COUNSELLORS APPROACHES IN HANDLING COUNSELLING DURING UNPRECEDENTED TIME BETWEEN TWO COUNTRIES

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ABSTRACT

This article introduces a study that explores counselors' approaches to counseling during times of unprecedented crisis, with a comparative focus between Brunei Darussalam and Indonesia. It's important to use as a reference or lesson learned if a similar incident occurs again.. This research method uses qualitative research methods with literature studies. Faced with an unprecedented situation such as the COVID-19 pandemic, counselors in both countrie were tested in providing effective mental support for their counselees. Through this research, various approaches and strategies used by counselors were identified and compared with the aim of understanding the factors that influence the success of counseling services during this time of crisis. Sophisticated technology is used in Indonesia and Brunei to conduct e-counseling. Regarding e-counseling ethics, online counseling phases, and privacy protection for counselees, counselors in both nations also need to adjust. The ability of counselors and counselees who are not familiar with digital technology, the challenge of deciphering nonverbal cues from counselees, and the ambiguity of counseling ethics guidelines are some of the challenges associated with establishing online counseling.

Keywords: Counseling, approach, crisis period, Brunei Darussalam, Indonesia

The Counsellors Approaches in Handling Counselling During Unprecendented Time Between Two Countries

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INTRODUCTION

The spread of the covid pandemic is unprecedented time. So that all people around the world must adapt quickly to different conditions in the midst of the spread of covid 19. During the Covid 19 pandemic that hit the world in 2020, many changes that must be passed by the community in various aspects of life, including economy, education, health, and social must experience congestion due to the spread of the Corona virus infection which is increasingly wide spread (Aeni, 2021). The previously free life of the community began to be restricted for health reasons. Associations, meetings, teaching and learning processes, and all activities that involve many people are increasingly avoided.

Covid 19 was declared to enter Indonesia in March 2020 (Tim Detik.com, 2022). Schools that were initially only closed for 2 weeks were completely closed and replaced with a distance learming policyfor almost 2 years. The implementation of Large-Scale Social Restrictions or *Pembatasan Sosial Berskala Besar* (PSBB) began to be implemented by the government and further limited interactions between communities.Online shopping, delivery services, online seminars, and even social activities carred outremotely are also alternatives to carry out lines of life that have to be limited since covidbegan to spread widely. Teaching and learning activities have also shifted from face-to-faceto distance learning methods via the internet. Many digital media developments make iteasier for people to interact and do activities without having to meet face to face and minimize the risk of exposure to the corona virus.

Businesses engaged in services are starting to reach out to the public with servicesthat can be reached online at home (Zaitun & Juliyanto, 2022). Such as drug consultations, food delivery, house keeping services, consultation services with doctors, and even counseling services can all be accessedonly by utilizing the internet network and smartphones. In fact, this development has successfully become the answer to conquering critical conditions during the pandemic around the world.

Almost similar to Indonesia. Covid was confirmed to have entered Brunei for the firsttime in Tutong on March 9. 2020. The Brunei govermment prohibits all citizens andforeigners who are in Brunei from traveling. Even the Ministry of Health also prohibits allactivities that involve large gatherings of people including weddings and sports leagues arealso stopped.

In simple terms counseling according to (Mulyadi, 2016) is a one-on-one meeting process between someone who receives help and an expert, namely a counselor through professional interview in an effort to help counselees alleviate their problems. Meanwhile, online cecounseling or what is commonly called ()counselee and counselor are in differentand separate places by utilizing electronic media to communicate. (Nur, 2022). Of course,counseling, which was previously defined as a face-to-face assistance process, has shifted inmeaning since the existence of the E-counseling system. Many systems have been created tosupport the process of organizing E-counseling during this pandemic. There are manymodalities that can be utilized by counselors in implementing E-counseling including videoconferencing. instant messaging, synchronous chat, text messaging, and asynchronous email (Barak A., 2009).

Although without face-to-face, it does not mean that E-counseling cannot run well. The shortcomings obtained during the implementation of E-counseling have been improved and innovated over time. There are many benefits and advantages of E-counseling over conventional face-to-face-counseling, including a wider reach. Counselors from Indonesia can handle counselees who are in other countries and

even on other continents. Even during the pandemic, which has been declared completely gone, E-counseling is still loved by the public. Many unique methods are used by each counselor in optimizing the implementation of E-counseling with their counselees. Counselors from each region have their own way of implementing E-counseling. This research examines the differences in counseling approaches during times of crisis or unprecendented times such as covid 19 which refers to the media used, the stages of implementation, and the obstacles experienced by counselors in both countries, namely Indonesia and Bruney.

