



## THE 2<sup>nd</sup> INTERNATIONAL CONFERENCE ON GUIDANCE AND COUNSELING

### “COUNSELING RESONANCES ON MENTAL HEALTH EMERGENCIES AND AWARENESS”

#### MULTICULTURAL COUNSELING KNOWLEDGE AND INFLUENCE PSYCHOSOCIAL IDENTITY IN MULTICULTURAL COUNSELING

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#### ABSTRACT

*Multicultural counseling is a process of assistance provided to counselees by paying attention to and respecting the cultural values and cultural identity of the counselee. social psychology is a branch of psychology that thoroughly investigates the nature and causes of individual behavior in a social context. This research uses a literature study method with the aim of providing in-depth insight into the importance of multicultural counseling knowledge and psychosocial identity in multicultural counseling. Multicultural counseling aims to help individuals face the challenges of their culture, and be able to embrace and accept their own culture. Knowledge of multicultural counseling is very important in the context of modern counselor professionalism. By mastering it, counselors will be more sensitive to the needs of clients from various cultural backgrounds. So that counseling can achieve its goals optimally. In addition, an in-depth understanding of identity social psychology helps counselors in understanding how self-perceptions and perceptions of others, as well as how stereotypes and discrimination affect interactions in multicultural contexts.*

Keywords: Counseling, Multicultural, Psychosocial

# **Multicultural Counseling Knowledge and Influence Psychosocial Identity in Multicultural Counseling**

## **INTRODUCTION**

Etymologically, counseling comes from the Latin "consilium" which means "to accept or understand", so counseling is a professional process that involves two parties, namely the counselor who provides services and the counselee who receives services. The counseling process aims to help counsees understand their problems and find appropriate solutions to overcome these problems. Ulfiah (2020) explains that counseling is a professional service carried out to help counsees understand themselves, make decisions, and overcome their problems face-to-face and requires a good quality relationship between the counselor and the counselee.

According to Gladding (2008), Gilbert Wrenn (1962b) was a prominent professional who first highlighted the importance of understanding the uniqueness of individuals from different cultural backgrounds in counseling practice. Wrenn emphasized that counselors should have an awareness of cultural differences and not assume that a single approach or technique is appropriate for everyone. The counselor's ignorance of this can lead to discrimination due to the mismatch of treatment to each individual's cultural needs. Clemmont Vintress (1966, 1967, 1996) is also an important figure in understanding the concept of culture and its impact in the context of the counseling relationship. In 1973, Paul Pedersen led a discussion on multicultural counseling at the APA annual meeting, and with his colleagues in 1976, they published the first book specifically addressing the issue, entitled "Counseling Across Cultures".

Gladding (2008) explains that the focus of multicultural counseling has changed throughout its relatively short history. In the 1950s, the focus was more on the individual client, then evolved into an overall multicultural counseling focus in the 1960s, and has continued to the present since the 1970s. By the end of the 1980s, multicultural counseling was considered to be of great importance in the counseling profession. During the 1990s and early 21st century, multicultural counseling remained a relevant topic, with many counseling journals delving deeper into multicultural issues and developing understanding rather than simply addressing emerging issues. Therefore, multicultural counseling is considered an important approach just like other approaches in counseling such as psychoanalysis, behaviorism, and humanism.

Multicultural counseling is a process of assistance provided to counsees by paying attention to and respecting the cultural values and cultural identity of the counselee. Akhmadi (2017) elaborates that multicultural counseling needs to pay attention to all aspects related to individuals because cultural factors can affect their experiences and problems. The intervention strategies used in multicultural counseling are tailored to the needs and cultural background of the counselee.

Multicultural counseling aims to help individuals overcome challenges related to their culture. The goal is for individuals to embrace their own culture, respect the culture of others, and avoid cultural barriers. In addition, this counseling also aims to assist individuals from various cultural backgrounds in solving problems related to cultural factors.

The main feature that distinguishes human life from others is its social aspect. Humans are in a social environment where interactions occur between individuals and individuals, individuals and groups, or groups and groups. In these interactions, humans understand the behavior of others, live together, respond, and influence each other. Studies in social psychology focus on individual behavior in a social context,

## **Multicultural Counseling Knowledge and Influence Psychosocial Identity in Multicultural Counseling**

which can differ from one community to another. Similarities in behavioral interpretation result in smooth interactions, while differences can lead to incompatibility or conflict.

