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THE ROLE OF COUNSELORS IN SOCIAL PERSONAL GUIDANCE
SERVICES IN HELPING INDIVIDUALS DEAL WITH EMOTIONAL
TURMOIL

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ABSTRACT

Emotional distress is an unavoidable aspect of being human, affecting how people react to various circumstances. Feelings, whether they are physical or negative, act as crucial indicators but may also pose difficulties if not handled appropriately. This research, which is based on a qualitative analysis of existing literature, investigates the involvement of counselors in assisting individuals to deal with emotional hurdles within personal social guidance services. The goal is to comprehend how counselors aid people in handling emotional challenges that may stem from life stressors, shifts in their environment, or traumatic events. The results reveal that unresolved emotional distress can negatively impact mental well-being, resulting in ongoing stress or more serious psychological issues. Counselors are essential in guiding individuals towards self-awareness, effective communication, and positive behaviors, helping them to take charge of their own lives. A variety of methods are recognized as useful for emotion management, such as displacement, cognitive reframing, positive self-talk, deep breathing, and techniques for emotional regulation. These methods empower individuals to address their emotional struggles in a more constructive manner. Overall, the research underlines that emotional distress is a normal experience that can be handled with the right support. Counselors, through specific strategies, can promote resilience and personal development, helping individuals maintain their mental health while facing the challenges of life.

Keywords: emotional, personal, social, counselor.

INTRODUCTION

The 21st century is characterized by rapid transformations in the social, economic, and technological aspects of life. People, especially adolescents and young individuals, often face a variety of emotional challenges such as anxiety, school-related pressures, conflicts with others, the influence of social media, grief, and trauma arising from significant events (e.g., pandemics, violence, disasters). During periods of emotional distress, it is crucial for people to manage their feelings constructively to maintain optimal mental health, social interactions, and academic achievement. Counselors offer personal and social guidance services that can be extremely helpful for individuals by offering emotional support, helping them manage their emotions, increasing resilience, fostering healthy relationships, and creating an environment conducive to expressing feelings and fostering self-awareness.

Counselors act not only as intermediaries but also as liaisons between individuals and their social environments (family, school, friends, and community). This role is especially important during times when individuals experience emotional turmoil or face traumatic events, as guidance from counselors can help mitigate the negative impact and support their adjustment and healing journey. Although numerous studies have investigated emotion management, personal well-being, and various psychosocial outcomes, there is a paucity of information in the research, particularly regarding how counselors implement their personal-social counseling practices when clients face emotional distress, the specific techniques they use, the challenges they face, and the long-term effects on a person's emotional and social adjustment. Investigating counselors' functioning during emotional crises is crucial to understanding how personal-social counseling services can be enhanced and adapted to meet unique individual and cultural needs (Perryman et al., 2025).

Emotional turmoil is an integral part of every individual's life journey and often presents significant challenges in daily life. Feelings, including positive ones such as joy, compassion, and satisfaction, as well as negative ones such as frustration, sadness, and worry, are crucial in guiding people in how to respond to the various circumstances they encounter in their lives. However, if a person cannot manage their emotions effectively, the emotional turmoil they experience can have a variety of negative impacts, which are harmful to themselves and those around them. These negative impacts can include increased stress levels, the emergence of anxiety disorders, the development of depressive symptoms, and interpersonal conflicts that can damage established social relationships. In the increasingly complex and stressful context of modern life, an individual's ability to recognize, understand, and effectively manage their emotions is crucial for optimal mental health (Nunuk Nur Shokhiyah, 2013).

In dealing with the emotional turmoil that frequently arises in life, the role of counselors is crucial. They are experts who have undergone special training to help individuals overcome the various emotional and psychological issues they face. Counselors have a variety of approaches and strategies that can be applied to assist. One substantive method used is cognitive behavioral therapy (CBT). This cognitive behavioral therapy aims to help people recognize negative thought patterns that influence their behavior and emotions and then replace them with positive, constructive ones so they can face life's challenges in a healthier way. In addition to psychological approaches for medical assistance, counselors also typically use various relaxation techniques, such as deep breathing and meditation, aimed at helping clients calm down after facing situations that could potentially cause excessive stress or anxiety (Ely, 2016).

In addition to helping individuals manage their emotional issues, counselors also play a vital role in personal and social guidance services. In this context, counselors not only focus on the emotional and psychological aspects of individuals but also play a role in helping them develop better social skills. Counselors function as facilitators, helping individuals better understand themselves and those around them. Through counselor guidance sessions, individuals have the opportunity to learn how to build healthier interpersonal relationships, develop empathy for others, and improve effective communication skills. This is crucial in today's increasingly digitally connected society, yet it often makes it difficult for many people to build meaningful and deep social connections. While their role is crucial in helping individuals overcome various emotional and social challenges, a counselor's journey is not always smooth.

