



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

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

## GUIDANCE AND COUNSELING SERVICE INNOVATION IN THE DIGITAL ERA

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### ABSTRACT

*Guidance and counseling services face new challenges in the digital era, especially with the development of information and communication technology. The rapid pace of globalization and the technological era in Indonesia have an impact on the field of education, so new approaches to teaching must be developed. The development of technology provides convenience and comfort for anyone in providing various services, including one of them in guidance and counseling services. Counseling as one of the components of educational services intended for students must be ready to keep up with the changes. The COVID-19 pandemic has accelerated the adoption of technology in mental health services, prompting guidance and counseling practitioners to seek relevant innovations to improve the effectiveness and accessibility of their services. This study aims to identify recent innovations in guidance and counseling services in the digital era and formulate a solution plan to overcome challenges and take advantage of opportunities offered by technology. By analyzing relevant literature and collecting empirical data, this study develops strategies that can be implemented by guidance and counseling practitioners and institutions. The research method used is Systematic Literature Review (LSR) with PRISMA technique by listing 10 articles (3 international articles) that contain innovations in guidance and counseling services in the digital era that not only increase service accessibility, but also open up new opportunities for innovative therapeutic approaches. However, there are some challenges that must be faced, namely privacy and data security issues, and the need for adequate regulation to ensure service quality.*

**Keywords:** Guidance and Counseling, Digital Era, Technology.

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## INTRODUCTION

In today's digital era, guidance and counseling services face new challenges along with the development of information and communication technology. The importance of adapting to these changes is increasingly felt, especially with the emergence of the COVID-19 pandemic which accelerates the adoption of technology in mental health services (Permatasari et al., 2021). In response to this, guidance and counseling teachers or counselors need to look for relevant innovations to increase the effectiveness and accessibility of their services.

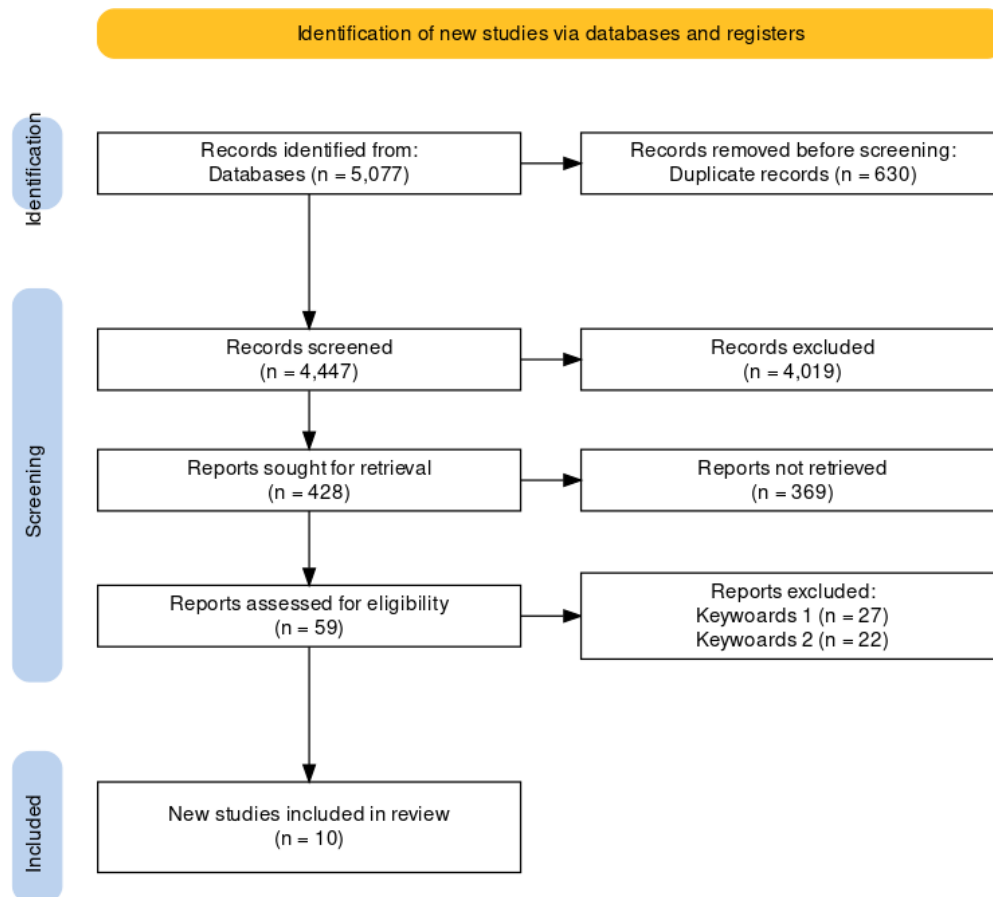
This study aims to identify current innovations in guidance and counseling services in the digital era, as well as formulate a solution plan to overcome challenges and take advantage of opportunities offered by technology. By analyzing relevant literature and collecting empirical data, this research will develop strategies that can be implemented by guidance and counseling practitioners and institutions to improve the effectiveness and accessibility of their services. The existence of technology allows guidance and counseling teachers or counselors to provide more effective and efficient services, especially in the context of remote or online therapy. In addition, the adoption of technology can also expand the scope of services, thus allowing access for individuals who are physically difficult to reach. By understanding and adopting the latest innovations, practitioners can face the challenges and capitalize on the opportunities offered by the digital environment (Gozali, 2020)

