



E-Counseling Service Strategy for Students Final Semester As an Effort To Improve Motivation for Writing Thesis

Fadhilah Syafwar¹(✉), Ardimen Ardimen¹, Rafsel Tas'adi¹, dan Ridiya Cahyani¹

¹ Universitas Islam Negeri Mahmud Yunus Batasangkar, Indonesia
fadhilahsyafwar@uinmybatasangkar.ac.id

Abstract. E-counseling services are very important to be applied to graduate students. Based on reports from the Counseling Service Center at one university, there are still many semester IX, XI and XII students who have not completed their thesis for internal or personal reasons and an unsupportive environment. This condition results in psychological discomfort for students so that they have the potential to drop out. Support is provided by university counseling through electronic communication devices such as cell phones, androids or computers, these can be used to help these students. This research method is an analysis of documentation of the results of individual online counseling service interviews with 110 completion students which were carried out from March to October 2022. The results of the research show that the motivation for writing theses in general completes the requirements for obtaining a degree. Some students have tried to consult with Academic Advisors or Student Guardians, have started looking for research theories on various references, tried to improve after consulting with the supervisor, tried to meet supervisors, tried to use the time to complete thesis, tried to communicate with family and also with friends who with the guidance process, and trying to ask Allah SWT for strength and help. to focus on writing thesis. As for the feelings of students after being contacted by lecturers who provide e-counseling services, they generally feel happy, surprised, and feel cared for.

Keywords: E-counseling, Service Strategy, Final Semester Students, Thesis Writing Motivation.

1 Introduction

Technological developments and the rapid flow of information with globalized world conditions which refer to the era of the industrial revolution 4.0 have led to advances in counseling services [1].

E-counseling services facilitate student access, increase the frequency of counseling activities and the effectiveness of communication [4]. E-counseling here is counseling assisted by cell phones as simple communication [5], e-mail, chat rooms, video conferencing and various media-based technology to connect the distance between counselor and client [6] or network-connected devices. The convenience of e-counseling is currently the availability of facilities such as cellular telephone media, Android-based telephones, computers, as well as internet network devices in the form of Wi-Fi, internet home, internet data packages from various operators which are easy to obtain or have been marketed in various remote areas which are easily accessible at affordable prices. Cheap to expensive from frugal packages for daily to monthly. With the existence of a means for communication, this is a great opportunity for the application of e-counseling to students who have not completed writing their thesis.

Counseling services to students for university counseling staff is a noble task and a service task which is part of the Tridharma of higher education. Students who are still delaying the completion of their thesis extend the time to be able to graduate from college, causing the duration of paying tuition fees to increase because they pay tuition fees every semester, then their age also increases thereby shortening the age for applying to the world of work, even becoming an obstacle to quickly starting a family, this condition also becomes a psychological burden for the student concerned as well as the family that pays for student tuition. Then with the loss of some of their friends it causes difficulty meeting face to face with their classmates, and also creates a feeling of alienation when students go to campus because they are not met by classmates on campus. This condition has a great opportunity for the emergence of mental disorders in students.

Counseling through electronics or e-counseling can be realized based on the request of students as clients with the conditions mentioned above, it can also be through calls or initiatives from university counseling staff, in which case student contact number data is obtained from the university. Likewise, from the data on cell phone contact numbers or WhatsApp or numbers to be able to communicate with students, only some of them can be contacted. Some of their cellphone numbers were blocked, some were misdirected, some contact numbers for family/parents/relatives were given to the campus system, and some numbers were no longer active.

Client demand for e-counseling in the coming years is expected to increase greatly due to internet accessibility [7]. Online counseling has become an enabling tool to help young people when they face emotional problems and mental well-being challenges, the use of online technology for counseling has grown significantly in recent years [8]. Online counseling has become a vehicle for helping adolescents when they face emotional and mental health challenges. It was found that the effectiveness of online counseling is at least the same as face-to-face counseling, the development of information and communication technology through virtual messages such as e-mail, text messages, use of applications and also through encrypted chat and video platforms for example Skype, Facetime, and Zoom has caused many counselors and psychotherapists to now offer therapy based on information and communication technology [9]. Research findings that the internet is an important part of the contemporary lifestyle of young people, they are more open to new services and technologies, even

young people and students are a population that is very proficient in using computers and is especially comfortable communicating online [10].

The university counseling service center has assigned researchers to carry out counseling for final semester students. Based on field conditions, there are many students outside the campus environment, they are in their respective hometowns. mobile phone media, because online counseling provides an emotionally safe zone for young people. The results of research by Ryan, Shochet, and Stallman show that students who experience high psychological pressure intend to access online mental health (counseling) programs [11].

2 Methods

This research is an action research or guidance and counseling action research (PTBK) [12]. Participants who participate and who can be contacted to take part in individual e- counseling there were 110 of the 489 active completion students who completed their thesis, male and female. These students are enrolling in tertiary institutions in 2018, 2017 and 2016, or currently those who are in semesters IX, XI and XIII of 2 faculties at Batusangkar State Islamic University, West Sumatra, Indonesia.

