

Taking CarE of Your Self (Caring & Empathy Cyber Counseling)

Erly O. Malelak^{1*} | Maria N. Loban¹ | Lolang M. Masi² | Mes Boimau¹

¹Institut Agama Kristen Negeri Kupang, Indonesia

²Universitas Nusa Cendana, Indonesia

Correspondence Email:

malelakerly@gmail.com*

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Abstract

Counseling can not only be carried out in person or face-to-face but can also be carried out online. Online counseling can make it easier for every user to get counseling services quickly and precisely. This study aims to produce online counseling applications. The research method used is Research and development (R and D) which has ten stages of research. The development procedure consists of the pre-development stage to determine the need for cyber-based counseling service applications, the development stage is the activity of compiling product drafts, making applications, and application content, and the post-development stage is the trial stage to perfect the product, which is carried out by expert validators, practitioner validators and product trials by users. This research resulted in an online counseling application called the CarE application, namely Caring & Empathy Cyber Counseling which contains 10 service menus, namely classical guidance, orientation services, information services, group counseling, individual counseling, group counseling, peer counseling, case conferences, and reinforcement of instrumentation applications and system support.

INTRODUCTION

Guidance and Counseling are needed at every level of education, including Higher Education. There are similarities in the services provided at the higher education level and other formal education levels. Many studies have shown the importance of guidance and counseling services in tertiary institutions which are an integral part of educational programs.

Guidance and counseling in Higher Education aim to facilitate students in achieving their developmental tasks, by facilitating students so that they are independent in making decisions, aligning personal and social interests, and aligning student potential and career opportunities, this is adapted to aspects of life, namely personal, social, study, and career (Departemen Pendidikan Nasional, 2008). In addition, guidance and counseling also address multicultural issues, premarital problems, and traumatic events (Fadhilah et al., 2019). Research results show that guidance and counseling services are needed in tertiary institutions, research on UNS students shows a high need for counseling services, covered in six problem areas namely, personal-social (81%), academic (76%), career (82%), premarital (75%), traumatic (71%) and multicultural (81%) (Fadhilah et al., 2019). The need for counseling services shows that many students have unresolved problems.

In the personal field, some of the problems experienced by students include stress (Ambarwati et al., 2019), low self-esteem, and self-control (Yurni, 2015). In addition to solving problems, guidance and counseling also have a preventive function in the form of increasing self-efficacy which can affect the adjustment of new students (Irfan & Suprapti, 2014); increased resilience which can hurt psychological distress (Fatimah, 2016). Problems in this personal field certainly have an impact on other aspects of life. Unresolved personal problems can affect social life, as well as learning and career planning.

Problems in the social field include feelings of loneliness in friendship, group, romantic, and family relationships (Yurni, 2015). The presence of guidance and counseling services in this field is to assist students in socializing, building effective friendships, being able to build interpersonal relationships, and others.

In the field of learning, including problems in online learning experienced by IAKN Kupang students including the absence of a smartphone supporting online learning (1%), not having a data package (12%), technical problems (11%), inability to use online learning applications (7%), difficulties in understanding learning material (10%), difficulty completing assignments (16%),

lecture times that are sometimes uncertain (9%), problems related to lecturer teaching methods (8%), seriousness in participating in online learning (8%), and boredom during online learning (18%) (Malelak., Taneo., Ufi, 2021). Guidance and counseling services are believed to be able to assist students in achieving academic achievement, and completing lectures on time so that their developmental tasks in studying education can be alleviated.

Problems in the career field faced by students, for example in final year students, they have not been able to plan a career properly because they are worried about uncertain things in the future. This is believed to have an impact on the completion of developmental tasks, namely delays in finding a life partner when not yet working for early adult men, and unpreparedness in facing the demands of work for early adult women (Oktavia, 2005, in Rahma, Yusuf, & Afdal 2021). Other needs include career planning skills, development of work interest, and skills in selecting and seeking job information after graduating from college (Fadhilah et al., 2019).

These various problems if left unchecked will hurt students, lecturers and the campus. Hopkinson (2018) stated that the causes of low quality and productivity in tertiary institutions are because there are many problems in study and the number of students dropping out, there are obstacles caused by self-adaptation and socio-emotional disturbances, and low student motivation, this is what underlies counseling in College.

