# Student's Problems Learning and Guidance Counseling Services in the Era of Industrial Revolution 4.0

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**Abstract:** Learning is the main task of students undergoing education in college. In learning, there is physical and psychological involvement that allows maximum learning outcomes to be obtained. Some students experience problems in learning. This study aims to reveal learning problems, causes of learning problems, and efforts to overcome learning problems experienced by students. This type of research is descriptive quantitative. The research findings show that students experience learning problems related to learning skills, personal self, learning tools, and socio-emotional environment. These problems are caused by factors that originate from students and the social environment outside of students. Efforts made by students to overcome the learning problems they experience are searching for information on social media, telling problems to friends or friends and counseling at the guidance and counseling services UPT.

**Keywords**: guidance and counseling service, problem learning, student, the era of revolution industry 4.0

## I. INTRODUCTION

Studying in college is different from studying in high school. In studying in college, students make preparation for study, follow the learning process/lecture and carry out activities after learning/lecturing. In the era of the Industrial Revolution, 4.0 students as the next generation of the Indonesian nation need to equip themselves with competitive and adaptive talents and creativity through competitive learning activities (Rosyadi, 2018). Students do not just rely on knowledge acquired during the learning process in the classroom, but must do more independent learning activities. Students also need critical thinking skills to adapt to changes in living systems and protect themselves from the negative effects of technological developments (Ghiffar, Nurisma, Kurniasih, & Bhakti, 2018). Some literacy needs to be mastered in the era of Industrial Revolution 4.0, namely data literacy, technology literacy, language literacy, and human literacy (Ahmad, 2018). Students must be able to use technology to increase knowledge and skills, and develop methods and media through sophisticated technology as an application of the knowledge acquired.

Students prepare lecture materials (learning equipment and assignments), study the material that has been and will be discussed before the meeting in class. In face-to-face activities, students are expected to be proactive or actively participate in the lecture process to achieve meaningful learning processes and high learning outcomes. Activities that students can do such as taking notes, focusing attention when the lecture process takes place, asking questions and responding or expressing opinions. After the lecture is complete, students can complete notes, do the exercises, do the assignments and prepare themselves before taking the exam (Prayitno, 2007). Studying in college requires students to learn more independently, think critically, discuss, do problem-solving and apply the knowledge learned (Daharnis, 2005; Budiardjo, 2007; Alizamar, 2012).

While studying in college students will be faced with challenges and obstacles that will raise problems if not managed properly. Student problems in learning are related to physical health, personal condition, social relations, mastery of lecture material, learning skills, learning facilities, family relations, leisure time, values and morals (Prayitno, et al, 2016). The lack of students' ability to complete tasks well, lack of concentration in learning, difficulty in finding lecture material and difficulty understanding the material presented in class is an indication that students do not have skills in learning. The results of the study show that student learning skills are in the medium category (Zahri, Yusuf & Neviyarni, 2017). This means that they still experience problems and obtain less than optimal results.

These problems arise because students carry out learning activities without making plans for lecture activities, control, and evaluation. Problems in learning are also caused by psychological self-condition, social relations with friends or in the family and the negative influence of information technology developments, such as social media and online games (Hafiza, Neviyarni, & Syukur, 2018).

The ability of students to adapt to the learning environment and social environment also influences the

learning process. If individuals do not have confidence in the ability to do tasks and do not get peer social support, then they will experience learning problems in undergoing education in college (Sasmita & Rustika, 2015). The inability to manage learning activities triggers students to delay work or what is known as academic procrastination. Academic procrastination causes various problems to arise in lectures (Kasman, Syukur & Marlina, 2018). For example, the task is not done seriously, too late to collect tasks and so on.
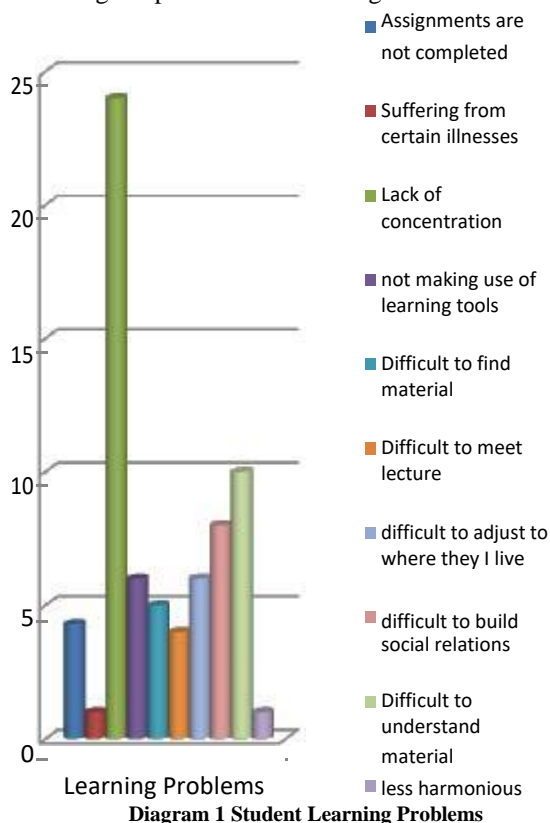
Students who are less skilled in regulating emotions can also hinder smooth learning activities on campus. Gottman suggested that someone would get physical health, academic success, and success in fostering social relations if they had emotional regulation in life (Widuri, 2012). These conditions indicate students need appropriate efforts to overcome learning problems. Students can use the facilities provided by universities to deal with problems encountered in undergoing education (Anidar, 2012). These facilities include consulting with academic advisors or obtaining technical service units

