

WEB-Based e-Personal Counseling (e-PC) Model to Reduce Anxiety Dealing Wth National Examination

Khairul Amri^{1,*} Mudjiran², Yeni Karneli³

^{1,2,3,4} *Doctoral Education Program of Universitas Negeri Padang*

**Corresponding author. Email: khairul.amri@um-tapsel.ac.id*

ABSTRACT

Due to rapid development of information and technology in this industrial era, relationship between counselors and clients do not occur only through face-to-face interaction but also through virtual medium like e-Personal Counseling (e-PC). The e-PC can facilitate counselors and their clients to discuss mental health issues. This web-based counseling service is one of the innovative models in counseling field from which the counselor can make a practical service at anywhere and anytime as long as the internet connection is available. This e-PC service is very helpful especially for students who are dealing with stress, losing identity, experiencing a complicated relationships, feeling isolated or depressed, worried about school performance and many others. These students are extremely in need of counseling service. However, for the students to come to a counselor or counseling teacher in conventional manner (face to face interaction) is very difficult. There are some feelings which haunt them such as insecurity, fear of many things particularly being negatively judged. As a result, many students avoid to visit counselor despite of their needs in counseling service. The e-Personal Counseling (e-PC) therefore provides opportunity for the students to still be able to get counseling service with non judgmental environment. In teaching and learning context, the e-Personal Counseling (e-PC) service can be utilized to help the students to reduce stress, worry, anxiety and other negative feelings before having to take national examination.

Keywords: *WEB-based, E-personal counseling (E-PC), Model, Reduces anxiety, National examination.*

1. INTRODUCTION

Counseling is an interactional process that occurs between professional officer who has been trained and people who have serious mental or personal issues which cannot be simply fixed. Virtual counseling service through e-Personal counseling (e-PC) medium allows the people or counsees to get in touch with the counselor in order to discuss problems they are suffering from. In school context, pedagogical competence of the counselor or the counseling teacher is specially required. Pedagogic competencies are the competencies concerning ability to understand, to design instruction, the application of teaching skills, the ability to evaluate learning and the development of learning. This competencis are very important to decide the quality of counseling service in schools. Argues that one of the main purposes of education is to make changes and to educate students to improve the quality of their life [1]. In this part, counseling service plays a vital role. In counseling service, there are two parties involved namely counselor and counselee. Counselor refers to an expert who has authority and mandate in a

professional manner to carry out counseling service activities. Counselor becomes active actor who is responsible to develop the counseling process through counseling approach, techniques and principles operation for the counselee. In the counseling process, in addition to verbal media, counselors can also use written or electronic media, pictures, and other form of behavioral development media. All of these media are used by the counselor in a careful and appropriate manner to discuss issues experienced by the counselee.

Counseling aimed at assisting individuals to hold interpretations of the facts, explore the meaning of the value of personal life, in the present and the future. Counseling service provides assistance to individuals to develop mental health, change attitudes, and behavior. It is the standard and the main task of a counselor at the education center.

The counseling process is usually characterized by sequences of interactions or counseling steps such as building relationships, identifying and exploring problems, planning solutions to problems and assistance, closing action in counseling sessions.

According to Anditoko, to conduct counseling service, counselors arrange steps or phases so that issues that will be discussed and resolved with the counselee can be systematic. Here are some steps in the counseling process according to experts.

- 1) Mears and Thorne (in McLeod, 2008: 366). There are three phases in the counseling process;
 - a. Initial phase: Helps the counselee recognize and clear the problem situation.
 - b. Middle phase: Develop a program for constructive situations.
 - c. Final phase: Implement the target.
- 2) Williamson (Koestoer, 1984: 58)
 - a. Analysis: Collection of data from various sources.
 - b. Synthesis: Summarizing and compiling data that reveals its strengths, weaknesses, responsibilities, appropriateness, and value incompatibility.
 - c. Diagnosis: Formulating conclusions about the nature of the fat and the causes of the problem displayed by the counselee.
 - d. Prognosis: Predict the future development of student problems, to what extent it can make changes in student behavior for the better.
 - e. Follow-up: Helping students with new problems or old problems that come back.
- 3) Winkell (1991: 277).
 - a. Opening phase.
 - b. Problem explanation phase.
 - c. The excavation phase of the problem.
 - d. Problem solving phase, and
 - e. Closing phase

From several model of steps in the counseling process described by the experts above, the authors summarize them to conduct counseling service, namely:

1. Initial relationship.
2. Explanation of the problem.
3. Excavating problems.
4. Problem solving.
5. Final relationship, and
6. Follow up.