Counseling in Higher Education is a service that can be provided to answer student needs or problems. Counseling services can be done in person, also through online or cyber counseling. Several previous studies have described development. Setyawan and Wibowo (2016) developed a WEB-assisted career information service model for further studies in tertiary institutions, the results show that WEB-assisted career information is very important and has a positive impact on decision making for further studies. In line with this, Fadhilah dan Rachmawati (2019) developed an online counseling website for students of Sebelas Maret, Surakarta, and the results of the research shows that there is a fairly high percentage of student needs, therefore it is necessary to develop an Android-based online counseling platform that can be accessed by easy. This previous research provides an understanding of the implementation of guidance and counseling in tertiary institutions, because of this it forms the basis for the development of cyber-based applications in tertiary institutions that do not only focus on certain services but provide services that are tailored to the needs of students and can be accessed from anywhere and anytime.

The importance of guidance and counseling in tertiary institutions can be seen from one aspect of the study program accreditation assessment, meaning that guidance and counseling services are services that students need to obtain. Therefore, universities need to prepare facilities and professional staff to make it happen. Guidance and counseling services in tertiary institutions are carried out through a guidance and counseling service unit, which functions to accommodate the implementation of guidance and counseling service activities. In the industrial era 4.0, guidance and counseling services based on cyber counseling are needed (Prasetyawan, 2016). The implementation of cyber counseling is carried out by utilizing virtual electronic media so that the counselor and counselee communicate through a virtual screen without any physical contact (Taneo et al., 2021)

Based on research that has been done before by Taneo et al. (2021) it was found that cyber-based counseling services were effectively used to increase the adversity quotient of students at IAKN Kupang. Therefore, it is important to develop an application that is a medium for cyber-based guidance and counseling services at IAKN Kupang.

METHODS

Research Design

This study uses the Research and Development (R & D) method, to produce a product based on needs analysis and testing the effectiveness of the product so that it can be used by many people (Sugiyono, 2011). The product developed in this study is the application of guidance and counseling services in cyber-based tertiary institutions.

The development of this guide uses the development model proposed by Sugiyono (2011) with ten stages, namely: 1) potentials and problems; 2) data collection; 3) product design; 4) design validation; 5) design revisions; 6) product trials; 7) product revisions; 8) usage trials; 9) product revision, and 10) mass production.

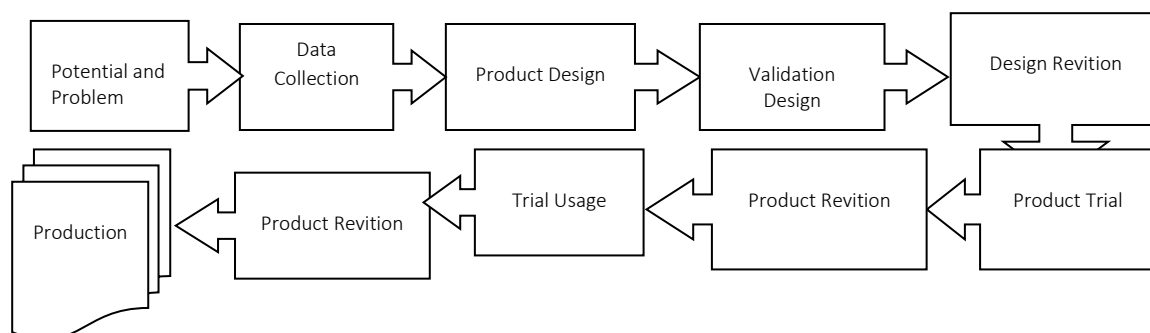


Figure 1. Research and Development Design (Source: Sugiyono, 2011: 298)

Development Procedure

The guideline development procedure is carried out in three stages, namely: (1) The pre-development stage is the stage of gathering information about the background to the development of the guide, which is carried out through a need assessment to determine the need for a cyber-based counseling service application at IAKN Kupang. The pre-development stage is divided into two parts, namely conducting a literature review and gathering information. (2) The development stage involves compiling product drafts, making applications, and applying content. (3) The post-development stage is the trial stage. Trials are carried out to obtain information in the form of suggestions, responses, and criticisms from experts, practitioners, and product users that can be used as a basis for improving the product. The trial phase consists of: assessment by experts, assessment by practitioners (Higher Education Counselors), product trials by users.

Research Instruments

Data was collected using the Problem Check List/*Daftar Cek Masalah* (DCM) in the form of a scale developed by researchers, which consists of four areas of guidance and counseling services which are used as four variables.

Product Trial Phase

Product trials are carried out by users (students) and the design used is descriptive. The subjects in the product test were 12 students from 6 study programs at the Faculty of Christian Teaching and Education (FKIPK), Institut Agama Kristen Negeri (IAKN) Kupang. Each subject is representative of each study program in FKIPK IAKN Kupang.

