



Teman Sehati: An Innovative Guidance and Counseling Program in Higher Education

Alief Budiyo¹ and Lina Dwi Puryanti²

^{1,2} Universitas Islam Negeri Profesor Kiai Haji Saifuddin Zuhri, Jl. A Yani No. 40-A, Purwokerto, Jawa Tengah, Indonesia.
alief@uinsaizu.ac.id

Abstract. Students are in early adulthood, where, in the process of growth and development, they often face problems that lead to mental health problems. Therefore, students need to be guided so that they can carry out their development tasks optimally in personal, social, learning, and career aspects. Counselors can provide assistance to students through guidance and counseling programs at higher education. Teman Sehati services at the Prof. K.H. Saifuddin Zuhri State Islamic University is an innovative guidance and counseling program in higher education. This research aims to describe how Teman Sehati services are a form of innovation in the guidance and counseling program at Prof. K.H. Saifuddin Zuhri State Islamic University. The approach used in this research is a qualitative method with a case study of Teman Sehati services. The data analysis technique for these findings uses descriptive analysis. The research results show that the Teman Sehati services is a form of peer counseling that has five services, including: PFA (Psychological First Aid) services, career counseling, psychological information services, sharing sessions (content of one heart space), and training.

Keywords: Student, Teman Sehati, Higher education.

1 Introduction

Students generally start at the age of 18. This age is considered legally mature and is a transition period from late childhood to adulthood [1]. Adulthood is divided into three parts: early adulthood, middle adulthood, and advanced adulthood. Early adulthood begins at the age of 18 years. Middle adulthood begins at age 40, and late adulthood begins at age 60 [2]. Therefore, students can be said to be individuals who start entering early adulthood or early adulthood.

Student education can also be said to be a situation where individuals move from a secondary school to a tertiary education environment. Just like elementary school students transitioning to middle school. The transition from one environment to another requires individuals to be able to adapt according to their developmental tasks. Developmental tasks can be said to be demands that must be met by every individual in the form of attitudes and behavior as a consequence of growth, development, and social expectations [3].

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In the process of growth and development, students often experience various problems. Santrock [4] revealed that the psychological problems that students often experience are feeling hopeless, having difficulty with all the things they have to do, mental fatigue, sadness, and even depression. Another study revealed by Pedrelli, Nyer, Yeung, Zulauf, & Wilens [5] stated that apart from facing academic pressure, some students also had to face stressful assignments as a result of separation or individuation from their families of origin, and some students had to take care of various work and family responsibilities. Even in this context, many students experience mental health problems and drug use.

The early adulthood period experienced by students is a period that is relatively sensitive to suffering, both from internal and external variables, including the environment, society, classmates, and others. Early adulthood is marked by a number of challenges in daily life, including personal, social, physical, cultural, and others. Therefore, so that students can carry out their developmental responsibilities as effectively as possible and have a happy life in the future, the role and assistance of other people, in this case namely counselors, is very necessary [6].

Counselors can provide assistance to students through guidance and counseling programs at universities. Guidance and counseling programs in universities are important. Considering the many psychological problems that occur in students, which affect students' mental health. Many students need help from others to complete it. Therefore, the place where students attend lectures must care about helping students find solutions to problems so that students can be successful in their personal, social, academic and career lives [7].

Even though the Indonesian education system structurally does not include the duties of counselors in universities, students need guidance and counseling to help their personal, social, academic and career growth. College counselors are required to establish and implement guidance and counseling programs, individual student planning, and responsive services, as well as support systems like counselors at the elementary school (SD), middle school (SMP) and high school (SMA) levels. However, college counselors are more focused on offering assistance with individual student planning, and responsive services [8].

Responsive service is a support service for individuals who have needs or problems that require immediate assistance. This service is curative or healing in nature. The aim is to help individuals meet their current needs or individuals who are deemed to be experiencing obstacles in completing their developmental tasks. The strategy in this responsive service is in the form of individual counseling, group counseling and consultation services [9].

One form of responsive service innovation is a peer counseling service. This peer counseling service can not only be applied in schools but can also be applied in universities. Peer counselors are peer educators (peer tutors) who have completed counseling training or orientation and in practice have high dedication and drive to provide therapy to groups of students who are their peers [10].

