemberger et al., 2018).

Education is seen as a process of humanizing humans; in fact, it is still not fully capable of overcoming the multidimensional crisis that occurs due to the negative impact of technological developments and globalization(Zeligman et al., 2018). The role of educational institutions as agents of change is currently still at a cognitive level, not yet combined with social-emotional skills and religious intelligence, so social guidance services for adolescents are needed that can be carried out professionally with multicultural concepts to form awareness of social-cultural pluralism in adolescents which is continuously implemented both in schools and in the community(Killian & Floren, 2020).

## **LITERATURE REVIEW**

### ***Guidance and Counseling***

Guidance and counseling are an integral part of the implementation of education because the implementation so far has touched more on my cognitive level, so the presence of Guidance and counseling is needed as a complement but equally important in its implementation so that competence can be maximally and continuously(Anyamene & Ngwakwe, 2020).

Guidance and counseling is a process of providing assistance to individuals to be able to understand, accept themselves and the environment, carried out continuously so that they are in accordance with the demands and conditions of the school environment, family and community, and life to achieve optimal development as a social being(Farozin et al., 2020).

Meanwhile, counseling is the process of giving assistance to individuals in solving life and life problems in order to overcome and make the right decisions(Lee & Kelley-Petersen, 2018).

Opinion (Singh et al., 2020)conveyed the notion of Guidance is "Rather's guidance is assistance made available by the competent counselor to an individual of any age to help him direct his own life, develop his own decisions, and carry his burdens."

The opinion of (Farozin et al., 2020)provides an understanding of guidance "guidance is the assistance given to individuals making intelligent choices and adjustment in their lives, The ability is not innate it must be developed, The fundamental purpose of Guidance is to develop in each individual up to the limit of his capacity, the ability to solve his own problems and to make his own adjustment.

Opinion of (Carey et al., 2020) that Counseling is an interactive process which facilitates meaningful understanding of self and environment and results in the establishment and / or clarification of goals and values of future behavior.

The purpose of counseling guidance services is so that the counselee/student can plan activities to complete career development and life in the future, develop all the potential and strengths they have as optimal as possible, be able to adapt to the environment and overcome the obstacles and difficulties faced(Baltrinic & Morris, 2020).

In general, the purpose of implementing counseling guidance services: trying to help students/adolescents find their personality in terms of recognizing their strengths and helping solve their problems/weaknesses, and accepting themselves positively and dynamically as a capital for further development(Anyamene & Ngwakwe, 2020).

The functions of the Counseling Guidance service (Anyamene & Ngwakwe, 2020) are:

1. The function of understanding; help to counsel so that they have an understanding of themselves and the environment in order to be able to develop their potential optimally
2. Facilitation function; make it easy for the counselee to achieve growth and development
3. Adjustment function: in order to adjust dynamically and constructively
4. Distribution function; help choose and establish a career that suits their talent interests
5. Adaptation function: to adjust to education and career by using adequate information.
6. Prevention / preventive function: related to the counselor to always anticipate/prevent, including ways to avoid actions that endanger themselves
7. Repair function: helps the counselee to correct mistakes and lead to productive and normative actions.
8. Healing / curative function: assistance who has problems with remedial teaching techniques as well as providing Guidance
9. Maintenance function: helps the counselee to maintain a conducive condition with an attractive program
10. Development function: to help the counselee be more proactive by facilitating/collaboration/cooperation for development with techniques using information services, tutorials, group discussions, brainstorming, home, and field trips.

As for the types of Guidance and Counseling(Farozin et al., 2020):

1. Academic guidance aims; to have positive study habits, have high motivation to study, have effective study habits, have mental readiness for examinations.
2. Social, personal Guidance is the goal of practicing the values of faith and devotion to God Almighty, having an understanding of the rhythm of life that is fluctuating and able to respond positively, having an objective and

constructive understanding and acceptance of oneself, having self-respect, able to manage stress, be able to control oneself from actions that are forbidden by religion, have the ability to solve problems, have self-confidence, have a healthy mentality.

3. Career Guidance aims; have an understanding of the high school, have an understanding of study is an investment in reaching the future, have an understanding of learning by work and work, have a positive attitude towards the future, have a willingness to improve work-related abilities.
4. Family Guidance aims; have the attitude of a leader in the family, able to empower themselves productively, be able to adapt to the existing norms in the family, be able to actively participate in achieving a happy family life.