Based on the key concepts described above, we can find several definitions of social psychology, which come from several experts. As according to Allport (1945), social psychology is a field of study that aims to understand and explain how individual thoughts, feelings, and behaviors are influenced by the presence of other people, either in reality, in the imagination, or because of the demands of social roles. Meanwhile, according to Myers (2002), social psychology is a branch of psychology that thoroughly investigates the nature and causes of individual behavior in a social context.

In these dynamic times, counselors are often faced with situations where they encounter diverse cultural backgrounds brought by their clients. In fact, there are cases where counselors themselves have a different culture from their clients. Thus, having an in-depth knowledge of cultural differences and psychosocial identities becomes an important key in providing appropriate and effective counseling services. With this awareness of cultural diversity, counselors can better empathize with their clients, understand their perspectives, as well as understand cultural needs that may differ. Therefore, it is important for counselors to continuously improve their knowledge of cultural diversity and pay attention to how psychosocial identities influence interactions in multicultural counseling contexts. Thus, counselors can provide comprehensive support for all individuals, regardless of cultural background.

This article will discuss the importance of multicultural counseling knowledge for counselors as well as the impact that psychosocial identity has in the context of multicultural counseling. Through this discussion, the article aims to contribute to the improvement of counselors' understanding in dealing with clients who have diverse cultural backgrounds. Thus, it is hoped that this article can be a valuable source of information for counselors in their efforts to provide more responsive and effective counseling services to clients in multicultural counseling.

### **METHOD**

This research adopts the main method in the form of a literature study approach to obtain relevant data. The literature study approach is a systematic process of collecting and analyzing information from various written sources related to the research subject. The choice to use this approach is based on the complexity and diversity of theoretical aspects related to the research topic, namely multicultural counseling and psychosocial identity, which requires an in-depth review of the existing literature.

This research involved identifying data sources consisting of various academic literature and scholarly journals relevant to the research topic, namely the importance of multicultural counseling knowledge and the influence of psychosocial identity in the context of multicultural counseling. Through data collection techniques of literature search and selection, the most relevant sources were selected for further analysis. Data analysis was conducted by reading and understanding the contents of the selected literature, noting important findings related to the research topic. Thus, it is hoped that this article will provide deep insight into the importance of multicultural counseling knowledge and psychosocial identity in multicultural counseling, as well as contribute valuable thoughts to counseling practitioners.

# **Multicultural Counseling Knowledge and Influence Psychosocial Identity in Multicultural Counseling**

## **RESULT AND DISCUSSION**

### **Definition of Multicultural Counseling**

Indonesia is a country that has various types of cultural diversity. Culture itself is something that has become a habit that is difficult to change. Cultural diversity in society can take the form of variations in ethnicity, gender, cultural background, geographical origin, social diversity, religion, habits, and so on. Thus, cultural diversity in society is an inherent and inseparable aspect of human life.

Anggriana (2022) explains that multicultural counseling is a counseling activity that involves counselors and counselees who have different cultural backgrounds. Locke in Umami (2022) defines multicultural counseling as counseling activities that highlight the importance of individual uniqueness, as well as the personal values of counselors and counselees from different cultural backgrounds. Diversity is what affects the course of counseling. Erlamsyah (2018) explains that multicultural counseling is an integrative approach that utilizes basic cultural theories to select concepts and ways to intervene in counseling.

Based on several definitions of multicultural counseling according to the experts above, multicultural counseling is a counseling activity consisting of counselors and counselees with different cultural backgrounds that affect the course of counseling because it emphasizes the importance of individual culture that affects their experiences and problems and how to intervene in the counseling process.

With the various cultural differences that exist in counselees, counselors need to empathize and respect these differences. Rahmawati et al (2021) explain that in conducting a multicultural counseling process, counselors need to overcome cultural biases and be sensitive to the culture of the counselee. So that counselors need culturally responsive skills starting from being able to communicate effectively, respect each other, and avoid stereotypes in counselees who are culturally different from them. Thus, the counseling carried out can run effectively.