## II. METHOD

The research conducted is descriptive quantitative research. The research sample was 42 students at one of the state universities in Padang. Determination of samples is done using purposive sampling technique. Data collection tool using a questionnaire. Data processing and analysis is done using descriptive statistics

## III. RESULTS

Students can experience various obstacles and obstacles to undergoing learning activities in college. The obstacles and obstacles that are problematic for students in learning are presented in the Diagram 1 & 2.
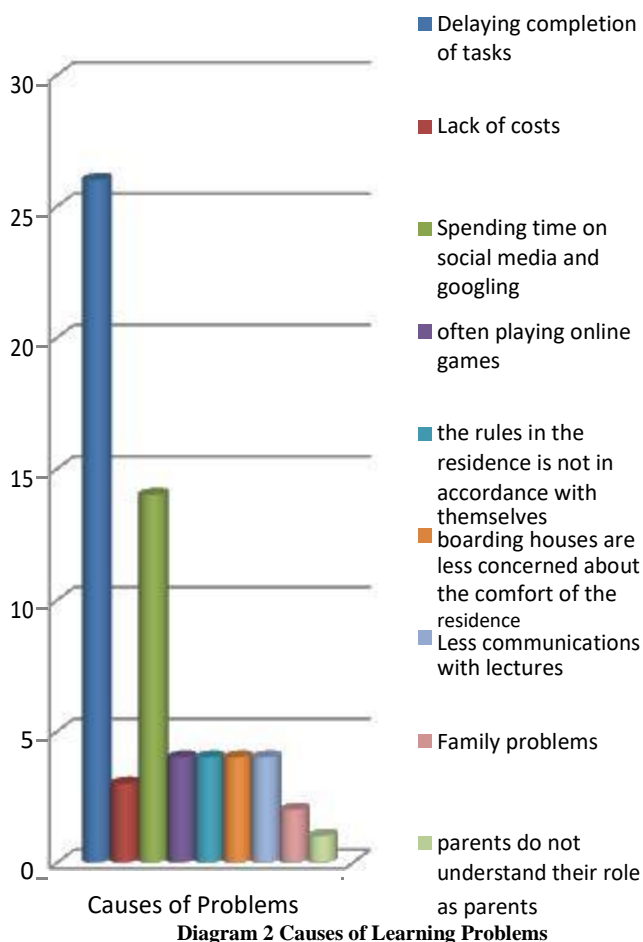
The data in the diagram illustrates some student learning problems related to learning skills, namely lecture assignments are not completed well (45.23%), difficult to understand lecture material (23.80%) and difficult to find lecture material (11.90%). Students who lack learning skills can slow the completion of studies in college.

Learning problems related to the personal self, namely lack of concentration in learning (57.14%) and suffering from certain diseases (2.38%). Lack of concentration in learning can make it difficult for students to complete each activity in the lecture. This condition can raise other problems. For example, it is difficult to understand the lecture material.

The data in the diagram also presents learning problems related to the socio-emotional environment, which is difficult to establish relationships with friends or partners (19.04%), difficult to adjust to a place of residence (14.28%), difficult to meet with lecturers or counselors (9.52%), and relationships with family members are less harmonious (2.38%). Difficulties of students in fostering social relations with people around them can disrupt the learning process on campus. Not being able to take advantage of existing learning facilities (14.28%) is a learning problem related to learning facilities and can also be an inhibiting factor in the success of studying in college.

Problems in learning can be caused by internal or external factors. The following are some of the causes of learning problems experienced by students.