According to Winkel, the phases in counseling at school consist of opening, problem explanation, background of the problem identification, problem solving, and closing. Assert the steps of Islamic counseling practice, they are: 1) the counselor attempts to read the situation and condition when discussing with the counselee, 2) the counselor selects suitable counseling techniques, 3) the counselor provides counseling service, 4) the counselor evaluates the counseling service, 5) the counselor considers to provide follow-up activities or counseling service [5].

1.1. E-Personal Counseling (E-PC)

Due to rapid development of information and technology in this industrial era, relationship between counselors and clients do not occur only through face-to-face interaction but also through virtual form of "cyber counseling". This web-based counseling service is one of the innovative models in counseling field from which the counselor can make a practical service at anywhere and anytime as long as the internet connection is available. In facing industrial era, educational institutions are introduced with Big Data. It is a technology system which copes with the "information explosion" along with the growth of the mobile user and internet data connection. This growth has greatly stimulated the development of the volume and types of data in cyberspace. Thus, there are some important skills to deal with the Industrial Revolution 4.0 era, they are: 1) the ability to deal with complex problem solving, 2) critical thinking, 3) creativity, 4) People management, 5) coordinating with others, 6) emotion intelligence, 7) judgment and decision making, 8) service orientation, 9) negotiation, 10) cognitive flexibility.

In general, cyber counseling can be defined as professional counseling practices that occur when counselees and counselors are located separately. They utilize electronic media to communicate through the internet. This definition includes web, email, chat, video conferencing, and other relevant terms. Generally, there are several models of strategy of counseling services in the form of cyber counseling namely: 1) website-based guidance and counseling services, 2) e-mail-based guidance and counseling services, 3) video conference-based guidance and counseling services, and 4) telephone-based guidance and counseling services. Through the use of these media and model of cyber-based counseling, it enables for communication between two parties to be effective, efficient, and more comfortable [8].

Online counseling has helped many clients who have anxiety problems, depressive symptoms, social relationship problems, family problems, behavioral problems, workplace conflict and addiction (Ron Kraus, George Stricker and Cedric Speyer, 2010: 152) [9].

Various alternatives to overcome these problems include information services, personal counseling services and group guidance services. Group guidance services aim to develop students' socialization skills, specifically the communication skills of participants. Finally, online counseling has many positive impacts on providing assistance to clients, especially those conducting through the use of e-personal counseling (e-PC) model [10].

The e-PC service model is created using a web-based program so that the students can log in to the application at anywhere. The difference between this e-PC service model and other models lies in three steps: after the introduction/registration by the client, he/she is asked directly to submit for a complaint service or impact of the counseling, and then he/she is, for a moment, directed to understand the problems based on the results of counseling interviews. After understanding the concept of the problem, the client will be able to directly connect to a counselor. The client can have a chat or video call session with the counselor automatically. At the end of the activities and steps in the application, the counselor will provide final conclusion in the form of final execution and decision-making as the follow-up toward the client's problem. Below is the steps/syntax of e-PC services during the implementation process:

Step 1

As whom do you want to register?

- a. Counselor
- b. Student

After selecting, click next

Step 2

Fill in a form:

- a. First name
- b. Last name
- c. Place of birth
- d. Date of birth
- e. Address

Then choose next

Step 3

Fill in a form:

- a. e-mail
- b. Mobile number

Then choose next

Step 4

Fill in a form

- a. School name
- b. NIS
- c. NISN
- d. Class
- e. Majors

Then choose next

Step 5

Fill in a form

- Username
New password
Repeat new password

Then click submit

Please make an appointment first

Click +

Step 1

Fill in a form

1. Counseling Date
2. Select Clock
3. Reasons for counseling / complaints

Step 2

Choose a counselor

Enter the word, for example: name, agency, and department

Click save for counseling

Click again to repeat

Step 3

Confirmation

1.2. Anxiety

Spielberger explains that anxiety is an emotion based on assessment of threats, judgments that requires symbols of anticipation and elements of uncertainty. The concept of threat according to Spielberger is a subjective assessment of someone of a situation that has potential to harm him. In line with Spielberger, Freud explains that anxiety is an unpleasant emotion and a strong feeling of strength accompanied by physical sensations that alert someone to the imminent danger [11]. Spielberger and Freud explain that anxiety is an element of emotion, which arises based on individual thinking about situations that would endanger him. These emotions appear as unpleasant feelings or fear of danger. Sometimes, fear is beyond the limits of consciousness, such as fear without knowing the obvious cause and not being able to avoid the unpleasant feeling. This will make individuals prepare to anticipate the coming threat.