In practice, counselors often face complex challenges, one of which is the persistent stigma surrounding mental health. Many individuals who genuinely need psychological assistance are reluctant to seek help from counselors for fear of being labeled "weak" or "troubled" by those around them. In addition to social stigma, another challenge counselors often face is client resistance to the counseling process itself. Some clients may be skeptical of the effectiveness of counseling or reluctant to open up about their problems, resulting in a less than optimal counseling process. Furthermore, limited resources for mental health services also present a barrier for many counselors, especially those working in areas with limited access to counseling and psychotherapy facilities. Despite these challenges, this does not diminish the importance of the counselor's role in providing support to individuals experiencing emotional turmoil. With an empathetic and professional approach, a counselor can help clients find more constructive ways to cope with their emotional challenges, thus enabling them to live more fulfilling lives.

.Therefore, a deeper understanding of emotional turmoil and the strategies counselors use to address these issues is crucial to raising awareness of the importance of mental health and well-being in society. Further research and development in this area is expected to foster greater awareness and support for individuals seeking help in addressing their emotional challenges. Therefore, this introduction aims to provide a more comprehensive overview of the complexities of emotional turmoil that individuals often experience in their daily lives, as well as highlight the crucial role of counselors in providing guidance, support, and effective solutions to those struggling with emotional and psychological challenges in their lives.

METHOD

This study used qualitative techniques with a library research approach. This is an information gathering technique that primarily focuses on the use of books or literature. According to Syafriwana (2024), library research is an activity that emphasizes searching, selecting, recording, and analyzing various written sources related to the research problem. The library study method was chosen because the topic discussed is philosophical and theoretical. Therefore, a more in-depth study of expert thought is required.

The library study method uses a more systematic procedure, determining criteria for selecting reading materials, where the selected literature is relevant to the theme. Literature analysis obtains information from library sources, primarily books and documents that are scanned, recorded, and analyzed. Literature was obtained from journal articles, Google Scholar, and national journal portals. To obtain the

necessary information, not all analysis needs to be conducted in the field. However, in general, the analysis is limited to library research, such as this analysis. This study employed a library research method because human nature and lifelong education are philosophical and theoretical, requiring in-depth study of the concepts and ideas discussed by experts.

In this research, used a library research method. The sources used were related to the role of counselors in personal social guidance services, emotional turmoil in individuals, strategies for emotional management, and counseling techniques. The sources used were published between 2018 until 2025, totaling approximately 15 references. The references came from books, journals, and scientific articles to better understand the role of counselors in managing emotional turmoil in individuals.

RESULT AND DISCUSSION

1. Emotional turmoil in daily life

Emotional stress and everyday life are inextricably linked, particularly for those entering adulthood. as stated by Hurlock (2015) emotional development fluctuates significantly between adolescence and early adulthood. and it should be noted, this can be very challenging to handle. when someone is still trying to figure out who they are, even seemingly trivial things like annoying friends, school assignment deadlines, or just many strange occurrences every day can feel overwhelming. This demonstrates how weak their emotional control is. These kinds of circumstances might lead to a psychological crisis, which is commonly referred to as a quarter-life crisis. notes that when considering their future, students who have not yet reached emotional maturity frequently experience confusion, anxiety, or pressure. Therefore, emotional turbulence is more than simply a fleeting emotion; it also suggests whether or not a person is mentally prepared to deal with life's changes. Additionally, I believe that teaching coping skills at a young age is crucial or ought to be done at a young age (Firmansyah, 2024).

According to research by Salavera et al. (2019), emotional intelligence and maturity are crucial while managing stressful or emergency situations. In 2025, Köztekin et al. Impulsive emotions, increased stress, and difficulty making judgments are frequently associated with low emotional abilities, whereas strong emotional regulation enables people to better adjust to external circumstances. Similar findings were discovered by Suprayogi & Santoso (2024): social support and emotional maturity have a significant impact on the severity of a quarter-life crisis. Thus, developing emotional intelligence is social as well as personal.

Nevertheless, there are several noteworthy gaps in the literature. The majority of Indonesian research focuses on the connection between quarter-life crisis and emotional maturity. However, you seldom ever discuss useful, realistic techniques students can actually implement. Mostly through counseling programs, some answers are still very speculative. For example, Latifah Nur Fauzi et al. (2021) highlight basic but potentially beneficial actions like taking up a hobby, exercising, or just relying on friends for support. Unfortunately, this approach is seldom adopted in student programs.

The main point is that emotional issues are not solely related to age; they also depend on an individual's mental preparedness. Whether in school or with expert assistance, controlling one's emotions is a skill that can be learned through both individual effort and social learning. If the ideas are paired with real-world applications, discussing typical emotional problems will feel more genuine and helpful.