**Diagram 1 Student Learning Problems**



**Diagram 2 Causes of Learning Problems**

Based on the data on the diagram, internal factors cause students to experience learning problems, namely delaying completion of tasks (61.90%), spending time on social media and googling (33.33%), often playing online games (9.52%) and is constrained in communicating with lecturers. The efforts made by students in overcoming learning problems can be seen in the Diagram 3.
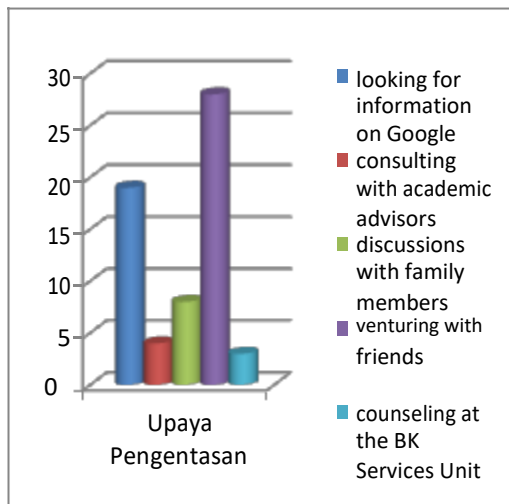


**Diagram 3 Efforts to Eradicate Learning Problems**

Based on the data in the diagram, we see the efforts made by students to overcome learning problems, namely venturing with friends or friends (66.67%), looking for information on Google or other media (45.23%), discussions with family members or community leaders (19.05%), consulting with academic advisors (9.52%), and counseling at the BK Services Unit or other consulting institutions (7.14%). Students are more open to peers to share their problems. This shows that peer social support has a big role in the smooth learning process even though not all have the right solution.

## IV. DISCUSSIONS
### 1. Student Learning Problems
Learning problems experienced by students are related to learning skills, personal self, means of learning and socio-emotional relationships. Personal self-problems in the form of lack of concentration in learning are mostly felt by students. However, other problems cannot be ignored. Every problem that occurs has different levels of difficulty and different effects. This depends on the condition of the self and the situation faced by students (Syafni, Syukur, & Ibrahim, 2013).

Students can experience learning problems if the number of demands and other activities does not match the available study time. Self-conditions that lack enthusiasm for learning, low curiosity, not adjusting to friends both on campus and in the neighborhood will also cause learning problems (Minarsi, Nirwana, & Syukur, 2017). Prayitno (2004) argues that these problems are things that are not liked, can inhibit, and cause difficulties both for now and in the future. Problems can be in the form of limitations or lack of mental abilities, limited abilities or physical conditions, emotional imbalances, certain attitudes and habits that can harm yourself

(Khofifah, Sano, & Syukur, 2017; Endriani & Syukur, 2015).

Problems originating from self and the environment can interfere with the learning process in college. Lecture assignments that are not completed properly are one of them due to the delay in doing assignments (Kasman, Syukur & Marlina, 2018). When the task collection time or task presentation is near students rush to work on it so that the results are not by the learning objectives. Some even just imitate the work of friends or existing ones.

Delays in the execution of assignments also have an impact on the search for lecture material and understanding lecture material (Damri, Engkizar, & Anwar, 2017). Lecture material is difficult to find because of the limited time spent on the task. Finding lecture material is also determined by the ability of students to use existing learning tools and the ability to read and understand a reading (Zalnur, 2012).

The difficulty of students in understanding lecture material is the impact of the lack of awareness for independent learning. In the era of Industrial Revolution 4.0, the development of digital literacy in the learning process can help mastery of material through the ability to access information in e-learning, online discussions using social media such as Facebook, WhatsApp Group and Google circle and others (Ariyani, 2019).

The learning process on campus is also influenced by the atmosphere of the socio-emotional environment. Students must be skilled in conducting social interactions with lecturers, friends and educational staff so that the learning process can take place smoothly. Disruption of social relations with relevant parties in lectures can cause problems, such as difficulty meeting lecturers or mentors, cannot work together in making group assignments and so on (Hidayat, 2011). Also, adjustments in the neighborhood or relationships with family members can be a problem if not addressed properly. Students who cannot adjust to a boarding house or have any problems in the family will interfere with their focus on learning (Hardianto, 2014).

### 2. Causes of Student Learning Problems
Many things can cause learning problems for students. Based on the results of the research, the delay in completing the task was the most factor that caused the problem of student learning. Even though working on assignments is the main task as a student in pursuing the chosen department. Delays in the execution of tasks harm other learning activities in the lecture process. Tasks that are not resolved properly make students lack knowledge about what is learned so the material discussed is not much discussed and does not participate in learning in the classroom (Zalnur, 2012).