Dealing with the two experts above, Atkinson explains in more detail about the forms of emotions that arise when a person experiences anxiety. According to Atkinson, anxiety can be characterized by emotional forms such as worry, concern, and fear, which

sometimes experienced in varying degrees. Similar to Atkinson's emotional breakdown of anxiety, the American Psychiatric Association defines anxiety as fear, pressure or anxiety rooted in anticipation of danger, the source of something that is widely unknown or unknown [4]. From the previous statements, it can be said that anxiety has a conscious aspect such as fear, worry, concern, stress, anxiety, or threat. Anxiety has also unconscious and unclear aspects such as being afraid without knowing the root of it, and being unable to avoid the unpleasant feeling.

Academic stress has implications for threatening academic performance and mental health [12]. Individuals become more critical and quick thinker so that it affects their performance. The strength of stress also influences the curiosity of individuals in reading more literature [13]. Stress and socio-emotional feelings affect the scientific and language of individuals. The emergence of valid and reliable research on the academic stress construct refers to the research conducted by Gadzella [14]. The research developed the SSI (Student-Life Stress Inventory). The scale reflects students' life experiences by looking at stressors and reactions to stressors such as frustration, conflict, pressure, change, and self-coercion while reactions to stressors include physiological, emotional, behavioral, and cognitive [15].

Excessive anxiety and fear will bother our performance. This can cause feelings of anxiety, tension, and pessimism. Fear will lock people in a life without challenges, excitement, or curiosity. In other words, feelings of fear will always keep people away from exploring and developing abilities [16]. High levels of anxiety in the classroom have unwanted effect and stimulate the students to avoid doing assignments and learn things only at the surface level [17]. This is in line with a research which argues that spirituality is an important factor which helps children to overcome psychological problems and changes in psychology so that they can be succeeded in learning [18]. The result showed a positive correlation between spiritual health and depression, anxiety, and stress among students [19]. More specifically, the study has shown that counseling with a spirituality approach can reduce anxiety and depression of the students [20]. Therefore, the counseling service approach at school must be improved to ensure its quality [21].

The e-PC service model is a technology-based counseling model aimed at reducing the level of student anxiety in dealing with computer-based national examination. Generally speaking, computer-based national examination is one of the things the students are afraid of due to several reasons. This will stimulate anxiety. Anxiety is a mental disorder has an impact in

determining the success or failure of students dealing with national examination.

1.3. National Examination

National examination, abbreviated as UN, is the activity of measuring/assessing the achievement of graduates' competencies in certain subjects with reference to the graduation competency standards. Assessment is a collection of valid, reliable information, and aims to provide an overview of student knowledge [22]. Student assessment activities are important and are integral components in teaching and learning activities in schools. Assessment is useful for obtaining information about students' achievement result from learning process in accordance with predetermined goals. Thus assessment of learning outcomes is required [23]. To improve the quality of assessment, the use of technology is needed. With the technology, the process of correction and assessment of students' work can be accelerated. However, contradiction occurs in the procedures of national examinations, including its evaluation process [24].

In 2015, the government divided national examination implementation processes into two types; 1) a paper-based national test (Paper Based Test, PBT), and 2) computer-based national test. Paper based national test is an examination system used in the national examination using paper-based question scripts and answer sheets (LJUN). In other side, computer-based national test (computer based test), abbreviated as UNBK, is an examination system used in the national examination through the use of a computer system. The computer-based national exam (UNBK) in the implementation process uses computers as a medium to display questions and the answer process. It is completely different from the test that uses paper. The implementation of the national exam gives a big burden to the students since the standard of competence of graduation is escalated every year. Graduation criteria, in accordance with the standard procedures of the national exam in 2018/2019, are divided into several levels of achievement; 1) very good. The value is more than 85 (eighty-five) and less than or equal to 100 (one hundred), 2) good. The value is more than 70 (seventy) and less than or equal to 85 (eighty-five), 3) enough. If the value is more than 55 (fifty-five) and is less than or equal to 70 (seventy) 4). Less. The value is less than or equal to 55 [5].