RESULTS AND DISCUSSIONS

Hypothetical due diligence

Effectively tested application of cyber-based guidance and counseling services requires a rational model feasibility test. The feasibility test of this model is carried out through guidance and counseling experts' assessment, readability test by language experts, and practitioner's assessment (practitioner validation) with 2 experts and practitioners in each feasibility test. Operationally the validation of guidance and counseling experts is intended to assess the feasibility of each component of the model from a scientific point of view of guidance and counseling, validation of linguists to test the readability of existing content, and practitioner validation places more emphasis on the feasibility of the model developed for implementation in Higher Education.

Table 1. Results of Guidance and Counseling Expert/Expert Validation

Expert Validator	Comments/ Suggestions
Va 1	<ol style="list-style-type: none"> This application contributes to the development of BK knowledge, this application also provides material that is quite varied and by the field of Guidance and Counseling. In the group counseling section, additional explanations can be given regarding the principle of confidentiality and group rules. The fields of personal, social, study and career services are sufficiently included in information services. Placement and distribution menus are not too urgent to be included in this application. Add a menu of instrumentation applications and case conferencing.
Va 2	<ol style="list-style-type: none"> One aspect of the development of Guidance and Counseling science is the provision of online services, therefore this application is the right first step in developing Guidance and Counseling services. The list of topics and material provided has also been mapped according to the four fields of counseling, namely personal, social, study and career. The description of each service is clear and precise, just need to pay attention to the notes on the case conference service. In the case conference section, it should be added that the implementation of group counseling services emphasizes the principle of confidentiality and is carried out based on the agreement of the group leader and group members. We recommend that the fields of personal, social, study, and career services be focused on only one menu. The menu display immediately focuses on the name of the service provided.

Table 2. Linguist Validation Results

Expert Validator	Comments/ Suggestions
Va 1	In general, the material is very clear and easy to understand. The use of vocabulary and language is very appropriate, but the researcher needs to give the meaning of some of the words listed so that every reader understands the meaning of these words.
Va 2	The use of words in this material is very communicative, and the language used is also easy to understand. Notes for researchers can pay attention to some of the use of punctuation in the career field.

Table 3. Guidance and Counseling Practitioner Validation Results

Practitioner Validator	Comments/Suggestions
Pv 1	This application is an innovation in counseling guidance, especially in Higher Education. This application is very helpful in providing counseling services for every student who needs it, because it is undeniable that problems in higher education are very complex both personally, socially, in learning and in career. Through this application, students can access counseling services according to their needs. The material in this application varies and can answer student needs. My suggestion is that in the future researchers can further develop counseling services, be it peer counseling or case conferences. Continued success for the development of BK services in Higher Education.
Pv 2	Thank you to the research team who have contributed to the development of counseling services in universities. This BK service application makes it easy for students to get services easily and quickly. The topics and materials presented are also very varied and communicative. Hopefully, this application will encourage various innovations in the world of BK.

Guidance and counseling expert test results

The model feasibility test was carried out by two expert validators. The two validators are lecturers in the field of guidance and counseling, and psychology. The following are the results of expert validation in table 1.

Readability test results and Practitioner test results

The readability test is carried out to see the feasibility of the material in the application content. The readability test was carried out by 2 linguists. The expert test results are in the following table 2. The practitioner test was carried out by 2 lecturers in the field of guidance and counseling and psychology. The results of the practitioner validation are as follows, in table 3.

Product trial results

Product trials were conducted on 12 students from 6 study programs at the Fakultas Keguruan dan Ilmu Pendidikan Kristen (FKIPK), Institut Agama Kristen Negeri (IAKN) Kupang. Each subject is representative of each study program in FKIPK IAKN Kupang. Product trial respondents were given application software to install and simulate its use. After that, they provided an assessment form. The product trial results can be seen in the following table 4.

Based on the results of expert validation, and practitioner and respondent validation, there is an improvement in the hypothetical model of the application of cyber-based guidance and counseling services, the results are as follows. The cyber-based guidance and counseling service application model that was developed contains four service components described in 10 guidance and counseling service strategies. On the start page of the application, you can see the cover and menu in figure 1.