As for student data or student contact numbers such as their cellphone numbers or Whats App, they are provided by the University Counseling Service Center, and the author is recommended to provide counseling services to these settlement students. Counseling agreements with students are established after being contacted according to their contact number. Of the 110 people who can be contacted, students expect the counseling to use a cell phone, and there are also using Whats App devices in the form of video calls, even though there are several people who have used Whats App with video calls, after a few minutes of communication it turns out there is no smooth communication due to network interference and It was agreed with the students that counseling could be done via cell phone and the average individual counseling time was 35 minutes. The use of media for counseling is described in the table below:

Table 1. I. Use of Media for Counseling and Reasons

No	Media Type chosen	Reason of use	N	%
1	Cellphone	Limitations of Android handphone	25	25,25
		Limitation of internet network	32	32,32
		Limitation of internet data package	21	21,21
		Don't want to be seen during counseling	11	11,11
		More efficient and practical	10	10,10
		Total	99	99,99
2	Whats App vidio Call	Don't have a number that can be contacted via cellular	3	27,27
		More open during counselling	2	18,18
		Maintain honesty during counseling	3	27,27
		Want to know the counselor who contacted	3	27,27
		Amount	11	99,99

Based on table I, it can be analyzed that long-distance counseling is mostly requested using cell phones, there are 99 people with the most reason being limited internet network, there are 32.32%, then there are 25.25% limited media android telephone and limited internet data packages, there are 21. 21%. On the other hand, there were 11 people who requested a WhatsApp video call.

3 Results and Discussion

The e-counseling process found the cause of the difficulty in writing a thesis, from the results of the interview it was known as described in the following table

Table 2. The Reason for the Long Time to Complete the Thesis

No	Obstacle to writing a Thesis	N	%
1	Do not understand the method of writing a thesis	8	7,27
2	Do not understand the writing method	10	9,09
3	Do not understand core theory/theoretical basic/ research support	11	10
4	Difficulty consulting with supervisors	8	7,27
5	Do not understand the importance of writing according to scientific rules	10	9,09
6	Bored with repetitive repairs	8	7,27
7	The difficulty, friends who are not willing to discuss thesis writing	9	8,18
8	More time to take care of the family because the student married/have children	9	8,18
9	Sick, not ready go to campus	8	7,27
10	Caring for elderly and sick parents	7	6,36
11	Financial difficulties in meeting supervisors/going to campus	10	9,09
12	Work to meet economic needs	12	10,90
	Total	110	99,97

Based on table 2, it can be understood that the most common obstacle that causes students to not complete their thesis is that they work to meet economic needs, there are 10.90%. then the next sequence is lack of understanding of the core theory/foundation/research support there is 10%, then lack of understanding of research methods, lack of understanding of the importance of writing according to scientific rules, and financial difficulties to meet supervisors/campus respectively 9.09%.

Furthermore, changes related to progress obtained after 3 and 4 weeks of counseling are known from contacts with students as shown in the following table.

Table 3. Progress of e-Counseling Results

No	Changes after e-counseling	N	%
1	Have prepared the title and related theory that will be made in the thesis proposal	23	20,90
2	Have started to go to the library to look for references and examples of theses that can be used as writing guidelines	19	17,27
3	I have started to gradually write chapters 1, 2 and 3	18	16,36

4	Have met the supervisor/PA lecturer	16	14,54
5	Has continued to collect research data	7	6,36
6	Have continued improvements to the research report in chapter 4	11	10
7	Not yet able to write a thesis	16	14,54
Total		110	99,97

Based on table 3, it can be analyzed that the most progress after e-counseling is preparing titles and theories related to thesis proposals, namely 20.90%, then starting to go to the library to browse references, there are 17.27%, and there are still 14 who have not been able to write a thesis 54%.

Based on the results of the e-counseling for the future progress of students so that students can complete their thesis and from the student's difficulties there are several ideas that need to be examined such as for the future the need for online thesis guidance in the Era of the Industrial Revolution 4.0 [14], for that mapping the difficulty of writing thesis on students [15]. Likewise, the change in face-to-face culture to online in guiding student thesis [16]. To overcome or reduce or prevent difficulties in writing student thesis, it is necessary to hold accelerated thesis writing training for students [17], training is needed to design accelerated thesis preparation for students [18]. As well as thesis guidance can be done via Facebook and virtual [19], can also be WEB-based [20], practical thesis guidance services online [21].

4 Conclusion

Eounseling with cell phones and video calls is a simple service strategy for students in semesters IX, XI and XIII who have not completed their thesis writing at 2 Faculties, Mahmud Yunus Batusangkar State Islamic University, and is very helpful in communicating in counseling interviews. In the counseling process, it is known that delays in writing thesis include difficulties in understanding research methods, related theories, writing techniques, the process of consulting with supervisors, as well as economic, family and health difficulties. The changes that were obtained after e-counseling were like someone who had started designing titles according to the theory being explored, started writing and met with supervisors after correcting corrections, and there were those who continued to collect research data.

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