



Counseling Guidance Services in Elementary Schools in the Digital Technology Era

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Abstract. The study was conducted to find the pattern of implementation of guidance and counseling services in the era of digital technology at SD 5 Langsa City and SD Pilot Aceh Tamiang. The method used is this study using a descriptive qualitative approach to obtain an overview of the implementation of the guidance and counseling program at SDN 5 Langsa City and Aceh Tamiang Pilot Elementary School from the aspect of the profile of the teacher implementing counseling guidance, student understanding techniques, and the implementation of the guidance and counseling service program. Data collection techniques used in this study were open interviews, field observations, and documentation. Meanwhile the stages of data analysis technique are data reduction, data presentation, and conclusion drawing. The results of the study show that the implementation of guidance and counseling refers to the results of understanding the students. The development of technology provides various facilities in the types of humanitarian services, including in the process of counseling services. Guidance and counseling services for the current generation should use information and communication technology-based techniques and media to convey messages to students. The strategies applied by classroom teachers consist of integrating guidance and counseling materials into the subject matter, choosing appropriate methods and media, remedial, building empathetic communication, setting an example, giving appreciation and reinforcement, identifying and selecting assistance programs, and transferring hands. The competence of classroom teachers still needs to be improved so that the implementation of guidance and counseling in elementary schools can be programmed properly.

Keywords: counseling guidance, Elementary Schools, digital technology

1 Introduction

Education in elementary schools (SD) has a very important position in ensuring that Biological development, personality, knowledge, and skills of students go according to the stages of learning development so that they are ready to become potential members of the community who will fill and continue their ideals struggle of the nation and able to face more complicated problems at the next level of education. In terms of In this

case, the implementation of education aims to assist students in achieving optimal development, both academically and personally.

Implementation of guidance and counseling is very necessary in elementary schools, because in practice there are not a few of them. Students who take part in the teaching and learning process face problems that come from themselves and the environment surroundings. Among the problems students often encounter in the field, include playing alone while the teacher is playing explain the lesson, don't want to do homework, fight with friends, get angry to friends who do wrong, not attending school, talking dirty [1] and cheating on exams. Therefore, The implementation of guidance and counseling in elementary schools aims to provide specific services to raise enthusiasm for learning in students, fostering low motivation so that there is an urge to learn in students students [2]

stated that "guidance is assistance given by a person, male or female who has a different personality adequate and well-trained individuals of every age to assist them organize their own life activities, develop their own outlook on life, make own decision, and bear it alone." While the definition of counseling according to Jones is "an activity in which all facts are gathered and all student experience is focused on certain problems to be resolved by the person concerned, for which he or she is given personal assistance and directly in solving the problem.[3] Counselors do not solve problems for clients. Counseling should be aimed at the progressive development of the individual to solve problems his own problems without help." Based on the description above, it can be concluded that guidance and counseling are: the process of providing assistance provided by a counselor or counselor to a client or students continuously and thoroughly, so that they can make choices for adapt and understand themselves in achieving optimal abilities to carry responsibility.

In particular, guidance and counseling services for elementary school-age children are carried out to help them: 1) get to know themselves, their abilities, characteristics, habits and preferences; 2) develop their potential; 3) overcome the difficulties it faces; 4) prepare the mental and social development of children to enter the next educational institution. While the guidance function is :

1. The function of understanding includes the child's self-understanding by teachers and parents, the obstacles faced by the child, the child's environment, the outside environment, and how to adapt.

2. Prevention function, namely guidance efforts that result in preventing children from various problems that can interfere, hinder, or cause difficulties in the development process.

3. The repair function is directed at solving various obstacles or difficulties faced by students.

4. The maintenance and development function is a guidance effort that results in the maintenance and development of various potentials and positive conditions for students in the context of self-development in a stable and sustainable manner.

