

Counseling Based on Andragogy Via WhatsApp to Reduce Students' Anxiety During COVID-19 Pandemic

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ABSTRACT

This study is an analysis of andragogy-based counseling via WhatsApp to reduce anxiety during the Covid-19 pandemic. The aim of this study is to analyze the implications of andragogy-based counseling via WhatsApp to reduce anxiety during the Covid-19 pandemic. This study uses a qualitative approach which includes comparing the acquisition of empirical data and library data. The subjects used in this study were two Guidance and Counseling teachers and four students at SMA Negeri 7 Purworejo. The technique of determining the sample is using simple random sampling and it does not require certain criteria, but it is only limited to the subject of Guidance and Counseling teachers and the subject of students. This study technically uses descriptive qualitative analysis as the research method. The data collection tool used in this study is interviews, the results of these interviews are used as empirical data to be compared with library data. Sequential data analysis is triangulation, reduction, data presentation, and drawing conclusions. The result of this study showed that andragogy-based counseling via WhatsApp to reduce anxiety during the Covid-19 pandemic was beneficial for students and facilitated the provision of services from Guidance and Counseling teachers. Online counseling services are a solution to service limitations during the Covid-19 pandemic. Although the Andragogy-based counseling services to reduce anxiety during the Covid-19 pandemic are beneficial for teachers and students, but in practice they must refer to certain counseling approaches according to the type of anxiety experienced by students.

Keywords: *Andragogy, Anxiety, Counseling, Covid-19 Pandemic, Whatsapp for Counseling.*

1. INTRODUCTION

On March 12, 2020, World Health Organization (WHO) has confirmed somebody positive for COVID-19 (*Coronavirus Disease 2019*) in the world with the number of 125.048 people [1]. The news signifies that COVID-19 pandemic starts spreading massively. Not only in the world, COVID-19 starts spreading in Indonesia for the first on February 28, 2020 [2], and up to now growing more than 10.000 positive people for COVID-19. No wonder, Indonesia government takes decisive step to give the policy of social and physical distancing so that the mobility of all people life aspects are disturbing. WHO gives the virus term named *Severe Acute Respiratory Syndrome Coronavirus-2* (SARS-CoV-2), next, WHO also clarifies the disease name

appeared by the virus with *Coronavirus Disease 2019* [3].

The opinion above is in accordance with the fact revealed by Liputan 6, April 6, 2020 [3] that all restrictions given by the government make the business weak because the movement of entrepreneurs is restricted so that it can not do the operational activity as usual. The news is parallel to Hadiwardoyo's opinion [4] that Covid-19 causes all lines of community life. Although COVID-19 case in Indonesia is decreasing over time but there has been a new COVID-19 virus variant that attacks. After Delta variant, it appears Omicron variant. Greheenson in UGM news, WHO confirms that Omicron is a new COVID-19 virus variant which should be watched out. After big Omicron case that hits South Africa lately, it makes many countries

which close access point for overseas visitors especially from South Africa. Chairman of POKJA Genetik UGM, Prof. dr. Gunadi, Sp.BA., Ph.D. reveals that Omicron variant is not more dangerous than Delta variant but he still recommends to alert in order to hint the virus development [5]. However, the condition of some fields in Indonesia such as social, education, economy, culture, and others keeps experiencing the slump. The slump of social, education, economy, and culture in the community causes various psychological effect appeared, one of them is anxiety that happens in community.

According to Annisa & Ifdil [6] anxiety is an emotional condition that has the signs of physiological stimulation, feeling tense so that it makes uncomfortable, and feeling comprehensive where individual feels bad thing that will happen. It is parallel to Nevid, Keliat (Adinugraha, Suprihatin & Fitriani [7]) that means anxiety as feeling alert as if there is a threat or unpleasant incident will happen so that it appears fear accompanied by sweat, shaking hands, and heart pounding. Referring to the opinion and then there must be an effort in order to reduce anxiety due to COVID-19. An interview done by Counseling and Guidance teacher of SMA Negeri 1 Purworejo reveals that the condition of COVID-19 pandemic causes the students experiencing anxiety, it is made worse with the policy of online learning done. The aftermath of the anxiety, Counseling and Guidance teacher puts an initiative to do counseling activity. The opinion of Counseling and Guidance teacher of SMA Negeri 1 Purworejo is based on the signs of anxiety according to Nevid (Annisa & Ifdil [6]). There are signs of anxiety which can be

explained in the table.