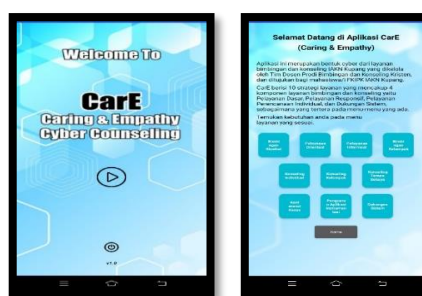


Figure 1. Application start page

Table 4. Product Trial Results

Respondent	Comments/Suggestions	Score	Category
Respondent 1	This app is already very good, but it needs to add topics like self-awareness.	86	Very suitable / Very appropriate
Respondent 2	This application can be made even more interesting to attract the interest of application users.	87	Very suitable / Very appropriate
Respondent 3	This application is good enough for service users. The topics and materials provided are very interesting and useful for students.	81	Very suitable / Very appropriate
Respondent 4	This application can help students both in the social and learning fields. It can be noticed that there are still some words that are cut off in the information section.	90	Very suitable / Very appropriate
Respondent 5	1. Notice the truncated topic title 2. The application uses language that is easily understood by students from various study programs 3. Existing topics can be designed more attractively	69	Suitable
Respondent 6	1. In the information section there are still truncated topic titles 2. It is hoped that there will be a guide for using the application to facilitate the use of the application (can be in the form of a video)	72	Suitable
Respondent 7	Applications are easily accessible, very interesting, and very useful for service users. It is hoped that this will clarify some parts of the text that are cut off.	92	Very suitable / Very appropriate
Respondent 8	The app is very helpful and easy to access, but there are still some information services that have truncated writing.	90	Very suitable / Very appropriate
Respondent 9	This application is very good to be developed and used as a media or tool in counseling services. The language used is easy to understand and the application is also easy to access. Several menus can be added in this application such as in the career section that needs to be described careers, and also in the case/problem resolution section.	93	Very suitable / Very appropriate
Respondent 10	This application is very well used, and the language used is very good. There is also an explanation in this application and the material used can be explained briefly and easily understood. This application is suitable for use by students or the general public.	89	Very suitable / Very appropriate
Respondent 11	This application meets the criteria.	89	Very suitable / Very appropriate
Respondent 12	This application is attractive and the writing is easy to read, but there is no explanation of the purpose and function of this application.	84	Very suitable / Very appropriate

Socialization and Application Launching

Socialization and application launching is the final activity of the CarE application development series. The CarE application is intended for FKIPK IAKN Kupang students, therefore the socialization and application launching activities are aimed at students at FKIPK. This activity is carried out offline. This activity was carried out offline by presenting Dekan and Wakil Dekan FKIPK, Head of Program, Coordinator of the Christian Guidance and Counseling Study Program, and all members of the Counseling Service Team in the Christian Guidance and Counseling Study Program, as well as 3 student representatives from each FKIPK study program.

This application is named CarE, which stands for caring and empathy. Caring and empathy if translated into Indonesian are caring and empathy. Care is a form of concern from the Lecturer team in the Christian Guidance and Counseling study

program for FKIPK IAKN Kupang students. Caring and empathy are also basic personality characteristics that a counselor needs to have. Counselors are individuals who care about the interests of other people (Gladding, 2012), while empathy is the basis of the counselor's personality so that he can communicate with counselees and can feel what the counselee feels (Amalia, 2019). Through empathy, the difficulties of others are imagined as if they were experienced by oneself (Colley in Taufik, 2012). The CarE application contains 10 service menus namely classical guidance, orientation services, information services (containing 4 areas namely personal, social, learning, and career), group guidance, individual counseling, group counseling, peer counseling, case conferences, reinforcement of instrumentation applications, and system support.

Classical guidance is a service that is provided directly and scheduled (Departemen Pendidikan Nasional, 2008). Classical guidance services are carried out in the form of conveying information, to achieve independence and development of counselees. The material in classical guidance is closely related to the field of guidance and counseling, namely the personal, social, study, and career fields. The aim is to overcome the problem of learning difficulties, negative habits, problems related to physical health, further study options, and job selection. The classical guidance on the CarE application contains an introduction, a list of topics for classical guidance services, a registration form, and contacts to contact.

The orientation service contains an introduction, a description of the IAKN Kupang campus, and descriptions of 6 study programs in the Faculty of Teacher Training and Christian Education which include the vision and mission of the study programs, graduate profiles, and course lecturers. This service aims to provide counselees with an understanding of the new environment they are entering. Information services are provided so that students can obtain appropriate and useful information in making decisions. Information services cover four aspects, namely personal, social, learning and career. Each aspect contains information that is tailored to the needs of students.