### **Counseling Objectives of Multicultural Counseling**

Multicultural counseling aims to help individuals who face challenges related to their culture. The goal is for the individual to embrace and accept their own culture, as well as build awareness and respect for others' cultures, while avoiding cultural barriers. In addition, multicultural counseling also aims to assist individuals from various cultural backgrounds in resolving the problems they face that are related to cultural factors. According to Nuzliah (2016), the objectives of cultural counseling include:

1. Provide assistance to counselees to develop their abilities and empower themselves to the fullest.
2. Assist counselees in solving problems, adapting, and achieving happiness in life according to their culture.
3. Supporting counselees to function well in a multicultural society.
4. Introduce and teach cultural values to the counselee as a foundation for making future life plans, choices, and decisions.

In addition, according to Bunu (2016) the purpose of multicultural counseling is to provide assistance to individuals who have various backgrounds to realize themselves into a whole human being to achieve happiness in life, according to Hidayat, et al (2019) in maximizing multicultural counseling can

## **Multicultural Counseling Knowledge and Influence Psychosocial Identity in Multicultural Counseling**

provide support in development and solve various student problems optimally, can develop independence, goals in life, and student happiness.

In addition, the implementation of multicultural counseling is also important to be applied in schools, this is in order to provide assistance to individuals in order to accept their own culture, realize, and respect other cultures and be saved from learning problems caused by cultural barriers. The purpose of multicultural counseling is also to provide assistance to students who come from diverse cultures, so that students are able to solve problems that are being experienced in learning at school regarding cultural factors. BK teachers need to ensure that learners with different cultural backgrounds have access to appropriate support and opportunities to promote their optimal development as individuals. Multicultural counseling in schools aims to help students from different cultural backgrounds to: (a) Thrive in a multicultural setting, (b) Identify and respect their own culture and appreciate the cultures of others, (c) Develop sensitivity and respect for the cultures of others that are different from their own, (d) Increase students' awareness of cultural differences, recognize cultural diversity, and improve school and community climate, (e) Feel accepted and respected while meeting all students' needs, and (f) Provide counseling interventions that optimize students' potential (ASCA, 1999).

### **Multicultural Counseling Knowledge**

Every individual is a representation of the culture that he or she carries or has, so it cannot be ignored that each individual has a unique cultural background. In counseling practice, it often happens that counselors and counsees have different cultural backgrounds. This diversity can be a source of deep understanding and challenges in the counseling process such as the emergence of prejudices, stereotypes, and multicultural biases. So with the diversity in multicultural counseling, it requires counselors to be able to provide services that are in accordance with the conditions of the counselee. If the counselor does not have multicultural counseling knowledge, it can be a barrier in the counseling process that can reduce the effectiveness and success of counseling.

Knowledge of multicultural counseling is very important in the context of modern counselor professionalism. By mastering it, counselors will be more sensitive to the needs of clients from various cultural backgrounds. So that counseling can achieve its goals optimally. According to Anggriana and Finayanti (2022) multicultural counseling addresses cultural differences between counselors and clients such as gender, social class, language, ability, and ethnic race. Therefore, professional counselors are needed who have multicultural knowledge and awareness such as appreciating differences and diversity of values, beliefs, and are aware of biases and awareness of self-limitation in terms of culture (Khowatim, 2020).

According to Akhmadi (2017) Multicultural knowledge is a counselor's understanding of the cultural heritage of each individual, ethnic identity, the existence of injustice, racism and stereotypes, differences in communication styles and knowledge of the characteristics of multicultural counseling. According to D.W. Sue and David Sue (2007) multicultural counseling competencies include:

1. Be knowledgeable and informed about a number of culturally diverse groups, especially the groups with which the therapist works.

## **Multicultural Counseling Knowledge and Influence Psychosocial Identity in Multicultural Counseling**

2. Knowledgeable about the operation of the socio-political system in the United States with respect to its treatment of marginalized groups in society.
3. Have specific knowledge and understanding of the general characteristics of counseling and therapy.
4. Have knowledge of the institutional barriers that prevent some diverse clients from utilizing mental health services.