The inability of students to manage time and control themselves also causes learning problems. Students who spend a lot of time on social media and playing online games will lack learning time so that only a small amount of lecture material is read and assignments that are made are not quality and eliminate the opportunity to discuss with friends or lecturers (Sari, Ilyas, & Ifdil, 2017). Students who can use technology

properly to obtain information will not experience learning problems. In the era of Industrial Revolution, 4.0 students can use data literacy by analyzing data thoroughly and making conclusions so that they can communicate, collaborate, think critically, creatively and innovatively (Suwardana, 2018).

Students' ability to communicate with lecturers also influences success in learning. Learning success is determined by attitudes and learning habits, self-condition, family conditions and others (Wilda, Syukur, & Nurfahanah, 2016). Students who are skilled at adjusting to the rules of residence and boarding house characters will get support in completing studies in college (Muharomi, 2012). Harmony in the family also contributes to the success of learning. The lack of social support from his parents resulted in students experiencing disruption in learning.

### 3. Efforts to Overcome Student Learning Problems

Obstacles and obstacles in learning must be overcome to get the results of learning that should be. The results of the study showed that many efforts were made by students to overcome the problem of learning, namely to discuss with friends or friends. Usually, students prefer to tell their problems to close friends because they have thoughts that are in line with their peers, do not want to make parents worry or not open to people who rarely interact with them even though the person has an interest in academic success (Ifdil, 2013).

Peer social support obtained by students can be improved by strengthening relationships between students through independent learning activities using the Small Group Discussion method (Sasmita & Rustika, 2015). Students can exchange ideas about lecture material and discuss various other things that support success in completing studies in college.

Other efforts are also carried out by students, namely looking for information on Google or other media. The progress of information, technology, and communication bring many benefits to individuals. Especially for students to find solutions to their problems based on information available on certain website accounts (Priatmoko, 2018).

Students who are close to family members or community leaders, such as religious scholars tend to discuss the problem with family members or community leaders. Students assess these people as having an important role in their success in learning and having a broader insight than themselves.

Educational institutions have provided consultation facilities for students to face difficulties experienced during their education. However, only a small percentage of students consult with academic advisors or counseling in consulting institutions in universities to solve the problems faced in learning.

Academic advisors also have a meaningful role in the lecture process. Academic advisors' direct students to complete their courses according to their time. Besides, academic advisors are obliged to solve problems that hinder students from achieving success in college (Anidar, 2012). The duties of academic advisors in guiding students, including developing attitudes, habits

and student learning skills, strengthening the initial academic provision of students, as well as improving mastery of overall lecture material, including final thesis assignment material, striving to alleviate problems faced by students, gathering academic and nonacademic data, analyze data, provide services individually or in groups and follow up on services provided.

Based on the Student Support Service presented by the Ministry of Education and Culture, academic advisors have a role in strengthening the mastery of learning materials, improving learning skills, guidance in preparing a complete one-level study program, information guidance, special guidance for learning and student problem alleviation guidance (Nasution, 2016).

The role of academic advisors is also supported by consulting institutions at universities that provide BK services. BK services are activities to help students in finding themselves, adjusting to the environment and can plan their future (Aswida & Syukur, 2012). BK services aim to help individuals to manage themselves as effectively as possible in achieving academic success. BK services train individuals to have the ability to survive rise, think rationally and adapt to difficult conditions in overcoming problems experienced (Widuri, 2012; Sukmawati, Neviyarni, Syukur, & Said, 2013). BK services in higher education can be obtained from UPT BK Services. One of the roles of BK Service Unit, which is guiding students to achieve academic success, the success of career planning, and social success (Syukur, 2009).

### 4. Guidance and Counseling Services in Overcoming Student Learning Problems

Guidance and counseling services aim to direct individuals to carry out effective and efficient learning activities (Prayitno, 2017). Students will be able to develop their abilities if they are in a conducive learning environment. Therefore, guidance and counseling services are needed in developing learning skills and overcoming student learning problems. Guidance and counseling services in the field of developing learning activities include information services, content mastery services, individual counseling services, group counseling services, group counseling services, home visits, library displays and hand cases (Prayitno, 2017).

### V. CONCLUSION

Information services aim to provide information that is useful for guiding student learning activities and alleviating learning problems experienced. Content mastery services are useful for developing student learning skills. Students who have personal problems in learning can be overcome by individual counseling services. Group guidance and counseling services are used to add insight into students about learning and addressing learning problems experienced by utilizing group dynamics. Home visits aim to collaborate with family members in solving student problems. Besides, cooperation can also be conducted with lecturer advisors and academic advisors to achieve effective learning activities for students. Transfer of cases is carried out when problems experienced by students are beyond the

authority of implementing Guidance and counseling services, such as doctors to deal with physical illnesses experienced by students.

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