### *Social Guidance*

Social Guidance is a type of counseling in the implementation of education, which focuses on having an understanding of the values of devotion, positive life rhythm, objectively constructively, respect for oneself can have the ability to solve their own problems, can manage stress, truest self, and have a healthy mentality (Singh et al., 2020). This is reinforced by the opinions of the experts below.

Social Guidance is a service provided by mentors to students/adolescents with the aim of helping to understand themselves in relation to the surrounding social environment, in order to be able to socialize properly, have good manners, have a role as family members and members of the wider community, and be able to overcome conflicts that occur (Gumilang, 2020).

Social Guidance is meaningful; a guidance / in dealing with and solving social problems such as association, solving conflict problems, adjustment, and so on, and is an assistance to individuals in order to be able to create a person who is able to socialize and adapt to their environment well (Singh et al., 2020).

There are several forms of social guidance services provided to students/adolescents in schools and in the community, for example:

(Singh et al., 2020) there are information services covering the characteristics of advanced and modern societies, so science and technology are necessary for human life. There are orientation services covering the field of developing social relations, regarding the introduction of the atmosphere of developing society, the relationship between object forms, the atmosphere of social relations between individuals in a particular family, organization, or institution, in certain social events (Lee & Kelley-Petersen, 2018). Its aspects, the ability of individuals to socialize with their environment, the ability of individuals to adapt, and the ability to carry out social relations both in the family, school, and community environment (Mishra, 2020).

So Social Guidance is a service to students/adolescents with the aim of helping to understand themselves in relation to the social environment around them, in order to be able to socialize properly, have good manners, have a role as family members and members of the wider community, and be able to

overcome, solve problems social, such as interaction, adjustment, self-confidence, and being mentally healthy and able to express it (Racine et al., 2018).

There are several forms of social guidance services provided to students/adolescents in schools and in the community, for example, regarding the aspects of the individual's ability to socialize and adapt as well as social relations in the family, school, and community, with Information Services covering the characteristics of advanced and modern societies, then science and technology is necessary for human life (Nassar & Singh, 2020). There are orientation services covering the field of developing social relations, regarding the introduction of the atmosphere of developing society, the relationship between object forms, the atmosphere of social relations between individuals in a particular family, organization, or institution, in certain social events, through social institutions/organizations (Sabiq et al., 2020), if it is implemented in schools through guidance and counseling teachers (BK/school structure teachers. All with a multicultural concept to form awareness of social-cultural pluralism as a human being to understand life as a social being.

The concept of multicultural development, namely, firstly, awareness of the importance of plural values, meaning that fostering adolescents in their development, cannot only be with a monocultural perspective concept (Singh et al., 2020). Both understanding and respecting oneself fairly, namely, giving the concept of being able to respect oneself proportionally, being able to respect others fairly (Geesa et al., 2020). Third: fostering awareness of differences, namely the development of values of dignity and having the same rights as values of social responsibility by creating the common good.

### ***The Role of Counseling Counseling In Education***

With education, a person can be intellectual and have skills if that person follows education to want to learn and continue to learn to understand and be able to take advantage of nature for human progress, which in turn has an impact on knowledge about technology in the role of counseling guidance in education (Killian & Floren, 2020).

This is in line with the opinion of John Dewey (Abu Ahmadi, 2007) regarding education as a process of building fundamental skills intellectually and emotionally towards nature and fellow humans. To improve the quality of education, and the vital role of teachers in education, namely teaching science and building future generations to be determined by teachers, UNESCO member countries on October 5, 1994, agreed that every October 5 is celebrated as Worldwide Teachers' Day. (Directorate General of Teachers and Education Personnel. 2019).

The Indonesian government's efforts to create a National Education System with Law no. 20/2003, states that education is a conscious and planned effort to create an atmosphere of learning and the learning process so that students actively develop their potential to have religious, spiritual strength, self-

control, personality, intelligence, noble morals, and skills needed by themselves, the nation's community. and country.

Whereas technology in the role of counseling guidance in education is the application and utilization of various branches of science that produce values for the fulfillment of needs and survival, and improve the quality of human life (UU. RI no.12 of 2012).

The main vision and mission of the Government of Indonesia, in particular, which is to create superior human resources, in the implementation of education aims to educate the nation's life—needed by everyone to face the times of mastering technology to compete in the era of globalization (Churiyah et al., 2020).