METHOD

This article uses qualitative research methods with literature studies. According to Zed (2014) Literature Study is a series of research activities related to collecting library data which is then read, recorded and processed. The data used comes from research journals, thesis, and scientific articles relevant to the topic about counselors aproaches during unprecedented times, last five years reference. This research procedure goes through the process of collecting data, analyzing data, outlining important points, and compiling a framework. The flow of this research is as follows:

Literature Study → Topic → Data Collection → Data Analysis → Preparation of the Framework → Develop a Framework → scientific Articles

The analysis technique used is critical reading skills. Critical reading is a type of reading that uses critical thinking skills to understand what is read, both implied and written. Critical reading techniques include the processes of interpretation, inference, evaluation,explanation, and regulation.

RESULT AND DISCUSSION

Table 1. Comparison of the Implementation of E-Counseling in Indonesia and Brunei

Aspects	Equation	Differences		Data Source Description
		Indonesia	**Brunei**	
Media	Using media according to the needs and consent of the counselor and counselee during counseling.	Utilize the sophistication of technology with counseling via chat, email, phone, or video call. However, there are also platforms that provide e-counseling features such as: Halodoc, Riliv, Psikologimu, etc.	Using healthcare platforms and counseling platforms that offer virtual counseling services. Majority use WhatsApp and Telegram apps to communicate with counselees.	Harahap, N.M. (2021). Konseling Oneline sebagai Solusi di Masa Pandemi Covid 19 Shazli, A.N. (2021). Counsellors' Approaches in Handling Online Counselling in The Midst Of Covid-19 Situmorang, DDB. (2020).

The Counsellors Approaches in Handling Counselling During Unprecendented Time Between Two Countries

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				Online/Cyber Counseling Services in the COVID-19 Outbreak: Are They Really New?
Stages	The core stages during counseling are similar to the stages of face-to-face-counseling or conventional counseling and emphasize building a good relationship between the counselor and the counselee.	There are two additional stages, namely: a. Stage 1 or preparation stage, preparing hardware and software that will be used in counselling. b. Stage 3 or post-counseling stage, is the stage of monitoring and evaluating the results of counseling. Successful counseling is characterized by the condition of the counselee KES (Effective Daily Living - EDL).	a. Pay attention to the structure and ethics of counseling, by providing consent forms and agreements to counselees and seeking approval from stakeholders. b. Prepare yourself to be knowledgeable, so that you can make the most of technology and find suitable strategies during online-counseling.	Harahap, N.M. (2021). Konseling Oneline sebagai Solusi di Masa Pandemi Covid 19 Shazil, A.N. & Mahalle, S. (2022). Counsellors' Approaches in Handling Online-counseling in The Midst of COVID-19
Barriers	Related to the issue of privacy of the counselee, comfort during counseling, as well as limitations in seeing and translating the non-verbal language of the counselee. In addition, the lack of competence of counselors and counselees in utilizing technology for counseling.	Counselor's concern about how to give a good response or response.	The ethics and structure of e-counseling are unclear due to lack of stakeholder guidelines.	Handika, M. & marjo, H.K. (2022). Etika Pelaksanaan Konseling Berbasis Online dengan Pemanfaatan Media dan Teknologi pada Masa Pandemi Covid-19 Shazil, A.N. & Mahalle, S. (2022). Counsellors' Approaches in Handling Online-counseling in The Midst of COVID-19

The comparison between Indonesian and Bruneian counselors turns out to have differences in implementing E-counseling. Although the culture of the Indonesian and Bruneian communities is not much different, the way counselors carry out counseling procedures during critical times such as a pandemic is not necessarily the same. In the reference used, it is stated that many things distinguish the implementation

of E-counseling in Indonesia and Brunei from several aspects such as the use of media, the application of stages in counseling, and the obstacles faced.

E-counseling allows counselors and counselees to carry out the-counseling process with a very flexible time and place. Media is very important for the implementation of E-counseling. In Indonesia, media preparation includes two aspects (Harahap, 2021)Hardware is a laptop or computer that has been connected to a stable internet, webcam, mic, and earphones. And software in the form of programs and applications needed. In Indonesia, counselors utilize communication programs and applications that are already available, such as through messaging platforms such as Whatsapp, Telegram, and other similar applications, or using Videoconference platforms such as Zoom and G Meet which allow counselors and counselees to meet virtually face to face.

Unlike in Indonesia, counselors in Brunei have their own platform that is used specifically for E-counseling services. Counselors can also use Health service platforms that can be accessed online. One of the health service platforms that also provides virtual health counseling and mental health telecommunication services is Book Doc. (Shazli, 2022). As well as using counseling platforms that provide virtual counseling services. As in Indonesia, Whatsapp and Telegram applications are also messaging applications used by the majority of counselors to communicate with their counselees.