Apriliana, Suranata & Dharsana [8] reveal in their research that reducing anxiety can be basically done by many ways, one of them is counseling service. Related to handling anxiety on students at school, Rosmawati reveals that it needs strategic activity to reduce the anxiety. One of the ways is counseling service to the counselee who has anxiety [9]. The opinion is reinforced by Setyowati, Rayaginansih, Fahriza & Fauziah [10], the research involving 110 students of Ahmad Dahlan University shows effective counseling service to reduce students' anxiety in the number of 32.88% if it is measured by initial percentage of 100%. The opinion can be concluded that if counseling service is routinely done twice up to three times sessions so that it will reach optimal results. Counseling according to Rogers (Amalia, Badrujaman & Tjalla) [11] as an effort to help the counselee solving the problem face to face. The opinion strengthened by Pepinsky & Pepinsky (Sulistyarini & Jauhar) [12] reveals that counseling is an interaction between individual and other individual called a counselee and a counselor. The interaction happens in a professional atmosphere in order to facilitate the counselee reaching the change of behavior expected.

Counseling and Guidance teacher in the counseling application adopts Malcom Knowles' Andragogy assumption. Knowles [13] reveals that Andragogy as an art to learn (cognitive), in other words, Andragogy improves individual confidence to learn (cognitive) and

Table 1. Signs of Anxiety according to Nevid

| Number | Aspect | Sign |
|--------|------------|---|
| 1 | Physical | Restless, nervous; in the crease of the forehead; shaking limbs; sweating; tense skin pores; headache; sweaty palms; hard to talk; dry throat; short breathing; breathlessness; unnatural heart pounding; whole or part of body feels cold; vibrating sound; weak; feeling faint; stiff neck; feel suffocated; nausea; warm and cold; blushing face; frequent urination; easy to get angry; and diarrhea. |
| 2 | Behavioral | Feeling shaken; dependent behavior; often avoiding. |
| 3 | Cognitive | Fear of what will happen in the future; worrying about things which are not clear; focus on physiological effect; feeling threatened with the presence of people; losing self-control; feeling afraid and not being able to handle; feeling frustrated; thinking that the world is collapsed; feeling confused to do anything; thinking on something disturbing repeatedly; worrying about trivia; wanting to get away from the crowd so as not to faint; shackling in complicated thoughts; feeling dying soon though there is no reason medically; feeling afraid alone; and hard to concentrate and focus. |

clarifies the unclear understanding. The reason to adopt the assumption is the counseling to reduce anxiety aiming to improve individual cognitive. It is relevant to Annisa & Ifdil's opinion [6] who reveals related to anxiety, it is the feeling of unclearly afraid about the object and its reason so that it must be straightened and realized about the obscurity. Afroji [14] corroborates the opinion above, that over time Guidance and Counseling services are not confined to formal education only, but have been applied to adult education. There are Knowles' Andragogy assumptions [13] which consist of four things: (1) the difference of understanding self-concept, adult has independent self-concept; (2) different experience, adult expands experience becoming the resource of learning experience; (3) learning preparation, adult just learn knowledge field considered relevant to the problem faced; and (4) adult's learning orientation is problem and avoiding the subjectivity. The assumptions of Andragogy are in line with the goals of counseling, according to Suherman [15], the goals of counseling are good self-understanding, directing oneself to one's potential, being able to solve problems independently, realistic insight and objective acceptance, effective adjustment, actualization according to potential, avoiding worry. Referring to the concept of counseling and andragogy above, they have the same goal, namely in line with the method of self-understanding, focusing on one important thing (problem) that becomes a challenge for oneself, experience is the key to determining future decisions.