Guidance and counseling services in the age range of elementary school children specifically aim to assist students in fulfilling developmental tasks which include personal, social, educational and career aspects in accordance with environmental demands. Social personal development aspects of guidance services help students to (1)

have self-understanding; (2) develop positive abilities; (3) make healthy activity choices; (4) able to respect others; (5) have a sense of responsibility; (6) developing interpersonal skills; (7) and can make good decisions. Meanwhile, in the aspect of educational development, guidance services help students (1) implement the right methods; (2) creating educational goals and plans; (3) achieving optimal learning achievements according to their talents and abilities; (4) and have the skills to face the exam. The function of understanding includes self-understanding of children by teachers and parents, obstacles faced by children, children's environment, environment outside the home, and ways of adjustment.

Prevention function, namely guidance efforts that result in preventing children from various problems that can interfere, hinder, or cause difficulties in the development process.

The repair function is directed at resolving various obstacles or difficulties faced by students.

The function of maintenance and development is a guidance effort that results in the maintenance and development of various potentials and positive conditions of students in the context of developing themselves in a stable and sustainable manner.

Guidance and counseling services from an early age specifically aim to assist students in fulfilling developmental tasks covering personal, social, educational, and career aspects in accordance with environmental demands. [3] explains that in the aspect of personal social development, guidance services help students (1) have self-understanding; (2) develop positive abilities; (3) make healthy choice of activities; (4) able to respect other people; (5) have a sense of responsibility; (6) develop interpersonal relationship skills; (7) and can make good decisions. Whereas in the aspect of educational development, guidance services help students to (1) implement the right methods; (2) creating educational goals and plans; (3) achieve optimal learning achievement according to their talents and abilities; (4) and have the skills to face the exam.

The implementation of guidance and counseling in elementary schools also departs from the following reasons. First, Students Elementary school requires careful preparation from an early age to face more challenging tasks in the future[4]. Second, the condition of elementary school age students who still lack understanding or insight about themselves and the environment, also do not have enough experience to determine the direction of their lives. Third, the use of information and communication technology that is not wise can have a negative impact on the participants themselves students, such as individualistic, consumptive, and minimal physical movement. Fourth, demands Life that is getting bigger and more competitive in modern times is prone to causing anxiety, stress, and depression. Fifth, the failure of elementary school students in achieving developmental tasks will lead to disappointment, anxiety, and unpreparedness in carrying out the next developmental task (Widada, 2015). Based on the description of the problem, the implementation of guidance and counseling needs to be carried out in elementary schools to help students solve the problems they face[5]

The existence of guidance and counseling in elementary schools (SD) plays an important role in helping success of educational goals in primary schools. The Indonesian government also pays attention to the importance of guidance and counseling services

in elementary schools, as evidenced by the Minister of Education and Culture Regulation Number 111 of 2014, concerning Guidance and Counseling in Basic Education and Secondary Education.[6] On the other hand, many elementary schools do not have guidance and counseling services, and there is confusion about their operational implementation. The socialization of regulations and operational guidelines continues to be carried out to class teachers

In the era of globalization, people are faced with technological developments that are increasing rapidly from year to year. Technological advances have changed the structure of society from a local one to a global one [7]. For the community, technology is very useful as a means of making it easier to complete a job, including in communicating. Humans need technology to facilitate interaction with other people, both near and far. With the existence of technology, especially ICT (Technology, Information and Communication) which gave rise to the internet network, people have no difficulty in accessing any information and communicating with anyone. The period when communicating and accessing information using the internet is called the digital era (new media or online media)

The development of increasingly sophisticated technology, of course, brings positive and negative impacts for its users. The positive impact certainly deserves to be grateful because there are many benefits and conveniences, one of which is being able to communicate with other people. However, it is undeniable that technology can also have a negative impact on its users, including threats, theft, fraud and others. For adults, this technology is very useful to make work easier, as well as being able to filter out bad influences in it. However, in contrast to teenagers (in this case as students) they still do not fully understand the use of relevant technology, so that it has negative impacts including cyberbullying. Students are also easily influenced by other negative things and cause students to be lazy, have the character of getting bored quickly, impatient, solving problems in an instant way, all of them want to be practical. Although there is a good impact, students become more creative and can generate stronger self-confidence, want to be recognized and always in touch with technology. For this reason, wise solutions are needed in assisting students in this digital era, of course it is the BK teacher who acts as a counselor. What kind of services should BK teachers do to students in this digital era.

