



# Portrait of Assertiveness on University X Students and Outside

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**Abstract.** This study examines student assertiveness through an online counseling website named “Teman Ngobrol.” The research method uses a quantitative survey. Subjects in this study amounted to 511 people. Where 317 subjects are students of University X and 194 subjects are outside University X. The initial activity in this research is to do counseling. Then a google form will be given, which contains a questionnaire on the satisfaction of using the website and suggestions for the website. The results from filling out the questionnaire are that subjects from outside University X are more open and assertive. This study’s results indicate no difference in average between University X and outside, with a significance value of 0.976 ( $>0.05$ ).

**Keywords:** Assertiveness · online counseling · UIN Malang students & outside

## 1 Introduction

The development of globalization and the use of information and communication technology, the internet and cellular telephones, is a phenomenon in society. A variety of comfort options are offered. Due to current technological advances, social networks are widely used to communicate. Social networks allow people to communicate without face to face (Whittaker & Kowalski, 2015).

Apart from focusing on remote interactions, social networks, even on a global scale, facilitate people by giving them a sense of freedom to express themselves in cyberspace. Social media is a medium with different posting characteristics. Very easy to use and comprehensive (Williamson, in Situmeang, 2017).

The process of how people use social media as a way to interact online also affects people’s social skills directly. This process will stretch communication. This process will make a person increasingly untrained regarding social skills when meeting with peers (Bona, in Situmeang, 2017). The beginning of the boom of social networks began with the growth of individual curiosity about the private lives of others and the needs of social life. Usually, these two things are a public meeting of the World Wide Web network (in Smith-Duff, Ikachoi, et al. 2015), and in its development, this is shown with the creation of many social media services to date.

Social media users can communicate with each other regardless of distance, time, and place. Using social media not only has a positive impact but also has a negative impact when people are addicted to using social media services; it can be seen from how

often someone constantly uses social media, which causes a negative impact, physically there is also fatigue in the eyes, psychologically in the form of lack of social skills in the form of assertiveness in everyday life in the surrounding environment, individuals are also less able to convey their wishes, also less able to adapt to the environment due to lack of understanding of the moral values that exist in these individuals (Wang et al., 2017).

According to Rhodes (2017), his customers, who regularly visit social networks, have less effective communication skills in daily life, especially in terms of assertiveness. They feel insecure when dealing directly with other people. It can lead to increased levels of anxiety and the onset of depression. In addition, Rhodes also saw different levels of fear associated with it. For information on texting and online chatting, see Phenomenon, Rhodes. Use social fitness training methods to train clients to improve assertiveness.

According to research by Hairunnisa and Putri (2018), teenagers who often use social networks the media tend to be less assertive. They are often nervous when meeting other people, and being unable to communicate positively with their msia friends makes them more open and easier to express their feelings only in social media situations.

Nihayah (in Situmaeng, 2017) states that students who often access social networks when going through the lecture process tend to be less involved in lecture discussions and have doubts when speaking in public, are unable to ask questions, have anxiety, and feel inferior.

Good social skills can be seen in communication skills. How people react and pay attention, listen responsibly, want to make a good impression, create harmony in social relationships and solve problems. Communication skills can be seen from one perspective: assertiveness (Depdiknas RI, 2009).

With this, the researcher wants to know the level of assertiveness in students through online counseling activities through the "Friends Chat" website, which can be accessed by all audiences, especially students of University X. On this website, students and the general public can freely pour out their hearts without any anxiety because the chat friend's website is under the counseling principle, namely maintaining client confidentiality. With this website, clients can be more assertive in doing online counseling.

Cawood (1997) describes decisive action as an experiment carried out directly, honestly, and in a place of his feelings, needs, thoughts, and rights without unreasonable anxiety. Direct meaning means actions that convey messages fairly and straightforwardly and do not judge others. Honest means behaving to show all the message cues match, meaning words, gestures, and feelings all say the same thing. In its place, students can defend the feelings and rights of other students and themselves, their time, and their feelings.

Assertive behavior is important when interacting with other people. This attitude is important for everyone to have because this assertive behavior is a behavior in which a person is required to be honest with himself and show expression according to the conditions being faced at that time, both according to his feelings, opinions, and thoughts as well as things that are his needs (Pratanti, 2007).

By having assertive behavior in students who are counseling online, it is easier to express themselves more openly, emotionally, and socially, achieve goals without destroying others, and dare to make decisions without feeling anxious and responsible.

## 2 Method

This study uses a survey method. This study chose to use quantitative analysis. Quantitative methods refer to research methods based on positivist philosophy related to quantitative/statistical analysis used in certain populations or samples and collecting data using research tools to explain and test established hypotheses (Sugiyono, 2018). This survey method was chosen to determine the assertiveness of students from University X and outside University X. Sugiyono (2018) describes the research method as a quantitative research method used to obtain historical or current data about beliefs, traits, opinions, and various behaviors, as well as to test hypotheses related to sociological and psychological variables from the sample. In certain population groups. Observational data collection techniques are not exhaustive, and research findings tend to be generalized.

Before collecting data, the next step is to collect research subjects. The research topic is the main research source that collects data about the variables to be analyzed (Azwar, 2010). Research subjects are objects or people with whom the search variable data is linked and consulted (Arikunto, 2010). Therefore, the research subject occupies an important position because the subject has data related to variables that also need to be analyzed and observed by researchers. Subjects can also be called respondents, namely people who are the sample in the survey. The subjects of this study were visitors to the counseling service website "Friends Chat," which consisted of students from the State Islamic University of Maulana Malik Ibrahim Malang and outside the State Islamic University of Maulana Malik Ibrahim Malang.