Referring the opinion above, Counseling and Guidance teacher of SMA Negeri 1 Purworejo believes that Andragogy approach will be appropriately related to counseling purpose so that the problem will be maximally solved. The implementation of counseling-based, four main Malcom Knowles' Andragogy assumption to reduce anxiety during COVID-19 pandemic are impossible to do directly or face to face. Another reason is face-to-face meeting that will increase the risk of COVID-19 transmission. The opinion is according to WHO recommendation to keep the distance each person and reduce the contact or direct meeting (Report of WHO, April 1 2020) [[1]]. Referring to the description above, it is needed advice that allows counseling done remotely. Mansyur, Badrujaman, Inawati, and Fadhillah [16] reveals that online counseling service (E-Counseling) is one of efficient and effective ways in the framework of remote counseling process between a counselor and a counselee.

The suitable app to facilitate online counseling (E-Counseling) is WhatsApp. The reason of WhatsApp use

is reviewed from the point of view about social media, social interaction that the application can create effective and active interaction (Puspita, Elita, & Sinthia, 2019) [17]. According to Rahartri [18] WhatsApp has some beneficial functions in the framework of communication among individuals. There are benefits meant: (1) the effectiveness that WhatsApp is beneficial to make it easy for transferring information. The information can be quickly and accurately delivered. It will facilitate students in the framework of concrete social dynamic; (2) the efficiency that WhatsApp facilitates students in information traffic. Communication design have the simple form so that it is easy to apply. Communication media can facilitate students in the framework of exchanging information intensely; (3) something concrete that WhatsApp facilitates the acceleration of information exchange. It still depends on an user related to information traffic. Communication media is abstract so that the confidentiality is guaranteed: and (4) motivational thing that WhatsApp gives stimulation for students at using. Communication intensity will increase and being effective. Communication media gives the accuracy of exchanging information so that it attracts students at using. Rahartri's opinion is reinforced by Yuliasti, Fitria, & Wahidy [19] that WhatsApp media is effectively used in learning service because it can keep pace with current development and Counseling and Guidance service demand that is flexible, effective and efficient. In line with two opinions above, Sugiarti [20] based on her research in SMKN 5 Banjarmasin reveals that e-counseling is very effective. The students who have lack of confidence can be handled by online counseling. Mansyur, Badrujaman, Inawati, and Fadhillah [16] in India counseling using whatsapp is not only in the context of personal social anxiety problems, but also to achieve career anxiety. Users of these services are not only teenagers, but many adults are already interested. The provision of counseling services to adults will be different from that of adolescents, so the concept of andragogy is very important in the implementation of these services.

Mews [21] in his research conducted adult counseling on master's and doctoral students aged 25-34 years. The study found that 35% resolved the problem in one session, 11% solved the problem twice and the rest were resolved on average in 3-4 counseling sessions. Problems vary, but mostly social-personal problems. Henschke [34] revealed that andragogy or adult education plays a role in stabilizing individual thinking, one of which is career anxiety. His research on 7 American Lindenwood University students revealed that these seven students could reduce their anxiety using a

person centered counseling approach. Adults do not need advice, but person centered gives adults the freedom to choose problem solving independently. Rahmawati and Purwanto [22] strengthen the opinions, according to research they did during the covid 19 pandemic. The research revealed that anxiety problems are the thing that the majority of individuals experience, especially career anxiety. Career anxiety is generally experienced by adults, furthermore, it must be overcome with online-based psychological counseling steps. Applications that can be used are Telegram, WhatsApp, Facebook, and others. It is rare for the implementation of counseling to use a person centered counseling approach so that adults can directly solve problems independently.

Referring to the explanation above so that it is needed to conduct the research in the form of counseling analysis based on Andragogy via WhatsApp to reduce anxiety during COVID-19 pandemic. The objective of this research is to analyse counseling based on Andragogy via WhatsApp to reduce anxiety during COVID-19 pandemic in SMA Negeri 7 Purworejo that involves Counseling and Guidance teacher and the students. This research especially answers the hypothesis of counseling benefit based on Andragogy via WhatsApp to reduce anxiety during COVID-19 pandemic.

