**STUDENTS' SATISFACTION WITH ONLINE COUNSELING SERVICES DURING THE COVID-19 OUTBREAK IN INDONESIA**

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**Abstract:** The Covid-19 pandemic that struck Indonesia and the world has significantly changed human life. The change occurs in various lines, such as in the social, economic, and even educational sectors experienced significant changes due to the impact of the Covid-19 pandemic. This significant change impacts the number of psychological disorders experienced by the community, including students. The high number of students who experience psychological disorders during this learning period from home has led higher education institutions to organize online counseling services. This study aims to reveal respondents' satisfaction after implementing online counseling. This study involved 61 students with experience participating in online counseling services organized by the Guidance and Counseling Department of Sultan Ageng Tirtayasa University Indonesia during the distance learning period during the Covid-19 pandemic. The method used in this research is the descriptive research method. This study found that 90.39% of research respondents were satisfied after online counseling. The results of this study can be a reference for counselors both within educational institutions and outside formal educational institutions to carry out counseling using online methods.

Keywords : Covid-19, Counseling, Students satisfaction

**INTRODUCTION**

The massive spread of the Covid-19 virus in Indonesia has made the government take various policies to prevent its transmission. These various policies have had a very significant impact on people's lives. One of the impacts that are felt by the community is in the field of education. The government adopted a policy to apply online education at all levels of education, from kindergarten to university. These drastic changes have caused many people to feel disturbed. Research conducted by Snapcart in 8 major cities in Indonesia states that 48% of Indonesians feel that their social life is disrupted, making people depend on cyberspace interactions (Prabowo, et., al, 2020).

Significant changes in the education system, including in university, impact the emergence of various problems in students, including psychological disorders. Many psychological disorders that arise during a pandemic in students are stress, anxiety and even depression (Afiati, et., al, 2020). For students, this pandemic causes stress and anxiety related to changes in the lecture process and daily life (Fauziyyah, Awinda, Besral, 2020). Research conducted by Fauziyyah, Awinda, and Besral in 2020 also illustrates that the average student stress rate during distance learning is 55%, and the average student anxiety level in Indonesia is 40%.

The impact of this psychological disorder has made various higher education institutions provide online counseling services, including Sultan Ageng Tirtayasa University in Banten Province, Indonesia. This study aims to see the level of satisfaction of students who have done online counseling.

**METHODS**

The research method used in this study is the survey method. Survey research examines large and small populations by selecting and examining samples from the population to find the incidence, distribution, and relative interrelationships of variables (Kerlinger, 2004). The population in this study were students who had conducted online counseling through the online counseling program during the Distance Learning period organized by the Department of Guidance and Counseling at Sultan Ageng Tirtayasa University, Banten, Indonesia. The total population in this study is 61 students, and all will be respondents to the study.

The instrument that will be used to assess respondents' satisfaction is the Counseling Satisfaction Instrument developed by the researcher using an interval scale and consists of several indicators measured, namely (1) The attitude and acceptance of the counselor, (2) the way the counselor communicates, (3) the client's trust in the counselor, (4) The suitability of the treatment with the problem, (5) The suitability of the counseling process with the expectations of the client, and (6) The usefulness of the counseling program for the respondent. After the data is collected, the data analysis technique that will be used in this research is the descriptive analysis technique. Descriptive analysis techniques are used to describe or describe phenomena that occur based on survey results.

**FINDING & DISCUSSIONS**

This study was conducted on students who participated in online counseling during the distance learning period caused by the spread of the Covid-19 virus. The period is in the range of April 2020 to April 2021. Based on the research that has been conducted, the following data is obtained:

Table 1. Research Result Data

|  |  |  |
| --- | --- | --- |
| **No** | **Indicator of respondent satisfaction** | **Level of respondent satisfaction (%)** |
| 1 | The attitude and acceptance of the counselor | 94.12% |
| 2 | How the counselor communicates | 91.76 |
| 3 | The trust of the client in the counselor | 88.24% |
| 4 | Suitability of handling the problem | 89.41% |
| 5 | The suitability of the counseling process with the expectations of the client | 84.71% |
| 6 | Benefits of the counseling program for the respondent | 94.12% |
| Average | 90.39% |

Graph 1. Researh Result Data

Based on the research that has been conducted, the average level of respondent satisfaction after participating in online counseling is 90.34%. This indicates that the respondents were satisfied after participating in online counseling. Regarding counselor attitude and acceptance, 94.12% of respondents felt that the counselor accepted them well. In addition, the counselor also showed a positive attitude towards the respondents' arrival for counseling. In the communication aspect, 91.76 respondents felt that communication between the client and the counselor went well during the online counseling process. Respondents revealed that the way the counselor communicated comforted the respondents during the counseling process. The next aspect is trust in the counselor. In this aspect, 88.24% of respondents feel that the counselor can be trusted to keep their secrets and be able to help them solve problems. Regarding the suitability of handling the problems experienced by the client, the score was 89.41%, which indicates that 89.41% of respondents felt that the treatment carried out by the counselor was in accordance with the problems they experienced. Furthermore, 84.71% of research respondents felt that the online counseling process was in accordance with the expectations that respondents had before they came to do online counseling. In the last aspect, 94.12% of respondents felt that the online counseling program they underwent provided benefits for respondents in terms of understanding problems, self-development and problem-solving skills.

Several factors make online counseling during the Covid-19 pandemic effective and satisfying for clients. The first factor that determines is the accuracy of online counseling methods that can deal with mental health problems such as stress, depression and anxiety. Husin and Otma (2014), in the journal Cybercounseling For Addiction And Drugs Related Problems, also stated that the cybercounseling approach is suitable for overcoming various mental health problems. The next factor that also has an influence is the flexibility of online counseling. Online counseling provides flexibility in terms of time and place, making it easier for respondents who feel they need counseling services to get access to services (Rochlen, et. al., 2004). For information, during the distance learning policy, research respondents who participated in online counseling were spread across various regions, making it easier for them to get immediate counseling services. Several other studies conducted in countries such as Malaysia and Turkey also mentioned that the level of clients satisfaction with online counseling also showed a high rate, even considered more satisfying in terms of flexibility and implementation time than face-to-face counseling (Zainudin & Yusop, 2018; Zeren, 2016).

**CONCLUSION & RECOMMENDATION**

Results of the research conducted involving 61 respondents who have participated in online counseling during the distance learning period indicate that the level of respondent satisfaction is high at 90.39%. Various indicators measured in this study also showed very positive numbers. Online counseling provides several advantages for respondents, namely flexibility in distance and time so that they can directly access counseling services without traveling far from where they live.

Taking into account the results of this study, if online counseling services can be applied to all educational institutions in Indonesia, it is possible that it will be able to have a major influence on the mental health of students in Indonesia and can increase accessibility for students who need counseling services.

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