Guidance and counseling services are efforts to provide assistance to individuals that are carried out on an ongoing basis, so that they can understand themselves so that they are able to act fairly in accordance with the demands of the environment, family and society and life in general. Guidance helps students achieve optimal developmental tasks as creatures of God, socially and personally in this digital technology era.

Elementary school age is the golden age of students in optimizing their development. Guidance and counseling services based on local character education will help students achieve the task of development as God's creatures, socially and personally, which is expected in the environment in which students live.

Advances in internet and media technology have made students now able to access various information from all corners of the world. They are filled with information whether it conforms to our morals or not. It is clear that in the midst of this chaos of information and values, they are required to have the skills to analyze critically, choose

wisely, and make decisions for their lives. The current educational process for students still emphasizes the importance of external control, is dogmatic, and indoctrination. In general, both parents and schools have not fully taught children to be able to think independently, test and evaluate themselves, as well as develop personal autonomy.

In addition, the development of science and technology requires students in this era to live a life that is more complex, more complicated, and faster. Society is required to have competence in order to develop dynamically, productively, and independently. For this reason, both families and schools must strive to prepare quality human resources, namely those who are able to live independently in this digital era. Fulfillment of these demands is inseparable from the role of education. Quality education is education that is able to lead students to meet their needs, both now and in the future. To achieve quality educational outcomes, a quality educational process is needed. The abilities imparted through a quality education process are not only related to academic aspects, but also to various comprehensive aspects of life, namely personal and social development, individual maturity, and value systems.

implementation of the Counseling Guidance program in elementary schools is carried out by the class teacher where the task of providing guidance and counseling services in the class is the responsibility of the class teacher. It is undeniable that almost all problems related to students in elementary schools are solved by their respective class teachers. Class teachers as executors of guidance not only solve learning problems, but also play a role in controlling student behavior in order to achieve optimal development.

Emphasizing the importance of guidance and counseling in schools, one of which sees the developmental phase at the age of 7-12 years is a golden age for every aspect of development. Apart from being a period of growth, elementary school age is also a period of introduction and formation. Guidance and counseling in elementary schools functions to facilitate students in learning daily life skills, forming positive attitudes and habits, so that students become independent individuals.

2 Method

This study uses a descriptive qualitative approach to obtain an overview of the implementation of the guidance and counseling program at SD 5 Langsa City and SD Pilot Aceh Tamiang from the aspect of the profile of the teacher implementing counseling guidance, student understanding techniques, and the implementation of the guidance and counseling service program. The data sources of this research consist of primary data and secondary data. The primary data sources selected in this study were school principals, classroom teachers and education staff, and students of SD 5 Langsa City and Aceh Tamiang Pilot Elementary School. Sources of secondary data that are used as references by researchers are documents that can complement the results of this study.

Data collection instruments used were open interviews, field observations, and documentation. While the stages of deep data analysis begin with data reduction, data presentation, and drawing conclusions. The data reduction activity in this study was to

organize the data obtained in the research process in the form of data from interviews, observations and documentation from two research schools related to the guidance and counseling service program being carried out, then presenting the reduced data in a table to facilitate displaying the appropriate data. with research needs. The final stage is drawing conclusions, in which research data are concluded to answer problems in research, namely those related to guidance and counseling services in elementary schools.

