Reducing The Anxiety of Santri Parents Through Online Counseling Based on Zoom Meeting

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Abstract. The anxiety experienced by parents occurs at the beginning of leaving their child at the boarding school. Islamic boarding school counselors try to provide online counseling services based on zoom meetings. This study aims to determine the efforts of counselors to reduce the anxiety of parents of students through online counseling based on zoom meetings. The approach used is descriptive qualitative. Respondents in this study were Islamic boarding school counselors, parents of students, students and dormitory caretakers. Data collection techniques through interviews, observation and documentation. Analysis with the stages of date reduction, display & counter, as well as testing the validity of the data through triangulation. The results of the study found, first, before online counseling was carried out, the Islamic boarding school counselor mapped the level of anxiety experienced by the parents of the students. Both online counseling processes, the counselor uses a zoom meeting with stages, (1) builds attachment between the counselor and the parents of the students, (2) explores negative thoughts and feelings related to the anxiety experienced by the parents of the students, (3) the counselor invites rational thinking, animates spiritual-based positive feelings, (4) reflecting and strengthening. The third finding is the results of online counseling, parents of students feel satisfied both in terms of process and results, so that the anxiety experienced can be relieved properly. It is suggested to Islamic boarding school counselors and practitioners to be able to take advantage of online counseling based on zoom meetings as a treatment for clients who live far away.

Keywords: Online Counseling, Anxiety, Counselor

1   Introduction

Anxiety is a common problem that often occurs in many people. Anxiety begins with a negative thought process that is repetitive and difficult to control [1]. Anxiety also begins with an increase in negative emotions and a decrease in positive emotions [2].

This means that anxiety occurs due to the inability to control thoughts and feelings about the occurrence of negative things whose existence is uncertain.

The negative effects resulting from anxiety result in low and poor mental health [3]; [4], low ability to solve problems rationally [5]. This means that anxiety can have a negative effect on mental health, appropriate and positive problem solving abilities

Anxiety can occur in every individual, both adults and children according to their level of development. There are various anxiety phenomena, one of which is unique to parents who send their children to study at Islamic boarding schools, when they are separated, anxiety occurs. There are many things that cause parents to worry, including about health, adequacy of costs, servants and so on. Another thing that parents worry about is, fear that the child will not get used to the new atmosphere, fear that the child will not be comfortable with the environment at the Islamic boarding school.

The anxiety problems experienced by parents of students will have a negative effect, both on the parents and on the children. Students who have high anxiety have low learning motivation [6]. Efforts that can be provided by counselors at Islamic boarding schools are by providing counseling services to reduce parental anxiety. The counseling process carried out for parents of students whose residences vary widely, so a combination of technology is needed, one of which is through zoom meetings. The zoom meeting application is an application used for interactive video media [7]. The use of zoom meetings in counseling makes services more effective for parents of students who are far apart.

Information technology-based counseling during the pandemic requires increased understanding and technology skills so that counseling services can be provided effectively [8]. The use of information technology during the pandemic through zoom meetings in providing counseling services to clients aims to optimize service delivery [9]. The use of zoom meetings makes counseling services more optimal and effective in the technological era.

Previous researchers have done many things related to the use of information technology in the counseling service process. Online counseling in USA is more effective as distance assistance, clients find satisfaction in the services [10], whereas in Türkiye online counseling is designed as a new alternative service for clients [10]. Online counseling in Hong Kong has the potential value of being widely developed so that service outcomes can be maximized, because online counseling is better than offline counseling in dealing with individual problems effectively [11]. The internet has drastically changed the way people obtain information and communicate in Malaysian society, so counselors can take advantage of it through online counseling [12]. Various applications of online counseling have been carried out in various countries around the world, making the service process more effective and efficient.

The online counseling process follows the development of information and communication technology, online counseling is an expanded version of the technology acceptance model and must prepare professional counselors [13]. Online counseling is encouraged to be included in counselor education in Turkey, so that school counselors have a positive view of online counseling [14]. The implementation of online counseling in Malaysia will help shape the future of professional counseling [15]. Online

counseling along with advances in technology will make the service process more professional.