Group guidance is a mentoring process carried out by a supervisor in small groups (Fadilah, 2019). As part of education, group guidance has an important role related to social relations (Loban, 2020). Through group guidance, group members are trained to have the courage to express opinions, learn to listen, respond and provide constructive suggestions/inputs. Prayitno & Amti (2015) explained that the general purpose of counseling services is to develop socialization and communication skills, as well as the specific goal of discussing the actual problems of group members. Through group dynamics, the topics discussed can develop an understanding and an effective attitude. Group guidance on the CarE application contains an introduction, a list of topics, a registration form, and a contact number. Every student who needs this service can register and choose a topic according to their needs.

Individual Counseling is a process of solving the counselee's problem which is carried out privately between the counselor and the counselee. Through counseling, the counselee changes for the better in terms of perspective, attitude, nature, and skills so that the counselee has good self-acceptance and achieves optimal development (Zultoni & Astuti, 2016). The CarE application describes individual counseling, a registration form, and contact details for this service. Group Counseling is the process of assisting several counselees to solve problems in group settings and take advantage of dynamics to achieve common goals (Gladding, 2012). Group counseling with 2-8 members taking into account the applicable procedures. The CarE application provides an opportunity for every student to register and obtain the services needed.

Peer guidance is guidance carried out by students towards fellow students. The counselor first provides training or coaching to students before guiding peers. This service if carried out effectively, can increase learning motivation, so that the learning results obtained are more optimal (Setiawan & Riadin, 2021, and Muniasih, 2021). Peer guidance still needs to be further developed in the CarE application. Case Conference is a service intended to solve problems experienced by counselees through a conference by presenting and involving certain parties to obtain additional information and information. Peer guidance and case conferences in the CarE application can be further developed. Strengthening the instrumentation application contains an introduction to the instrumentation application, a registration form intended for each student to take a psychological test. System support is a component of management services and activities, work procedures and infrastructure, as well as the continuous development of the counselor's professional capabilities which indirectly facilitate the achievement of counselee development. The CarE application describes system support through: (1) networking development, (2) management activities, and (3) research and development.

The CarE application is a breakthrough for implementing cyber-based guidance and counseling services at IAKN Kupang. There are various advantages of using the CarE application when compared to providing guidance and counseling services offline. First, current students are classified as generation Z. This generation is synonymous with technology and seems inseparable from technology. Almost half of this generation is connected to the internet for more than ten hours a day (Sachs; Schwieger & Ladwig in Malelak, 2022). Lifestyle changes including changes in the way of communicating and interacting in Generation Z can have an impact on comfort when conducting counseling communication both in person and virtually (Malelak, 2022) therefore, the virtual implementation of guidance and counseling services for students who are generation Z can be said to be by the characteristics of service recipients. The implementation of cyber counseling is carried out by utilizing virtual electronic media so that the counselor and counselee communicate through a virtual screen without any physical contact (Taneo et al., 2021).

Second, the service strategy provided varies. This application contains four components of guidance and counseling services, namely basic services, individual planning, responsive services, and system support. From these four components, ten

appropriate service strategies were selected, namely classical guidance, orientation services, information services, group counseling, individual counseling, group counseling, peer counseling, case conferences, reinforcement of instrumentation applications, and system support. Third, cyber-based guidance and counseling services are more effective and efficient in terms of time and place of service implementation, which can be done anytime and anywhere according to a shared time agreement. So the limitations of the service room can be overcome by using this application.

Guidance and counseling services can be carried out in person, also through online or cyber counseling. Several previous studies have described development. Setyawan and Wibowo (2016) developed a WEB-assisted career information service model for further studies in tertiary institutions, the results show that WEB-assisted career information is very important and has a positive impact on decision making for further studies. In line with this, Fadhilah, Susilo, dan Rachmawati (2019) developed an online counseling website for students of Sebelas Maret, Surakarta, and the results of the research shows that there is a fairly high percentage of student needs, therefore it is necessary to develop an android-based online counseling platform that can be accessed by easy. The research that has been done supports these previous studies.

CONCLUSION

The application of cyber-based guidance and counseling services, named CarE, contains four components of guidance and counseling services, namely basic services, individual planning, responsive services, and system support. From these four components, ten appropriate service strategies were selected, namely classical guidance, orientation services, information services, group counseling, individual counseling, group counseling, peer counseling, case conferences, reinforcement of instrumentation applications, and system support. The CarE application is declared eligible to be used to carry out guidance and counseling services in tertiary institutions, specifically at FKIPK, IAKN Kupang. This is based on the results of tests by experts, practitioners, and the results of application trials that have been carried out.

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AUTHOR CONTRIBUTION STATEMENT

All authors conceptualize, write and agree this final version of this article.

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