2. RESEARCH METHOD

An approach done in this research is descriptive qualitative study. According to Arikunto [23], descriptive qualitative study is to collect data based on the factors influencing research objects, next it is analysed to identify the role of each factor. Demircan & Merden [24] adds that descriptive qualitative study is a term used in one of research methods which are descriptive. Descriptive qualitative study is intended to answer the research questions about what, who, how and where of an event that happens the following patterns which cause the events appearing. Arikunto [23] reveals that descriptive qualitative study is suitable for certain areas of knowledge. The knowledge areas meant are education psychology, social psychology, ecological psychology and developmental psychology. The analysis result is presented in depth through description. This research involves two Counseling and Guidance teachers and four students in SMA Negeri 1 Purworejo.

Method of collecting data used in this research is descriptive analysis with the instrument of collecting data via interview. According to Prabowo dan Heriyanto [25], descriptive analysis aims to analyse the factors influencing the research so that it can be accumulated

and next it is presented. The interview with Counseling and Guidance teacher to explore the experience of counseling implementation based on Andragogy via WhatsApp in order to reduce anxiety during COVID-19 pandemic. The interview with the students is needed in order to explore the effectiveness of counseling implementation based on Andragogy via WhatsApp during COVID-19 pandemic. The interview instrument used is the adaptation result of interview instrument development by Wahyu Widyatmoko in 2019 so that it has been tested the instrument validity and it can be used for different subjects. The data obtained from the interview, next it is processed to get the data ready to present. The data presentation is completed by giving conclusion so that it gives comprehensive interview. Sugiyono [26] reveals that the steps of descriptive qualitative data analysis such as triangulation, data reduction, data display and conclusion. The explanation of data processing analysis steps above (1) triangulation is to compare the data obtained by other data to see the level of data validity, it uses triangulation utilizing sources; (2) reduction is to summarize the main points which has been obtained via triangulation; (3) data presentation that after it is summarized and then the data is presented in the form of description; and (4) conclusion is to make conclusion from a whole series of the research that has been conducted.

3. RESULT AND DISCUSSION

Result and discussion are done using data processing base such as triangulation, reduction, data presentation and conclusion. There are result and discussion from processing data above.

3.1. Triangulation

Quantitatively, anxiety cases especially in career field can be finished by counseling based on Andragogy via WhatsApp during COVID-19 pandemic in the number of three cases from four cases at all. It is based on the interview to Counseling and Guidance teacher as a counselor and the students as the counsees. The reality above is in line with the relevant researches related to the counseling effectiveness towards anxiety. Trisnani [27] reveals that the counseling with humanistic existential technique can reduce anxiety in the counselee. The special counseling facilitates the counselee to change anxiety into motivational boost used development tools. Another objective of the counseling in the framework of reducing anxiety is to improve the counsees' courage to be able to face by themselves because the anxiety comes from the counselee itself. Referring to two sentences above, next the counselee can do activity that is necessarily needed in the framework of getting rid of anxiety. Jiang [28] reveals that learning

anxiety is really able to reduce using psychological therapy. There is psychological therapy that can be used called reframing, cognitive restructuring, bibliotherapy, systematic desensitization and REBT. Desouky & Allam [29] Workloads and greater responsibilities become barriers between students and teachers, only students see it as a burden, but the teacher makes it as learning. it causes anxiety. Marantini, Antari, & Dentas [30] strengthen opinion by their research, the research reveals that anxiety can be reduced by systematic decentralized behavioral counseling approach. It is proven by evaluation result of counseling activity in ten students of the class of VII C SMP Negeri 3 Singaraja. The research is done by one cycle of initial assessment and two cycles of giving treatment. The first cycle can produce the average score of 63.07%, and then there is a change when it is done the second cycle becoming 66.73% and finally it is done the third cycle that produce the significant score of 82.16%. Fitria and Ildil [31] revealed that anxiety during the COVID-19 pandemic could be categorized as high, namely 54% of a sample of 139 adolescents, so counseling services and group guidance needed to be provided.