2. Counselor Techniques and Strategies in Handling Emotional Turmoil

Counselors are essential for managing emotions. By controlling emotions, a person can regulate their feelings. Emotional control is essential in life, especially to reduce tension or anxiety arising from heightened or intense emotions (Amanullah, 2022). Therefore, counselors must employ various techniques and strategies to handle the client's varying emotional turmoil. The following techniques can be applied by counselors:

a. Displacement

A technique that utilizes a pleasant emotional energy style within a positive activity style. Displacement activities in the displacement style are carried out in various ways, including catharsis and rationalization. First, catharsis refers to the release of emotions or the redirection of emotional feelings into various positive activities, and in some cases helps reduce aggression, fear, or anxiety. Examples include throwing objects, screaming, and punching walls. Furthermore, rationalization, as mentioned here, involves viewing an unpleasant event in a positive light. For example, by calming the client with words of self-respect or encouragement.

b. Cognitive Adjustment Model Technique

This technique emphasizes the abilities and memories stored in the brain by attempting to recognize emerging problems. It can be a tool used to assess something according to the subject's paradigm, which can be regulated with predetermined understanding, and in the form of positive attributions, sympathy, and selflessness.

c. Self-talk: The process of speaking

Discussing, dialogue, and self-reproach. Self-talk can be the beginning of any activity or task; a person must tell themselves that today they will assume absolutely, act absolutely, speak absolutely, and refer to good things.

d. Breathing Technique

Deep breathing is one technique used in wellness practice. Deep breathing is a relaxation technique used to reduce the client's feelings of boredom by regulating their breathing.

e. Emotional Management Mechanisms with Coping Strategies

Coping is defined as an individual's actions in facing, dealing with, and processing surprising conditions (problems). In psychological theory, there are two types of coping strategies: emotional focus, which specifically involves managing the emotions they experience, and negative focus, which simply means specifically managing the problems they face.

3. The Role of Counselors

Social personal guidance is one of the services provided in the field of guidance and counseling. This service provides guidance to resolve social interaction and relationship problems faced by clients. According to Abu Ahmadi, this service exists to provide assistance in the hope that students will resolve their personal and social problems. Furthermore, students will be able to resolve their personal and social problems. The counselor's role in social personal guidance services includes:

- a. Transformation into growth. This effort aims to facilitate individuals to become agents of change for themselves and their environment.
- b. Individual self-understanding. Counselors facilitate individuals to understand themselves holistically. They help them identify their strengths and weaknesses, as well as their potential and the challenges they face.
- c. Learning healthier communication. This service facilitates individuals to share communication and interaction with others through a healthier approach.
- d. Learning healthier behavioral environments. This service also helps individuals cope with their conditions, with the hope that individuals will adopt healthier behaviors.
- e. Helping individuals survive. Providing personal-social guidance is expected to help clients survive the circumstances and situations they face, such as maintaining an open heart, being present with life in the moment, and so on.

4. Challenges Faced by Counselors

The role of counselors in guidance and counseling services is crucial in helping individuals cope with emotional turmoil. However, in carrying out this task, counselors often face various obstacles, including:

- a. Time Constraints and Busy Schedules: Busy schedules often make it difficult for counselors to schedule regular meetings with students, resulting in less than optimal implementation of in-depth guidance programs.
- b. Diversity of Client Problems: Counselors must address a wide range of issues, from academic to social to personal, each requiring a different approach.
- c. Limited Facilities and Infrastructure: A lack of supporting facilities can hinder the optimal provision of guidance and counseling services.
- d. Lack of Counsee Openness: Some individuals feel reluctant or afraid to disclose their problems, making it difficult for counselors to provide appropriate assistance.
- e. Lack of Parental Support: Low parental involvement can reduce the effectiveness of the counseling process.
- f. Imbalanced Counselor-to-Counsee Ratio: A limited number of counselors results in an excessive workload, resulting in less than optimal attention to each client.
- g. Low Counsee Emotional Awareness: Helping clients recognize and manage their own emotions is often a challenge.

- h. Limited Counselor Competence: Counselors who have not mastered certain techniques can have difficulty helping clients understand themselves and resolve their problems.
- i. Negative Stigma Toward Counseling: Negative views of counseling services make some individuals reluctant to seek help.
- j. Cultural and Language Differences: Differences in cultural and language background between counselor and client can hinder effective communication.

To overcome these obstacles, counselors need to continuously improve their professional competencies, create a safe and supportive environment, and collaborate with relevant stakeholders such as teachers and parents. This way, counselors can provide more effective services to help individuals manage emotional issues and maintain their psychological well-being.

CONCLUSION

Emotional distress is a natural part of everyone's experience. Various factors influence this, such as life stress, environmental changes, or traumatic experiences that can trigger this condition. If not managed properly, emotional distress can disrupt mental health and social relationships. This discussion focuses on how counselors help individuals overcome problems. The counselor's role is primarily in emotional and social development and how to resolve problems within themselves. This study lacks references for literature studies, so it is recommended that future research expand its sources. Direct observation would be even better to strengthen the research. Counselors and educators are expected to better understand each technique provided to clients and the challenges they face in addressing emotional turmoil. Thus, the results of further research will not only enrich theoretical studies but can also serve as practical references for counselors and educators.

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