Various dynamics of the counseling process occur with different variations from one school to another. In particular, the dynamics that occur in Islamic boarding schools, related to servants towards parents of students who experience anxiety about their children, make counseling through zoom meeting technology the right solution. Based on observations made in several Islamic boarding schools in Indonesia and West Sumatra, in particular, zoom meeting-based counseling has been carried out. Researchers tried to dig up data related to the implementation of counseling through zoom meetings at Islamic boarding schools. This was done as a new effort, to contract the information technology-based counseling process and will be able to develop it into a reference for information technology-based counseling.

2   Methods

The research that the author conducted is qualitative research that is descriptive qualitative in nature, namely a method of research that seeks to reveal phenomena by collecting data in the field and describing it as it is through interviews. Qualitative Descriptive is a term used in qualitative research in the form of narrative presentations of social phenomena.[1] . The research method used in this research is a descriptive qualitative method, with data collection techniques namely interviews; observation; and documentation studies [16]. Peneliti melakukan observasi di pesantren kauman padang panjang, peneliti juga melakukan interview with the counselor at the Kauman Padang Panjang Islamic boarding school. Researchers interviewed regarding counselors' efforts to reduce parents' anxiety through zoom meetings.

3   Results and Discussion

Based on the results of interviews and observations made on respondents regarding the counselor's efforts to reduce the anxiety of the parents of the students through zoom meeting-based counseling, there are several focuses in this research, namely: first, the initial efforts made by the counselor to reduce the anxiety of the parents of the students were carried out by mapping people. parents who always contact students and on the other hand, students who always contact their parents. This mapping was carried out as an effort to find out the psychological condition of Satri and her parents. Based on the data obtained, the behavior of frequent telephone contact proves the anxiety experienced by parents towards children left behind in Islamic boarding schools. This is caused by the inability to manage the thoughts and feelings of anxiety and longing that have been around the child.

The process of mapping parental anxiety continues to be carried out by counselors by providing information to children and contact persons with parents. Mapping is carried out by classifying the level of anxiety and then creating a priority scale. This

is done by counselors to anticipate the possibility of students having problems in the adjustment process at the Islamic boarding school and to provide reinforcement to the students' parents to be able to manage feelings of longing for their children.

Second, the counselor made intervention efforts to reduce the anxiety of the students' parents through zoom meeting-based counseling. The intervention carried out by the counselor through zoom meeting counseling begins with building attachment between the counselor and parents. This effort is to convince parents to be more open to counselors and will make the counseling process easier. Next, the counselor tries to explore the feelings experienced by the students' parents who are far away. This process is prepared very carefully because parents are very sensitive to the situation they are experiencing. It is the counselor's nature to listen more and wait for areas that need strengthening.

Next, the counselor explores the parents' thoughts and tries to encourage rational thinking for the good and progress of their child. This process is dialogical in nature by bringing to life the rationality of the students' parents. To strengthen the rationality of parents of santri, counselors try to invite parents to think along with spirituality. It turns out that situations like this make parents more rational and give rise to excellent self-awareness and ultimately give rise to acceptance of the situation.

The next process is for the counselor to reflect on feelings and thoughts before ending the counseling session via zoom meeting. This is done by counselors to find out the parents' feelings and thoughts. It turns out that the process is quite helpful in finding out the thoughts and feelings of the students' parents and can also be used as basic material for further counseling.

After the end of the counseling via zoom meeting, the counselor did not leave it alone but continued to reinforce positive thoughts and feelings that emerged and overcome negative thoughts and feelings. This process is carried out after the zoom meeting counseling by making personal contact. This was done to provide reinforcement to parents, it turns out the results are very supportive of reducing people's anxiety.

The third finding is the counselor's efforts to reduce anxiety among students' parents through zoom meetings by providing various information to students' parents. This is done so that parents know the child's learning process at the Islamic boarding school. This process also aims to ensure that students in Islamic boarding schools are healthy, happy and receive good care from their caregivers and teachers. The effect is that parents become more confident and believe that their children at the cottage are in good condition and happy. It turns out that this process has a positive impact on parents and makes their children more confident and comfortable at the Islamic boarding school. This process continues to be carried out as a positive effort to reduce anxiety among students' parents.