COVID-19 pandemic directly causes anxiety towards SMA Negeri 1 Purworejo students, one side of COVID-19 pandemic requires direct interaction restriction between a counselee and a counselor. Referring to the problem, the counseling must be virtually done or online. According to Prasetya [32], he reveals that to make the counseling service easy for any condition, it is done in cyber and online. WhatsApp can be effective to facilitate online counseling during COVID-19 pandemic. Syam [33] reveals that cyber counseling is a professional counseling service given by an expert to the counselee in order to solve the problem but it is not done face to face but via Internet or online media. The opinion is supported by Puspita, Elita, & Sinthia's opinion [17] who reveal that effective counseling done via online or WhatsApp application, Puspita, Elita, & Sinthia's research result also reveals that the significant result related to online counseling service. Another research result by Dami and Waluwandja [34] reveals that the counseling implementation for cyber-bullying sufferers during industry revolution 4.0 is very sensitive so that it is needed technical counseling that is appropriate to the situation. One of technical and counseling models that can be used for cyber-bullying sufferers during industry revolution 4.0 era called cyber-counseling. Dami and Waluwandja add the experiment implementation that is done to produce counseling based on face to face producing the achievement percentage of twenty three respondents (72%) from thirty two respondents. The counseling based on cyber produces the achievement percentage of twenty seven respondents (84%) from

thirty two respondents. Effendi, Lukman, Eryanti, and Muslimah [35] strengthen the effectiveness of the implementation of electronic counseling during the covid 19 pandemic, that online counseling has high efficiency. One example of a case for people with social anxiety can be referred to a psychologist, the use of communication with psychologists also uses online means, namely whatsapp.

3.2. Reduction

COVID-19 that hits causes the career anxiety of students in SMA Negeri 7 Purworejo. The students need counseling service in order to reduce the career anxiety experienced. Government regulation that it is not allowed yet for offline meeting with any reason, it needs to be investigated in order to keep the counseling service going. The counseling implementation can not forget essential principles from the counseling philosophy. The counseling can be done via WhatsApp, the advantages of the application are easier to find and use. Online counseling is effective enough, the students who have self-confidence barrier so that they can do online counseling.

3.3. Data Presentation

Referring to the reduction above, it can be presented that the students need service to reduce anxiety during COVID-19 pandemic. One of the services that can be given by Counseling and Guidance teacher is counseling service. The counseling service can be done by online and offline ways. Referring to the problem that has been explained in introduction that at the moment there is a regulation related to the prohibition of students' face-to-face meeting because positive COVID-19 case is increasing. Counseling and Guidance teacher can use online media for the counseling implementation, one of online media or applications which can be beneficial is WhatsApp. WhatsApp application is effectively proven for facilitating the counseling activity.

3.4. Conclusion

Conclusion of this research will be explained in the next sub-chapter but the authors need to describe necessarily in this part. Referring to theoretical and field study, it can be concluded that anxiety happens to students in pandemic period since March 2020. The students' anxiety are caused by lack of social interaction that is usually done. The pandemic automatically gives limitation on the students to have interact with teacher and students. Counseling and Guidance teacher need to give counseling service in order to reduce anxiety on the students. The counseling can be done via e-counseling or counseling based on online. The advantage of the online counseling is able to prevent COVID-19 virus

transmission so that they stays safe and get the essence of the counseling.

4. SUMMARY

Based on the research above, it can be summarized that Counseling based on Andragogy via WhatsApp Application to Reduce Anxiety during COVID-19 pandemic in SMA Negeri 1 Purworejo is very beneficial for the students and making the job of Counseling and Guidance teacher easy. The counseling implementation must be done by specific counseling approach. The basis of determining counseling approach is the counselee problem that has been identified. This research does not discuss the detailed counseling approach, it is caused by various individual anxiety (personal, social, academics, and career) for that it needs to be done by the next research in order to focus on the counseling service to certain problems. Further research can be carried out by implementing a person centered approach, it is based on the adult concept of independence so that person centered tends to be independent in the decision making of students or counselees. Referring to this, the author suggests that it must be adjusted to individual conditions and problems, so that effective counseling can be carried out

AUTHORS' CONTRIBUTIONS

Authors' contribution in writing this scientific work.

4.1. Author 1: Adnan Fadkhurosi

4.1.1. Research Idea

4.1.2. Writing Scientific Work

4.1.3. Data Retrieval

4.1.4. Text Editor

4.2. Author 2: Rosita Endang Kusmaryani

4.2.1. Research Idea

4.2.2. Check writing errors

4.2.3. Data Retrieval

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