3 Result

Education is at the heart of personal and community development, whose mission is to empower or enable everyone without exception, to develop all their talents to the fullest and realize their creative potential, including responsibility for life and the attainment of personal goals. [8] Education is also a system with several integrated parts. An integral part of the educational process that contributes to the preparation of quality human resources is guidance and counseling (BK). Students in the BK perspective are individuals who are in the process of developing or becoming (becoming), namely individuals who are developing towards maturity or independence. In reaching maturity, individuals need guidance to achieve a better/quality life, which cannot be separated from the influence of the physical, psychological, and social environment. An environment that is full of technology can easily affect a person's lifestyle, nature and behavior, even the mindset of a person. The climate of technological development is often unhealthy. This environmental climate can affect the development of behavior patterns or styles of students (adolescents) who tend to deviate from moral rules, such as violations of school rules, brawls, drinking alcohol, drug abuse, crime, and promiscuity. To overcome this problem, the role of the BK teacher as a counselor is needed.

Advances in internet and media technology have made children (students) now filled with various information from all over the world. They are filled with various information whether it fits our morals or not. It is clear that in the midst of this chaos of information and values, they are required to have critical analysis skills, choose wisely, and make decisions for their lives. Indonesian children in this era actually face dual cultural norms. On the one hand, the reality of life requires them to be independent, able to compete, able to make choices on the various things that are offered, but on the other hand the community still does not provide adequate provisions for children to be able to live independently. The process of children's education still emphasizes the importance of external control, is dogmatic, and indoctrinated. In general, both parents and schools have not fully taught children to be able to think independently, test, and evaluate themselves, and develop an autonomous personality [9]

Counselors / Guiding Teachers as professional educators provide counseling services as an educational effort to help individuals develop themselves optimally in accordance with the stages of development and environmental demands. Counseling as a helping profession is intended for normal individuals who are undergoing a developmental process in accordance with the stages of development in order to achieve optimal development, independence and happiness in living various lives. Counseling helps

individuals to actualize themselves optimally in aspects of intellectual intelligence, emotional intelligence, spiritual intelligence, social intelligence, and kinesthetic intelligence, so that successful humans can be realized as independent individuals (individual beings), as elements of social systems that interact and support each other. each other (social beings), and as leaders for the realization of a better life on earth (God's creatures). Counseling as a helping profession is a concept that underlies the role and function of counselors in today's society. Considering the current development of the digital generation is very complex, while educators and BK teachers who were born in the previous era are still not familiar with it, so educators often claim to be "tacky" (technological stuttering). So we need a new innovation in the teaching and learning process so that it fits the character [10] This process is not solely through learning activities but also requires psychoeducational services in the form of guidance and counseling (BK) services. Guidance and counseling services should be directed at how to equip digital generation students with superior characters who utilize information and communication technology, so that they can lead students to a bright future.

The implementation of the guidance and counseling program at SD 5 Langsa City and SD Pilot Aceh Tamiang was assigned to the classroom teacher. Most of the class teachers do not have an S1 PGSD educational background. The author's interview results show that they have never attended training on the implementation of Guidance and Counseling in Schools. Therefore, they carry out guidance and counseling programs that are more related to their duties as educators than counselors.

Among the class teachers, there are class teachers who have an educational background of S1 PGSD. The teacher is considered a teacher who is able to help overcome students' problems so that when the class teacher is overwhelmed with students' problems, the class teacher will usually ask for help from the class teacher, in addition to collaborating with the principal, ABK assistant teachers, and parents of students.

Some BK services for students in this digital era are as follows:

- 1 Guidance and counseling services are organized to provide successful motivation for children in the digital era so that they have a bright future for studies and careers. The services that can be provided are in the form of specialization services on further studies for each child, talent and interest development services, as well as school collaboration with work agencies (companies/institutions) to provide work insights according to the potential and expertise of students.
- 2 Counseling guidance services that utilize information and communication technology as well as interactive media that are easily accessible by students, including films, videos, macromedia flash, educative games, and so on.
- 3 Guidance counseling services that are curative in nature with an e-counseling system (electronic counseling). Services with this system can be done without having to meet face-to-face with the BK teacher, for example by using the Facebook, Twitter, WhatsApp, Instagram, and so on.
- 4 Counseling services that use media/facilities that support and are preferred by students such as LCD projectors, internet-connected laptops, MP3/MP4 players, telephone use.