The findings above indicate the anxiety experienced by parents of students leaving their children at Islamic boarding schools. The reason for anxiety is the inability to manage negative thoughts and feelings when separated from children. This finding is in line with previous research. Anxiety results from a flow of negative thoughts, maintained by poor attentional control, and a tendency to pay attention to negative information and interpret ambiguity negatively [17]. Anxiety refers to a series of un-

controllable thoughts and images with a negative affective load [18]. The emergence of anxiety begins with visual worries [19] [41]. This strengthens the researcher's belief that the emergence of anxiety depends on the individual's ability to manage thoughts and feelings regarding what is seen.

Anxiety will have negative consequences if you don't get counseling services. The researchers' findings prove that the online counseling service process can be carried out through (1) building attachment between the client and the counselor, (2) exploring negative thoughts and feelings related to the anxiety experienced by the client, (3) the counselor inviting rational thinking, reviving spiritually-based positive feelings, (4) reflect and strengthen. The counseling process that is followed makes clients feel satisfied and the anxiety problems they experience can be resolved well. This provides evidence that online counseling is very appropriate for clients who live far apart.

Other findings also reinforce that online counseling has potential and support the efficacy of counseling [20], Online counseling is the most efficient service [21], Online counseling is considered a professional choice [22], Online counseling can be effective and produce positive results in achieving goals [23], Online counseling makes services easier [24]. Various findings made by other researchers strengthen the evidence that online counseling is very appropriate to apply in this era of technological progress..

Counselors can make various variations in providing online counseling services, including; (1) Online counseling can be carried out by counselors using video and audio streaming [25], via email, Facebook, asynchronous chat, Riliv application, video conference, mobile phone, and website [26], using text messages [27]; [28], via electronic mail [29], using the telephone [30], and online counseling via videocoll [31]. Counselors have implemented various variations of online counseling and the results have been proven to be empirically effective. The researchers' findings related to online counseling based on zoom meetings are a new variant that can be applied by school counselors and practitioners in general.

Online counseling is seen as effective compared to offline counseling [32], The effectiveness of online counseling is a smart solution in responding to the pandemic [33]. The effectiveness of online counseling is supported by advances in information technology [34]. In response to this, there are many things that must be prepared in implementing online counseling, including; counselors must adapt to advances in information technology, in terms of implementing online counseling, good management is needed [35], The online counseling service process requires counselors to work professionally [36], In terms of client comfort, counselors must uphold the ethical role of the profession [37]. This shows that online counseling requires counselors to have professional, personal and other supporting skills.

The implementation of online counseling can not only be applied to education but can also be applied outside of education. Many research results support the implementation of online counseling outside of education. Online counseling has been implemented in health institutions and is seen as an effective intervention for psychosocial cases [38]; [39]; [38]; [40], Online counseling can also solve alcohol and drug addiction problems [42]; [43]; [44]; [45]. If linked to the findings, this can strengthen the

argument that online counseling can be applied in various aspects of life and also that online counseling is an appropriate alternative in the era of advances in information technology. This condition encourages the emergence of services through online counseling with the ability to adapt information technology and increase the professionalism of counselors as service excellence.

Based on the findings and discussion, it turns out that online counseling based on zoom meetings is interesting and fun, and can reduce the anxiety experienced by parents of students. Online counseling can be implemented in stages; build attachment between the client and the counselor, explore negative thoughts and feelings related to the anxiety experienced by the client, the counselor invites rational thinking, activates positive spiritually based feelings, reflects and strengthens. The application of online counseling is the answer in the era of technological and information advances, so counselors are required to be professional and information technology friendly.

4   Conclusion

The inability to manage thoughts and feelings of anxiety and longing proves the feelings of anxiety experienced by parents when they are far away from their children at the Islamic boarding school. Through zoom meeting-based counseling, counselors provide interventions to parents to reduce their anxiety by strengthening rationality, inviting parents to think about spirituality, reflect on feelings, strengthen positive thoughts and feelings that arise. This form of treatment has been proven to increase parents' self-confidence and make their children more confident and comfortable at the Islamic boarding school.

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