### **The Influence of Social Psychology Identity in Multicultural Counseling**

Social psychology is an important field of study in understanding how individuals interact with their environment, especially in a social context. According to Allport (1945), social psychology focuses on the influence of the presence of others on individual thoughts, feelings, and behaviors, both real and imagined, as well as due to the demands of social roles. This view is reinforced by Myers (2002), who describes social psychology as a branch of psychology that investigates individual behavior in social contexts.

In multicultural counseling practice, it is important to understand how social psychology identity influences the interaction between counselor and client. In the context of social psychology, psychosocial identity includes how individuals identify themselves in relation to social factors such as ethnic group, culture, religion, and gender. Understanding psychosocial identity helps explain how individuals respond to social situations and interact with others. An in-depth understanding of social psychology identity assists counselors in understanding how self-perceptions and perceptions of others, as well as how stereotypes and discrimination affect interactions in multicultural contexts. Some of the influences of social psychological identity in multicultural counseling practice are described below:

#### **1. Perception of Self and Others**

Stephen P. Robbins in Simbolon (2007) defines perception as an individual activity in interpreting, organizing, and giving meaning to stimuli received from the surrounding environment, which is influenced by learning and experience. Social psychological identity has a significant impact on how individuals perceive themselves and others around them. It encompasses the beliefs, values and preferences that shape one's self-view. In addition, social psychological identity also influences how individuals perceive others, including in the formation of stereotypes and attitudes towards other groups. When individuals identify themselves with a particular group, they tend to view themselves and their group more positively than other groups, which can reinforce stereotypes and prejudices.

#### **2. Stereotyping and Discrimination**

Social psychological identity also plays a role in the formation of stereotypes and discriminatory behavior towards other groups. Stereotypes are inaccurate or exaggerated generalizations about a group, often based on attributes believed to be common within the group. De Jonge in Murdianto (2018) argues that it is not reason or logic, but feelings and emotions that influence the formation of stereotypes. Discriminatory behavior, on the other hand, is the unfair treatment of individuals or groups based on characteristics or members of those groups. Jones, as cited by Madyaningrum (2012) states that much of the research in the field of social psychology on discrimination leads to attempts to understand how stereotypes and prejudices are formed in the

## **Multicultural Counseling Knowledge and Influence Psychosocial Identity in Multicultural Counseling**

minds of individuals. In the context of counseling, awareness of stereotypes and discrimination is important to ensure that counselors treat all clients fairly and avoid unconscious prejudice.

### **3. Interaction in Multicultural Contexts**

In counseling practice, an understanding of social psychological identity is crucial, especially in multicultural contexts where counselors and clients may come from different cultural backgrounds. This understanding helps counselors understand how clients' identities affect their perceptions of themselves and others, and how this affects counseling interactions. As such, counselors can take a more open and inclusive approach that considers cultural differences and social psychological identities.

### **4. Ethics Sensitive to Cultural Diversity**

The ethics of culturally sensitive psychology encourages counselors to consider the dynamics of social psychological identities in counseling practice. This includes valuing clients' diversity by recognizing and respecting their identities, avoiding stereotyping and discrimination, and adopting approaches that are appropriate to clients' needs within their cultural context. By doing this, counselors can create an inclusive, safe, and supportive counseling environment for all individuals seeking counseling assistance.

By considering the impact of social psychological identity in counseling practice, counselors have the ability to provide comprehensive, responsive, and effective services to clients with diverse cultural backgrounds. It also supports the building of a strong and supportive counseling relationship between counselor and client.

## **CONCLUSION**

Multicultural counseling is a counseling activity that consists of counselors and counsees with different cultural backgrounds that affect the course of counseling because it emphasizes the importance of individual culture that affects their experiences and problems and how to intervene in the counseling process. Multicultural counseling aims to help individuals face the challenges of their culture, and be able to embrace and accept their own culture.

Knowledge of multicultural counseling is very important in the context of modern counselor professionalism. By mastering it, counselors will be more sensitive to the needs of clients from various cultural backgrounds. Social psychology is a branch of psychology that thoroughly investigates the nature and causes of individual behavior in a social context, so that counseling can optimally achieve its goals. In addition, an in-depth understanding of social psychology identities helps counselors understand how self-perceptions and perceptions of others, as well as how stereotypes and discrimination affect interactions in multicultural contexts

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