



Guidance and Counseling Referral System Initiative

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Abstract. This study aims to examine the development of a referral system for optimizing the services of the Character Development Center and Counseling Guidance and Psychology Service Center. This type of research uses research and development methods using a descriptive procedural model. Participants in this study were the head or secretary of the service center or task force in Unesa who had similar or almost similar services to having a program with the Center for Character Development and Counseling Guidance and the Center for Psychological Services. Data analysis in the form of observation, documentation and Focus Group Discussion (FGD) were collected directly. The results show that the Guidance and Counseling referral system initiative is a psychological consultation program system at the UNESA LP3 Psychology Service Center which is carried out by providing an initial oral and written assessment, which will then be evaluated to find out whether the client needs a referral to another center or not. With this referral system initiative, it will facilitate coordination between clients and the psychology service center team with other central teams in LP3 UNESA.

Keywords: Development · Systems · Optimization · Services · Character · Guidance and Counseling · Psychology

1 Introduction

Health is a very important aspect in human life, especially mental health. Mental health is a crucial problem in Indonesia. The prevalence of common mental disorders is reported to be 11.6% in the adult population, according to the 2007 Basic Health Research.

In Indonesia, there are already many mental health service providers, one of which is the Psychological Service Center under the Institute for Learning and Professional Development (LP3) at the State University of Surabaya.

The psychology service center is the Center for Psychological Services (PLP) is one of the centers established in 2017 under the Institute for Learning and Professional Development (LP3), State University of Surabaya. The Psychology Service Center is one of the reliable and trusted service centers for applied psychology in East Java which is tasked with helping to overcome various community problems in the field of Psychology. The Psychological Service Center was established with the aim of providing

psychological services to the wider community. The UNESA LP3 Psychology Service Center team is committed to applying the principles of professionalism and good quality in providing services to the community.

The programs and services provided by the Psychological Service Center have been strategically planned by referring to the community's need for psychological services. So the Psychological Service Center's programs and services include psychological examinations, psychological consultations, and educational activities through seminars, training, and workshops which are aimed at various levels of society, both individually and sectorally.

The provision of psychological consulting services is handled by psychologists who have expertise and experience in their fields and are carried out based on standard operating procedures for the UNESA LP3 Psychology Service Center. Counseling services need to be adapted to the problems faced by clients. Therefore, a referral system is needed to make it easier to provide follow-up services to cases handled so that psychologists in their fields can handle them.

The referral system is a service that allows the transfer or reciprocal handover of responsibility for problems from a case both vertically and horizontally to those who are more competent in their fields. The referral system is implemented with the aim of being able to provide quality services, so that the goals of the service can be achieved [1]. According to [2] based on the Minister of Health of the Republic of Indonesia No. 001 of 2012, the referral system is defined as the provision of services that regulate the delegation of responsibility and authority over cases related to health problems which are carried out reciprocally between service facilities or between the same service facilities. Furthermore, [3] said that the referral system regulates the flow of where and where a person who has certain health problems must go to check his health. The referral system aims to produce equity in an effort to resolve the problems faced by clients. There are various types of references, including:

1. Horizontal Reference

Referrals made between one-level services provided due to limitations in facilities, equipment, or human resources that are permanent or temporary.

2. Vertical reference

Referrals made between services of different levels that can be made from higher-level services or lower-level services or vice versa

3. Partial reference

Referrals made for the delivery of clients or specimens to other service providers in order to establish a diagnosis or in the provision of therapy that is a series at the health facility

In addition, there are various forms of referral systems, including:

1. Internal referral

It is a horizontal reference that occurs between service units within the institution.

2. External referral

Referrals that occur between units in the level of health services both horizontally and vertically.

In this study, the problem studied is how to describe the development of a referral system for optimizing the services of the Character Development Center and Guidance and Counseling as well as the Psychology Service Center.

2 Research Method

2.1 General Background

This study uses research and development methods using a descriptive procedural model. Researchers collect information on the research location in the Surabaya State University. The development procedure that will be followed in research and character development and counseling guidance as well as the psychology service center of LP3 UNESA is using the development of Borg and Gall. [4] defines descriptive method as a method in examining the status of a group of people, an object, a set of conditions, a system of thought or a class of events in the present.

The purpose of this descriptive research is to make a systematic, actual and accurate descriptive, picture or painting about the facts, characteristics and relationships between the phenomena being investigated.

2.2 Participants

The participants used in this study were the head or secretary of the service center or task force in Unesa who had similar or almost similar services to having a program with the Center for Character Development and Counseling Guidance and the Center for Psychological Services.

2.3 Instruments and Procedures

The data collection methods used in this study were observation, documentation, and Focus Group Discussion (FGD). The data collected is the SOP for the psychological counseling program and the referral system at the Psychology Service Center.

3 Results and Discussion

The Psychology Service Center is one of the centers under the auspices of the Institute for Learning and Professional Development (LP3) UNESA. The Psychological Service Center was established with the aim of providing psychological services to the wider community. The UNESA LP3 Psychology Service Center team is committed to applying the principles of professionalism and good quality in providing services to the community.

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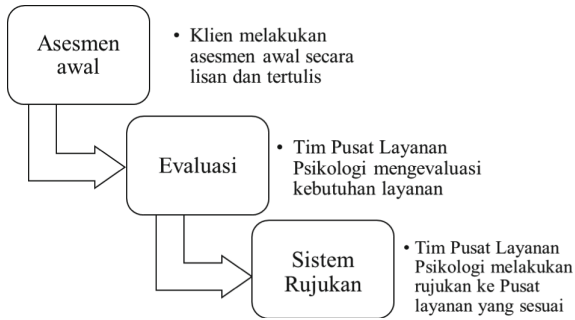


Fig. 1. Chart.

training, and workshops which are aimed at various levels of society, both individually and sectorally.

Psychological consultation is one of the programs at the Psychological Service Center that provides consultation in determining alternative solutions to problems faced by clients. The form of services includes individual consultations consisting of individual, family, educational and professional problems. In addition, there are group consultations consisting of human, organizational and social resources issues.

Programs at the Psychology Service Center are aimed at external parties outside the State University of Surabaya so that when there are clients who come from the internal scope of the State University of Surabaya who need psychological examination or psychological counseling, they will be referred administratively to other Centers under the Learning and Professional Development Institute (LP3). at the State University of Surabaya, namely the Center for Character Development and Counseling Guidance Services.

The Psychology Service Center has a Standard Operating Procedure (SOP) in each program that regulates procedures, referral systems and flowchart maps starting from the registration, implementation, result retrieval, and referral flow if needed.

In accordance with Fig. 1 which shows the flow of the referral system at the Psychology Service Center starting from the implementation of the initial assessment containing screening which will later describe the service needs for the client, then the Psychological Service Center team will evaluate the completed form to determine whether the client needs a referral or not.

The referral system will run well if its implementation follows the guidelines that have been made. The referral system guidelines that have been made must be applied by the personnel/team concerned in accordance with standard operating procedures (SOP). The Psychological Service Center team has implemented a referral system in accordance with standard operating procedures (SOP) by involving related parties.

A study that examined the referral system stated that several things could lead to the failure of the referral process, namely the absence of involvement of certain parties that should be involved, limited facilities, and no regulatory support [5].

4 Conclusions

The referral system is a process of reciprocal handing over of responsibility for the emergence of problems from a case or public health problem, besides that the referral system is useful for improving service quality. In the implementation of the referral system for the psychological counseling program at the Psychological Service Center, it has been carried out in accordance with the program SOPs that have been prepared, the referral flow that has been prepared is in accordance with the referral flow that is widely applied to other institutions.

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