The development of increasingly sophisticated technology is certainly accompanied by positive and negative impacts (Killian & Floren, 2020). There are many opinions related to the use of technology in education. The internet is directly related to changing the pattern of everyday life, including the way of working, accessing and exchanging information, buying and shopping, meeting people, maintaining, and managing existing social relationships (Hays, 2020).

The fast informatization process makes the horizon of life on the planet widen and at the same time, the world is increasingly shrinking, but the problems of life become a global problem because they cannot be separated from the influence of events in other parts of the world, for example, political problems, economic problems, and social problems, the existence of the internet makes it easier for someone to communicate without limited space and time (Farozin et al., 2020).

Nowadays, social change is fundamentally changing the way people live in various ways to fulfill their daily needs. This change was triggered by industrial activities that combined automation technology with cyber technology in the era of the industrial revolution 4.0 (Lue & Riyanto, 2020). Automation and data exchange in manufacturing technology, including cyber-physical systems, Internet of Things (IoT), natural computing, and cognitive computing, have penetrated various community activities (Lemberger et al., 2018).

When observed further, some of the internet users, most of the people, have difficulty carrying out activities that support their development, especially in the world of education (Baltrinic & Morris, 2020). The influence of technology in the life of a multicultural world community should be able to support social life because it provides easy access to information anytime and anywhere without limits; without exception, the world of education can use it in searching for various references available through the internet services (Peters et al., 2020). However, it has a positive and negative impact if it is misused.

Positive impacts include being able to make it easier and faster for people to carry out activities, communication, business, even online instructions, in

various fields both in the economy, how to sell and buy, public transportation services such as Gojek and Grab, are the implementation of creating new fields and new professions relating to the use of technology in education (Nassar & Singh, 2020).

The use of technology to convey the role of counseling guidance in education, namely the benefits of time, cost, logistics and other institutional problems (Anyamene & Ngwakwe, 2020). One example of the positive impact of technology in education is the implementation of distance education. Distance education overcomes differences in time, geography, and cost. So that students who have geographic limitations, such as a place to live far from educational institutions so that it requires a large amount of money and a long time to visit them, will still get an education as education is carried out regularly (Lashari et al., 2018).

Especially in Indonesia, the government has made regulations regarding distance education, regulated in article 31.

## **RESULT & DISCUSSION**

### ***Pandemic COVID-19***

World Health Organization (WHO) has declared COVID-19 a Global Pandemic on March 11, 2020; based on considerations such as the Extraordinary event (KLB) in the form of the COVID-19 pandemic caused by the SARS-CoV-2 virus which infected the first individual in Wuhan since December 2019, one of the cities in the People's Republic of China and then spread throughout the world

The COVID-19 coronavirus pandemic has presented new challenges for the nation-state to overcome. In particular, the country responds and seeks to prevent and stop the spread of the virus much more widely (Gumilang, 2020). Many countries carry out policies that are implemented within their territories, such as a lockdown policy system or a social distancing policy against the community (Carey et al., 2020). Several countries, including Indonesia, have shown success, but some have shown the failure of this policy.

To prevent widespread public health emergencies that are currently occurring among people in a certain area. The central government is one of the efforts to combat the coronavirus in Indonesia through a closed Cabinet meeting held on March 31, 2020. The government has become a Large-Scale Social Restriction (PSBB) to mitigate risk factors in certain areas when there is a public health emergency. This policy refers to Law no. 6 of 2018 concerning Health Quarantine, the determination of which will be coordinated between the Minister of Health, the Covid-19 Task Force, as well as regional heads. PSBB is carried out on the basis of epidemiological considerations, the magnitude of the threat, effectiveness, resource support, technical operations, economic, social, cultural, and security considerations.



LuthfiaAyuAzanella | Editor InggriedDwiWedhaswary Large-scale Social Restrictions (PSBB) have now been implemented in 10 regions in Indonesia as part of efforts to prevent the coronavirus (Kompas.com). Referring to the Regulation of the Minister of Health (Permenkes) RI Number 9 of 2020, PSBB is a limitation certain activities of residents in an area suspected of being infected with the Coronavirus disease 2019 (Covid-19) in such a way as to prevent its possible spread.

The COVID-19 pandemic is a disaster that has hit almost the entire world, segments of human life are disrupted, without exception, there are closures of offices, school institutions, tourist areas, places of worship, which is most felt during the Haj season, Muslims around the world cannot carry out worship activities the holy land (in Saudi Arabia) while waiting for years, including the world of education (Situmorang, 2020). Many countries have decided to close schools, educational institutions, from early childhood education, schools to colleges and universities, with a learning system using online technology in communication, including Indonesia (Irawan et al., 2020).