Anxiety in facing the national exam itself is one of the psychological problems that are often experienced by students. In the world of education, this phenomenon is known as test anxiety/anxiety in facing tests (Husein, 2018; Jones, 2018; Gamble; Bushnell, 1998). Both print and electronic media recently are very intense in providing negative thought to the students by raising some improper issues related to national examination.

To illustrate, a discussion is raised in determining graduation standards that are considered to be too high, especially for schools in regions that have a different cognitive quality and facilities. The national exam also makes teachers, school administrators worried to think about what if their children cannot pass the national examination. These concerns have even triggered the emergence of new problems. The students can get too stressed even before the national examination is being conducted. Suicidal can be the worst reflection of improper conduct of the students. Moreover, teachers and school principals decide to commit acts of cheating in order to help their students pass the test.

2. METHOD

The methodology used in research is the literature study approach (review). According to Danial and Warsiah in Nur Fatin, Literature Study is a research conducted by researchers by collecting a number of books, journals, and articles related to the problem being investigated and research objectives.

3. RESULTS AND DISCUSSIONS

Specifically, Ifdil is the one who introduces the term e-counseling service in Indonesia. This term combines the word service and the word e-counseling. The e-counseling services are not only limited to the provision of counseling (the most popular term for individual counseling), but are expanded to provide overall guidance and counseling with the help of technology, not only via internet but also via all aspects of the use of information and other communication technologies [11].

In this article, electronic counseling and guidance services or e-Personal Counseling (e-PC) is one of the ways to present you on online media or the Internet. The e-Personal Counseling (e-PC) is a place on the website whereas anyone in the world can visit it. Whenever they want, people can find out about something important related to the problems in there, ask questions, provide input and problem solving and enable us to download the data displayed. In doing this service, the users must have a separate website or application that is already connected online on the internet. With the web address provided for counseling in schools, it enables the counseling teachers to write various matters related to counseling. The types of services that can be sought through websites are more likely about personal, career, study, and social guidance. To be able to provide these services, the counseling teacher can writes these issues in accordance with the needs of the students in the e-PC. By getting this service in, counselors will save more time in terms of materials delivery. By submitting service material in e-Personal Counseling (e-PC), the

counselor/student can conveniently access or download the materials at anytime and anywhere.

4. CONCLUSION

In accordance with the development of computer technology and the industrial revolution 4.0, interaction between counselors and clients is not only conducted through face-to-face interaction but also through virtual medium like "e-Personal Counseling (e-PC)". This guidance and counseling service is one of the innovative counseling service models in an effort to provide a practical service that can be done anywhere as long as there is a connection of internet available.

AUTHORS' CONTRIBUTIONS

- Khairul Amri is currently studying a doctoral program in Education at Universitas Negeri Padang.
- Mudjiran, is professor in Universitas Negeri Padang
- Yeni Karneli, is lecturer in Universitas Negeri Padang

ACKNOWLEDGMENTS

The author wants to convey most gratitude to:

1. Participating promoter lecturers who have been guiding and directing this research
2. My college friends in Universitas Negeri Padang

REFERENCES

- [1] S. Hartini et al., "An Ecological Model Of Pedagogical Competence School Counseling" *International Journal Of Scientific & Technology Research* Volume 9, Issue 04, pp. 1792–1794, 2020.
- [2] Zakirman et al., "Implementation Of The Play-Think-Pair-Share (PTPS) Learning Model For Elementary School Students To Master Part Of Top Skill 2020" *International Journal Of Scientific & Technology Research* Volume 9, Issue 03, pp. 4643–4648, 2020.
- [3] A. J. Nurihsan, "Strategi Layanan Konseling". Refika Aditama, Bandung. 2005.
- [4] W.S., Winkel et al., "Bimbingan Konseling di Institusi Pendidikan". Media Abadi. Yogyakarta. 2010.
- [5] Pakpahan et al., "Model Ujian Nasional Berbasis Komputer: Manfaat dan Tantangan". *Jurnal Pendidikan dan Kebudayaan*, 1(1), 19-35, 2016.
- [6] A. M. Diponegoro et al., "A Case Study On Guidance And Counseling Students' Perception In