- 5 Comprehensive guidance and counseling services, with great emphasis on collaboration, namely the cooperation of BK teachers with school and non-school stakeholders to provide counseling services. The main focus in comprehensive guidance and counseling is to develop the potential possessed by students optimally. Comprehensive counseling guidance is mandatory for all students.[1]

Counselors (BK teachers) in the digital era in carrying out the assistance profession must be able to become effective counselors. An effective counselor is a counselor who in carrying out his duties produces benefits and gains the trust of the people he serves. The effectiveness of the counselor in carrying out his profession because he has convincing accountability supported by personality ownership, formal education obtained by the counselor, and convincing counselor ability through evidence-based counseling practice and action research. states that the level of accountability of the helping profession carried out by counselors is convincing if it is carried out through evidence-based practice (EBP) and action research. Effective counselors will persist in carrying out the counseling profession if in carrying out the counseling profession they have reasonable reasons, and consider it a "call of the heart" [11]

Besides that, counselors / BK teachers in this digital era must be creative, innovative, productive and fun to make the counseling profession strong and exist so that the accountability of professional counselors nationally in Indonesia can be realized. Counselors who are creative, innovative and fun will make the counseling process live, develop, dynamic, and fun for those being served, thereby creating public trust. The counselor profession will be solid, much sought after, and a very useful choice for individuals who live in a complex, busy, and constantly changing world where there are many experiences that are difficult for a person to deal with immediately. That's when counseling is the right choice and very useful [12].

Based on the results of interviews with teachers, problems that often arise when students are unable to control themselves and interfere in class, teachers tend to feel stressed because interactions that are carried out by us are able to meet students' needs while in class, in the end, will increase the risk of developing students' academic problems, behavior, and social. Therefore, to increase in independent action, it is better if dialogue or communication is free and fun between teachers and students to continue to be built.

The function of dialogue with students is so that teachers can enter and understand the world of students, that the ability to understand the world and children's thoughts is the key to successful counseling. In addition, another function of dialogue is to provide opportunities for children to interact. By interacting socially, children will practice adjusting and being able to take responsibility for what they do so that children are expected to be able to solve the problems they face. The focus of dialogue and communication that must be trained on teachers is to help children understand the purpose of each behavior they want to do. This is important because during the research it was seen that the teacher gave instructions to students more often, on the grounds that stu-

dents in the class were good at finding excuses when they committed violations. Children in grades 4, 5 and 6 tend to be braver and start to have their own arguments that are different from the teacher or their parents.

Therefore, during the counseling process, children need to be encouraged to do something on their own that they can do. There is a difference between doing for and doing with children, that is, children will learn to understand and choose, so that children have control and responsibility. Thus the pattern of teacher communication will change, from one that is instructive to one that is facilitative, in accordance with the ideal characteristics of guidance and counseling services.[13]

Implementation of the implementation of counseling as an effort to alleviate these problems. Basically alleviating problems through counseling still requires professional counselors who can be appointed at each school or at the school cluster level by the Education Office. However, in practice this cannot be realized at this time, so class teachers become counseling guidance teachers to carry out consultations and referrals when they encounter obstacles or difficulties in solving problems.[2] Consultation is an effort in guidance and counseling to help identify problems that hinder student development in achieving educational goals. In the context of student problems, consultation between class teachers and parents of students must be optimized, because it is assumed that the solution is more accurate when the role of parents is involved. One way that can be done is the results of research. It becomes a medium of communication and information sharing about tasks, attitudes, and children's development. So that alleviation of student problems becomes a joint effort.

Meanwhile, referrals can be made if the context of the problem encountered is outside the competence of the class teacher. Issues that require hand over of cases such as children with special needs, children with legal affairs, experiencing developmental delays, and others. Therefore, in alleviating the problem the classroom teacher can also refer to experts such as psychologists, police, social workers, therapists and others.

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