There are two impacts on the sustainability of education caused by the Covid-19 pandemic. First is the impact of many families who are not familiar with doing school at home while their parents are busy with work outside the home (Sabiq et al., 2020). Psychological problems of the children of students who are accustomed to learning face to face with their teachers (Irawan et al., 2020). The teaching takes place online. Inevitably, remote villages with very dense school-age populations are confused, because information technology infrastructure is very limited. The Impact of Covid-19 on Learning in Schools The learning process in schools is the best public policy tool as an effort to increase knowledge and skills (Situmorang, 2020). In addition, many students think that school is a very fun activity, they can interact with each other. Schools can improve students' social skills and social class awareness (Racine et al., 2018). The school as a whole is a medium of interaction between students and teachers to improve their integrity, skills, and affection between them (Lemberger et al., 2018).

Problems that hinder the implementation of the effectiveness of learning with online methods include 1. Limitations of Mastery of Information Technology by Teachers and Students The condition of teachers in Indonesia, not all understand the use of technology, 2. Inadequate facilities and infrastructure. 3. Limited Internet access. The internet network is still uneven in all corners of the country. 4. Budget provision because the aspects of the welfare of teachers and students are still far from expectations. Student Losses in the Assessment Process Many exams should have been carried out by students in normal conditions; now, suddenly, because of the impact of Covid-19, the exam is canceled or postponed. Internal assessments for schools are perhaps considered less urgent.

***The Role of Social Guidance and Development Technology Against COVID-19***

As for the role of social Guidance for technology development and the eradication of the COVID-19 pandemic, to help solve problems and development of students/adolescents in facing their future, namely with social guidance services provided in schools and in society, for example, regarding aspects of individual ability to socialize and adapt as well as relationships social environment both in the family, school and community, carried out with a multicultural approach (Singh et al., 2020). In order to have an understanding of the values of laughter, the rhythm of life in a positive, constructive way, respect for oneself, be able to solve their own problems, be able to manage stress, be confident, and have a healthy mentality in preventing COVID – 19 (Sabiq et al., 2020).

Through Information Services, it covers the problems faced by globalization, the characteristics of advanced and modern societies, science and technology are necessary for human life (Churiyah et al., 2020). as the next generation. There are orientation services covering the field of developing social relations, regarding the introduction of the atmosphere of developing society, the relationship between object forms, the atmosphere of social relations between individuals in a family, organization, or certain institution, in certain social events, through social institutions/organizations that exist in adolescents and family, and consulting services like technical assistance for counselors in identifying and correcting problems that occur with counseling or psychotherapy aimed at clients directly so that the implementation is done in schools through guidance and counseling teachers (BK teachers/school structures) (Gumilang, 2020).

The multicultural concept of its development is the awareness of the importance of plural values. Both understanding and respecting oneself fairly. Third: cultivate awareness of differences and create a common good (Singh et al., 2020).

The above is a development tool for; 1. They are providing awareness of the importance of the values of the spirit to advance with a plural culture. 2. Give respect to yourself fairly in order to respect others. 3. Raising awareness of differences and recognition of the basic rights of others, for example, differences in race, gender, age, capability, religious beliefs, political affiliation, and so on.

## **CONCLUSION**

The Covid-19 pandemic in Indonesia has had a huge impact on the education process in Indonesia. Psychologically, the parents of students are affected, because they have to participate directly in educating their children in explaining every subject that is being taken. The use of technology to carry out distance learning is also an obstacle, especially for parents who do not understand technology. The role of counseling is needed to bridge parents, students, teachers and the school. Counseling guidance needs to understand the diversity that exists so that it is able to provide solutions to any obstacles experienced by students. Guidance and counseling service are very thick with treats of values including religious values (helping counselees with sincere sincerity), the value of struggle without limits (patience in guiding and giving

guidance to counsees), the value of sincerity (Professionals overall in providing guidance and counseling services), the value of fairness (without discriminating against the counselee and seeing the unique cultural background of all counsees) and the value of the decision (giving options/choices according to the counselee's abilities). The role of counseling guidance in educational services during a pandemic can be a smooth solution for the educational process. Counseling guidance can provide education that can strengthen character, spiritual, respect for others and understand the social and economic aspects that occur in the community.

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