- Private University” *International Journal Of Scientific & Technology Research* Volume 9, Issue 03, pp. 539–543, 2020.
- [7] Khairul Amri et al., “Peran Perguruan Tinggi dan Skill Guru Bimbingan dan Konseling 4.0” *Proceeding Konvensi Nasional XXI Asosiasi Bimbingan dan Konseling Indonesia Bandung*, 27-29 April 2019.
- [8] Z. Ardi et al., “Konseling Online: Sebuah Pendekatan Teknologi Dalam Pelayanan Konseling” *Jurnal Konseling dan Pendidikan*, Volume 1 Nomor 1, Hlm 1-5, 2013.
- [9] J. Petrus et al., “Kajian Konseptual Layanan Cybercounseling” *Konselor* Volume 6 Number 1, pp. 6-12, 2017.
- [10] Khairul Amri et al., “Implementation Guidance Services Group To Overcome Introverted Personality” *Ristekdik (Jurnal Bimbingan dan Konseling)* Vol 4, No.1, hlm.45-50, 2019.
- [11] Ifdil “Konseling Online Sebagai Salah Satu Bentuk Pelayanan E-konseling” *Jurnal Konseling dan Pendidikan* Volume 1 Nomor 1, Hlm 1, 2013.
- [12] E. Keogh, et al., “Improving Academic Performance and Mental Health Through A Stress Management Intervention: Outcomes and Mediators of Change,” *Behaviour Research and Therapy*, vol. 44, no. 3, pp. 339-357, 2006.
- [13] C.R. O’Neal, “The Impact of Stress on Later Literacy Achievement Via Grit and Engagement among Dual Language Elementary School Students,” *School Psychology International*, pp. 1-8, 2018.
- [14] B.M. Gadzella, “Student-life Stress Inventory: Identification of and Reactions to Stressors. *Psychological Reports*, vol.74. pp. 395-402, 1994.
- [15] H. K. Rustam et al., “Creating Academic Stress Scale And The Application For Students: Validity And Reliability Test In Psychometrics” *International Journal Of Scientific & Technology Research* Volume 9, Issue 01, pp. 661-667, 2020.
- [16] Zhang et al., “The Relationship Between Math Anxiety and Math Performance : A Meta-Analytic Investigation” *Frontiers in Psychology*, 10(8), 1–17, 2019.
- [17] Passolunghi, et al., “Mathematics anxiety, working memory, and mathematics performance in secondary-school children”. *Frontiers in Psychology*, 7(2), 1–8. <https://doi.org/10.3389/fpsyg.2016.00042>, 2016.
- [18] Y. Nurizan, et al., “Spiritual Well-Being and Mental Health among Malaysian Adolescents”. *LifeScience Journal*, 9(1): 440-448. Retrieved from [http:// www. Lifesciencesite .com](http://www.Lifesciencesite.com), Accessed January 24, 2019, 2012.
- [19] M. Seyed et al., “An Investigation of the Relationship Between Spiritual Health and Depression, Anxiety, and Stress among Students of Ilam University of Medical Sciences”. *J Res Med Dent Sci*, 6(3): 294-300, DOI: 10.24896/jrmds.20186345, 2018.
- [20] M. Safara, et al., “Comparing the Effect of Cognitive Therapy and Spiritual Therapy on Depression Between Iranian Students Residing in Iran and Indian” *Dehli Psychiatry Journal*, 15(1):85-98, 2012.
- [21] Irwan et al., “Framework E-Counseling System Career For Counselor And Students Using Certainty Factor Method” *International Journal Of Scientific & Technology Research* Volume 9, Issue 03, pp. 1158–1161, 2020.
- [22] Didem, et al.,. The Use of Edmodo In Creating An Online Learning Community of Practice For Learning To Teach Science. *MOJES:Malaysian Online Journal of Educational Sciences*, 5 (2), 91-106, 2017.
- [23] Fatimah Al-Katiri. *Beyond The Classroom Walls: Edmodo in Saudi Secondary School EFL Instruction, Attitudes and Challenges*. Canada: Canadian Centre of Science and Education, 8 (1), 189-204, 2015.
- [24] Gustina et al., “Contribution Of Edmodo Smartphone Application To Support Assessment Activities In The Social Science Learning Process;Students Review” *International Journal Of Scientific & Technology Research* Volume 9, Issue 03, pp. 774–777, 2020.
- [25] T.L. Prihandoko et al., “The Development Of Counseling Services Assisted By The Application Of Go Couns To Develop Self-Esteem In Junior High Schools Throughout Semarang” *International Journal Of Scientific & Technology Research* Volume 9, Issue 04, pp. 2903-2905, 2020.