Sugiyono (2018) explains that three factors can affect the quality of research data: tools, data collection, and data analysis. The quality of research instruments is related to validity and reliability, and the quality of data collection is related to the accuracy of the methods used to collect data. Therefore, an instrument validated for validity and reliability may only obtain valid and reliable data if the instrument is used properly in data collection. It will first go through online counseling; then, it will go to a google form containing a questionnaire. Sugiyono (2018) explains that questions collect data through a series of questions or written statements for respondents.

Data validation techniques are the method of collecting data very important to ensure that the researcher's efforts are justified during the study. The validity of the data is usually referred to as the feasibility of the research instrument. The data or tool may or may not be used as an appropriate data collection tool. In this study, the reliability of the data using validity and reliability.

The validity used in this study is a trial technique used where when conducting a trial, it is carried out together with the implementation of research. The trial tests reliability and validity by obtaining data only once, and the test results can be used directly to test hypotheses (Wiratmoko A, 2012). In this study, 511 students, 317 students of University X, and 194 students of University X were conducted to determine the reliability and validity of the measuring instrument (Table 1).

**Table 1.** Output one-way ANOVA

ANOVA						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	0.106	1	0.106	0.001	.976 <sup>b</sup>
	Residual	22726.553	192	118.367		
	Total	22726.660	193			

The reliability of an instrument is useful for measuring the consistency of the dimensions of an instrument. The validity of the test is related to the determination of the test score questions (Aricunto, 2006). The instrument reliability test aims to determine the suitability of the measuring instrument to be used in the study. An instrument can be called reliable if it measures something several times and provides the same information (Sugiono, 2009). Analysis of the data in the data used in this quantitative survey research using the One-way ANOVA Test. The one-way ANOVA test was carried out to determine the difference between the average assertiveness of students from University X and outside University X.

### 3 Result

Based on the one-way ANOVA test results, the probability or significance value is  $0.976 > 0.05$ , so we can conclude that, on average, the subjects of University X and Outside University X have the same average significance. However, based on the results of filling out the google form, UIN Malang students tend to be less assertive than students outside University X, it can be proven by the comments given while the comments are for students outside University X, revealing that the features contained in the journal are still lacking and need to be added, but for University X student tends to comment as the features on the website are quite good. The population in University X is more than the population outside University X; namely, at University X, there are 317 subjects, and there are 194 subjects outside University X. The counseling process contained in the chat friend website feature is complete and adequate to conduct counseling. Based on the results of criticism and suggestions that users of the chat friend website have filled in, the average answer from University X students is that they comment that the features on the chat friend website are quite good and help solve the problem when they are being counseled but on subjects who come from outside University X. tend to express comments such as features are still lacking, the content on the website needs to be added and is also too monotonous.

The service features on the chat friend counseling website as an existing reference will then be adjusted to the needs in the field, such as researchers adding relaxation music features that are useful so that chat friends website users can be more relaxed when doing counseling. The form of this chat friend website service is generally interactive and non-interactive. The service on this website is in an interactive form, which functions to connect counselors with counselees with the help of features found on the

chat friend website, which is divided into two, namely synchronous features when interacting directly at the same time and asynchronous features that support being able to interact within a period (Kraus, 2011). As for the non-interactive service features, it contains information and self-help services.

In conducting online counseling activities, of course, it is very necessary to have standardized ethics regulating online counseling. Ethics in carrying out online counseling activities in Indonesia has yet to have a specific code of ethics regulating online counseling use (Ifdil, 2013). But the Ministry of Education and Culture (2016) has explained the process of doing online counseling, and there is no ethical standardization in conducting online counseling activities. However, the counselor on the chat friend's website is a professional counselor with high-flying hours, which means that he is an expert in the field of counseling and also knows the code of ethics in counseling. In developing a chat friend website related to ethics in online counseling activities, the provisions menu contains related websites and terms, conditions, and privacy.

## 4 Discussion

The findings obtained from the results of this study are in the form of the level of assertiveness of respondents from University X. Outside University X, where respondents outside University X show more assertiveness when doing counseling and can be proven by input from respondents, namely website visitors, including different inputs between visitors who come from University X and from outside University X. If viewed based on the results of the analysis between visitors from University X, they provide good input on the website. Still, they are different from outside UIN Malang. The latter are more daring to advise on the website.

In another study on online counseling services, the difference is in previous research on online counseling conducted by Amos et al. entitled *Experiences of Online Counseling Among Undergraduates in Some Ghanaian Universities* at several universities in Ghana, showing that some students who do online counseling either use the media WhatsApp, video, email, show the significant benefits of such online counseling. The problem is a poor network or internet connectivity, but the problem is still resolved with online counseling (2020).

## 5 Conclusion

The research entitled *Portrait of Student Assertiveness at University X and not University X* received extraordinary attention from website visitors. It was still relatively new but had received extraordinary website visitors and input. Input from visitors, the goal of this research, is very helpful for developing an online counseling service called "Teman Ngobrol." In this study, researchers have not touched the age limit of website visitors related to the contents of the features on the website, which are still limited to teenagers and above. So it has yet to be covered for the age of children.

Therefore, further research should be completed so that various ages can visit the counseling service website. It is to make it easier for all website visitors without exception. Enrich the features in it, and there is a classification according to age restrictions.

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