Through a comprehensive literature review, this study will identify the latest trends in guidance and counseling service innovation in the digital era. Hypotheses can be developed based on findings from the literature, such as the hypothesis that the adoption of new technologies can increase the effectiveness of distance therapy, or that the integration of artificial intelligence in counseling services can expand the scope of services. The main purpose of this research is to present an in-depth understanding of the latest innovations in guidance and counseling services in the digital era, and to differentiate this research from other studies by emphasizing the development of practical strategies to implement these innovations in daily guidance and counseling practice.

## METHODOLOGY

This research uses the Literature Systematic Review (LSR) method with the PRISMA (Preferred Reporting Items for Systematic Review and Meta-analysis) technique to collect and analyze various research related to innovation in guidance and counseling services in the digital era. The search technique uses the PRISMA technique, where the researcher carries out a general search of journals related to innovation in guidance and counseling services in the digital era, then filters and selects journals that are suitable for use and filters again to find the right journal with the variables to be discussed.

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### RESULT AND DISCUSSION

From the results of our review using the LSR method and the PRISMA technique, the following results were obtained: the identification results obtained journals related to the Innovation of Guidance and Counseling Services in the SAGE Digital Era: 5077 titles. Of the 5077 titles after screening according to the title that can be accessed to 4447 titles, it's just that we feel that many titles are not relevant, so further screening according to the publication of the last 5 years so that it becomes 428. Of the 428 after screening again according to the relevant subject, namely guidance and counseling, 59 titles were obtained. In the development of the PRISMA method, the journals that are really appropriate for the variable literature of this study are 10 specific journals and are screened again according to keywords that are very specific about the Innovation of Guidance and Counseling Services in the Digital Age.

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Title	Country	Language	Research purposes	Types of research	Method Data collection	Population and Numbers	Results
Vibrant Screens: Remote therapy and counselling through the lens of digital materiality	Finland	English	Analyzing digital screens as health technology. Specifically, this article aims to look at how screens operate as part of a therapy setting or counseling practice, as well as seeking to better understand the materiality of technology	Qualitative research	41 in-depth interviews with therapy and counseling professionals in Finland	39 respondents (30 women and 9 men), aged 30-50 years except 6 respondents aged 55-59 years and 2 respondents aged 25-29 years	Digital screens operate in a variety of ways that can facilitate or undermine mental health care. Screens are becoming a more part of human care in a digitalized society. This article concludes that screens have an agentic capacity to play a role in providing care, and need to be viewed as 'living' materials.
The reality of E-counseling services in the light of Digital learning from the point of View of Teachers in Jordan	Jordan	English	To investigate the reality of e-counseling services in the light of digital learning from the perspective of teachers in Jordan.	Quantitative descriptive research	Online questionnaire	The population is all teachers in Rusaifa Education Directorate, Jordan in 2021 as many as 2917 people. The sample consisted of 348 teachers.	The arithmetic mean of the reality of e-counseling services has a medium degree at the overall level, and each dimension also has a medium degree. The prevention dimension is ranked first, followed by the social, moral, professional, educational and technical dimensions. There are no significant
The Use of New Digital Information and Communication Technologies in Psychological Counseling during the	Portugal	English	Analyzing changes in attitudes of professionals in the field of psychology towards the use of digital information and communication technologies (ICTs) in psychological	Quantitative research	An online questionnaire was developed and sent to members of the Association of Portuguese Psychologists via email and professional social media. Data was	108 psychologists registered with the Portuguese Association of Psychologists	84.3% of psychologists continued sessions during the lockdown using ICTs The most widely used ICT tools are video conferencing and telephone Most psychologists feel the use of ICTs provides the same or better results Flexibility of location and work schedule is an advantage of using ICTs