Utilization of existing communication platforms is an alternative route used by counselors to carry out the-counseling process in the midst of the Covid-19 outbreak. Both in Indonesia and Brunei, the use of electronics and adequate communication media is used by considering the needs of counselees. Security is the main concern for counselees in conducting counseling sessions with counselors. (Situmorang, 2020) for this reason, counselors also need to use appropriate media and be able to guarantee their safety.

In carrying out counseling, counselors certainly have-counseling procedures and stages. The core stage, namely the application of counseling techniques in E-counseling, is similar to the core stage carried out in face-to-face and conventional counseling in general. While in the early stages of building a relationship between the counselor and the counselee is also very necessary to build counselee comfort and trust in the counselor.

Counselors in Indonesia implement the stages of E-counseling the same as the implementation of conventional counseling in general. However, there are two additional stages, namely (1) The preparation stage, which is preparing the media used for counseling. Which includes hardware such as computers, mics, webcams, and earphones. As well as software, namely applications or platforms used for counseling. (2) Post-counseling stage, which is the activity of monitoring counselees and evaluating the results of counseling that has been done. Successful counseling can be characterized by *Kehidupan Efektif Sehari hari* (KES) / (Effective Daily Living- EDL) (Harahap, 2021)

Counselors in Brunei also apply E-counseling stages that are more or less the same as Indonesian counselors. But there are two additional stages, namely asking for readiness and approval by providing consent forms and agreements in carrying out counseling, as well as asking for approval from stakeholders. this is given to maintain the Ethics of counseling.

E-counseling is the most reasonable alternative that can be implemented by counselors in providing counseling services in the midst of the Covid-19 outbreak that continues to spread. At the

beginning of its implementation, of course, counselors need a lot of adaptation from counseling that was previously carried out face-to-face to virtual counseling. The transition due to unexpected events such as the Covid-19 pandemic, requires counselors to be able to quickly fix all the shortcomings and obstacles that occur in the implementation of E-counseling.

Security and privacy are the biggest doubts of the counselee that can hinder the-counseling process due to trust and security that cannot be built. (Situmorang, 2020). In the-counseling process, not only verbal language is important, the non-verbal language of the counselee such as body position, gestures are also very important for the counselor in understanding the emotional condition, as well as the state of the counselee. This is also an obstacle and limitation for counselors in carrying out E-counseling. That is, there is no access for the counselor to be able to pay attention and learn about the counselee from his non-verbal language unlike during face-to-face-counseling.

The use of technology is key in the implementation of E-counseling, while many counselees and counselors still have limited skills in running and using technology. If the necessary media is not available then E-counseling is impossible. In addition, the availability of devices and internet networks is also still a major problem for counselees and counselors who live in areas with difficult internet access. (Shazli, 2022).

In Indonesia itself, the implementation of E-counseling with communication media certainly helps in reaching a wide target of counselees with flexible time. However, adaptation to the E-counseling system must be done massively. The abilities and skills that counselors must have must be honed again in order to continue to be able to provide-counseling services virtually. (Handika, 2022).

In Brunei, in the early 19th century, the structure and ethics of E-counseling were still unclear due to the lack of guidelines from the authorities. For this reason, it is expected that future counselors will also be able to learn from experience in addition to counselors need to prepare themselves with the necessary knowledge, information, and abilities and skills in counseling. (Shazli, 2022). This is the main problem, namely the lack of clarity regarding the structure and ethics of E-counseling that must be carried out by counselors, which causes confusion. So that the problem of ethical clarity and systematic implementation of E-counseling requires the attention of stakeholders (Shazli, 2022).

CONCLUSION

Humans as creatures equipped with reason will always try to innovate, including when facing unexpected events or times such as during the Covid-19 pandemic. All activities that involve many people such as schools, office activities, trade, and government are carried out online. Not only that, the pandemic has also affected the-counseling system. In two countries, namely Indonesia and Brunei, utilizing the sophistication of technology to conduct online-counseling or better known as e-counseling, by using applications for chat, telephone, or video calls and using counseling platforms. In addition, counselors in both countries also need adaptation related to the ethics of e-counseling, the stages of online-counseling, and how to protect the privacy of the counselee. Change requires a long adaptation, so there are several obstacles when implementing online-counseling. Starting from the competence of counselors and counselees who do not understand digital technology, the difficulty of interpreting the non-verbal language of the counselee, and unclear regulations on counseling ethics.

The Counsellors Approaches in Handling Counselling During Unprecendented Time Between Two Countries
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