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COVID-19 Pandemic			consultations during the lockdown period Assess whether psychological counseling and therapy practices include greater use of ICTs during the lockdown period Identify factors that have the potential to influence these changes Solving the problem of adopting guidelines for remote psychological supervision by psychologists using ICTs during periods of physical isolation		collected during April-May 2020.		Nonverbal communication and privacy are challenges to the use of ICTs
Development of Android-Based Guidance and Counseling Dictionary Application for Student Self-Study Resources	Indonesia	Indonesian	To develop an android-based guidance and counseling study dictionary application to facilitate and integrate technology in learning.	Development research.	Needs study survey, interview, observation, expert assessment rubric.	20 Masoem University guidance and counseling students	The android-based guidance and counseling dictionary application has been successfully developed and functioned through a validation and trial process, which is ready to be used by guidance and counseling students.
Web-Based Guidance and Counseling Application at	Indonesia	Indonesian	To help the process of digitizing counseling guidance, and to help the process of retrieving	System development research	Interview and observation	BK teacher of SMK Negeri 16 Samarinda as the main resource person.	Successfully developed a web-based counseling guidance application that can help the counseling guidance process and search for counseling history at SMK Negeri 16 Samarinda.

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SMK Negeri 16 Samarinda			past counseling history.				The application is made using PHP and MySQL database.
Utilization of Artificial Intelligence in the Implementation of Cyber Counseling on Replica Application Users	Indonesia	Indonesian	To project the utilization of artificial intelligence in the implementation of cyber counseling.	Qualitative research with descriptive method.	Collecting data by conducting a literature review and analyzing the SWOT model.	Total ratings obtained on the Google Play page with a total of more than 450 thousand reviews (as of September 2023) written by users from all over the world including users from Indonesia.	The use of AI can have a positive impact on cyber counseling clients because it can provide a response to client problems and can be accessed anytime and anywhere and relatively more affordable costs. However, AI cannot fully replace the counselor's duties, because there are counselor competencies that cannot be replaced by AI.
Patterns Of Implementing Cyber Classical Guidance Using Podcast Media As An Effort To Increase The Achievement Motivation Of Uin Antasari Banjarmasin Students After The Co-19 Pandemic	Indonesia	Indonesian	Knowing the extent to which the effectiveness of podcasts in providing achievement motivation for UIN Antasari Banjarmasin students during learning in the new reality era.	with a qualitative approach	Questionnaire through google form and online interview.	17 first semester students of UIN Antasari as questionnaire respondents and 6 informants for group discussion forums and 2 informants for interviews.	Media podcast is the best alternative media as the implementation of distance classical guidance and can increase students' learning motivation during online learning.
Treffinger Model with Flipped-Classroom: Post-Pandemic Guidance and Counseling	Indonesia	Indonesian	To examine Guidance & Counseling service innovations that are able to maintain and strengthen student	Descriptiv e-analytical literature study.	Literature Study	Counseling Teachers, Lecturers, Students, College Students	The Treffinger model with Flipperd-classroom is an innovative service in Guidance and Counseling to strengthen the creative character of students and can be used as an alternative.

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Service Innovation to Strengthen Creativity			creativity after the pandemic.				
Guidance and Counseling Services in Elementary Schools in the Era of Digital Technolog	Indonesia	Indonesian	To determine the pattern of implementation of guidance and counseling services in the era of digital technology at SD 5 Kota Langsa and SD Pilot Aceh Tamiang.	Qualitative descriptive research.	Open interview, field observation, and documentation.	Primary data sources were principals, class teachers, administrative staff, and students of SD 5 Kota Langsa and SD Pilot Aceh Tamiang.	The implementation of guidance and counseling services in elementary schools refers to student understanding. Digital technology provides various means of humanist services such as the counseling service process. Current generation guidance and counseling services need to use ICT-based techniques and media to deliver messages to students.
Profile of Student Competence in Applying Technology as a Medium for Guidance and Counseling Services	Indonesia	Indonesian	To determine the profile of student competence in applying technology as a medium for providing guidance and counseling services.	Quantitative research using survey method.	A questionnaire containing 33 questions regarding knowledge, attitudes, and skills.	Students of counseling study program in semester IV and VI at IAIN Curup as many as 49 people.	In the knowledge aspect, 34.7% of students lacked knowledge about technology-based digital media. In the skill aspect, 28.57% of students had difficulty applying various media in technology-based counseling services. Overall, an increase in competence is needed because some students have only mastered and been able to apply technology.

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This research shows that innovations in guidance and counseling services in the digital age not only increase the accessibility of services but also open up new opportunities for innovative therapeutic approaches. The use of digital platforms and advanced technologies such as AI, Cyber Counseling on Replica Application Users, Remote therapy and counselling, Web-Based Guidance and Counseling Application, Android-Based Guidance and Counseling Dictionary Application, Treffinger Model with Flipped-Classroom offer the possibility to personalize guidance and counseling services according to individual needs. Innovations in guidance and counseling services in the digital era offer a variety of potentials to improve accessibility, effectiveness, and quality of services. The use of technologies such as AI, web applications, and Android-based apps provide greater flexibility and access for individuals seeking guidance and counseling.

The cyber counseling approach using replica apps provides an attractive alternative for individuals who may face barriers in accessing conventional services or feel reluctant to interact directly with counselors. The guidance and counseling dictionary app also provides a valuable resource for practitioners and individuals who wish to expand their knowledge in this domain. In addition, the Treffinger model with a flipped-classroom approach demonstrates how technology can be used to increase efficiency and interactivity in the guidance and counseling learning process (Sangiba et al., 2022).

However, there are challenges to overcome, including issues of privacy and data security, as well as the need for adequate regulation to ensure the quality of services. In addition, the importance of training and professional development for practitioners to utilize these technologies effectively should not be overlooked. The integration of digital innovations in guidance and counseling also opens up discussions on ethics and effectiveness, ensuring that the use of technology adds value to the guidance and counseling process and does not replace the human connection that is essential in the therapeutic process (Setyawati, 2022). Overall, the results and discussion from this study emphasize that digital innovations in guidance and counseling offer significant opportunities to improve services and support for individuals in need. However, to reach its full potential, there needs to be a balance between the adoption of technology and the maintenance of ethical standards and professionalism in guidance and counseling practice.

### **CONCLUSION**

Innovations in guidance and counseling services in the digital era have brought about significant changes in the way these services are delivered and received. The use of advanced technology such as AI, web and Android-based applications, as well as innovative therapeutic methods such as cyber counseling through replica applications and the Treffinger model with a flipped-classroom approach, has shown great potential to increase the personalization, accessibility and effectiveness of guidance and counseling services. It is important to emphasize that although technology brings many benefits, the human connection in the guidance and counseling process remains irreplaceable and must remain at the core of the practice. Thus, the integration of digital innovations in guidance and counseling must be done in a way that complements and enhances, not replaces, the interactions and relationships between counselors and clients. therefore, digital innovation in guidance and counseling services offers great opportunities to expand and enrich the services provided, with the potential to make guidance and counseling more inclusive, effective



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and accessible to more people. However, successful implementation of these technologies depends on addressing existing challenges, including data security and the need for professional training, as well as on maintaining ethics and core values in guidance and counseling practice.

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