Peer counselors have a vital role in helping universities to shape and develop students into individuals with better character, avoiding obstacles and encouraging students to excel. Peer counselors through several applications and research have shown

their effectiveness. Especially in relation to guiding and directing as much as possible to protect oneself from negative environmental influences [11].

Several studies have been conducted regarding Teman Sehati services. The first research was conducted by Syarifah [12] regarding how to implement peer counselors with friends of one mind during the Covid-19 pandemic. Another research was conducted by Zalafi [13] regarding how to implement tele Psychological First Aid (PFA) in Teman Sehati counseling services. Both studies have similarities in how researchers reveal Psychological First Aid (PFA) as a service that has six steps including: look, listen, comfort, link, protect and hope (hope).

In the first study, the focus of the research discussion was on how peer counseling was carried out during the Covid-19 pandemic. Meanwhile, in the second study, the focus of the research discussion was more on how to implement Psychological First Aid (PFA) services into tele Psychological First Aid (PFA). These two studies have not yet linked how the Teman Sehati service has become an innovative guidance and counseling program in higher education. Bearing in mind that not all universities have peer counselor services as part of the guidance and counseling program in higher education.

Therefore, the aim of this research is to describe how Teman Sehati services are a form of innovation in the guidance and counseling program at Prof. K.H. Saifuddin Zuhri Purwokerto.

2 Research Approach

The research method used in this research uses a qualitative approach with a case study at the Teman Sehati Service at Prof. State Islamic University. K.H. Saifuddin Zuhri (SAIZU) Purwokerto. The research location is located on Jalan Ahmad Yani No 40A, Karanganjing, Purwanegara, North Purwokerto District, Banyumas Regency, Central Java, 53126. Data collection in this research used interview, observation and documentation techniques. The data that has been collected is analyzed using descriptive analysis methods.

3 Result

Teman Sehati Services was established in 2020 and is part of the Career Development UPT, Prof. State Islamic University. K.H. Saifuddin Zuhri (SAIZU) Purwokerto. Initially, the Teman Sehati service was formed from the concerns of students from the Islamic Guidance and Counseling Study Program at the Faculty of Da'wah who had the desire to be able to help their peers in overcoming the psychological problems they were experiencing. The Teman Sehati Service is a peer counselor service which to date has provided benefits to 368 counselees since the Teman Sehati service was founded. The following is a graph of the number of counselees from 2020-2023 which is presented in graphic form:

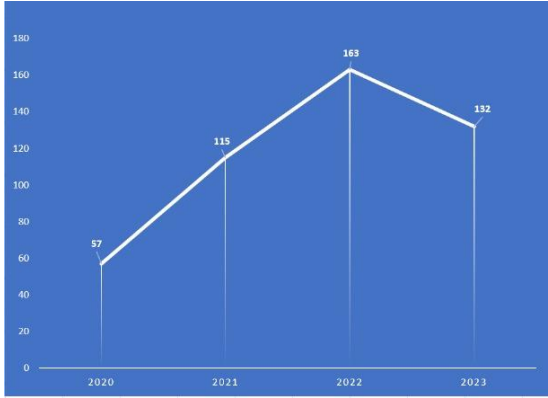


Fig. 1. Graph of Number of Counselors

The graph shows that the number of counselors has increased every year since Teman Sehati services were implemented. The calculation for the number of counselees in 2023 is starting from October 10 2023. Therefore, it is likely to continue to increase until the end of 2023. The continued increase in counselees on the Teman Sehati service proves that there are benefits that can be provided by this service.

Currently there are two main services offered by Teman Sehati services, namely PFA (Psychological First Aid) services and career counseling services. Apart from that, there are three other services, namely psychological information services, sharing sessions (one-hearted space content), and training. Psychological information services use Instagram media in the form of informative content. Sharing sessions also use Instagram media on the live Instagram feature. Sharing session services usually raise certain topics and present speakers who are guided by the host/moderator. The training held by Teman Sehati is aimed at developing and improving the internal human resources of Teman Sehati itself.



Fig. 2. Example of Psychological Information Services



Fig. 3. Example of Sharing Session

In the process, Teman Sehati services are led by one coordinator who oversees the two service areas. In each service sector, there are 10 students who work as call centers and there are five peer counselors. Coordinators, call centers and peer counselors are selected students who have taken part in a series of selections and have received training from experts before providing services to their peers. The following is an image that explains Teman Sehati's service structure:

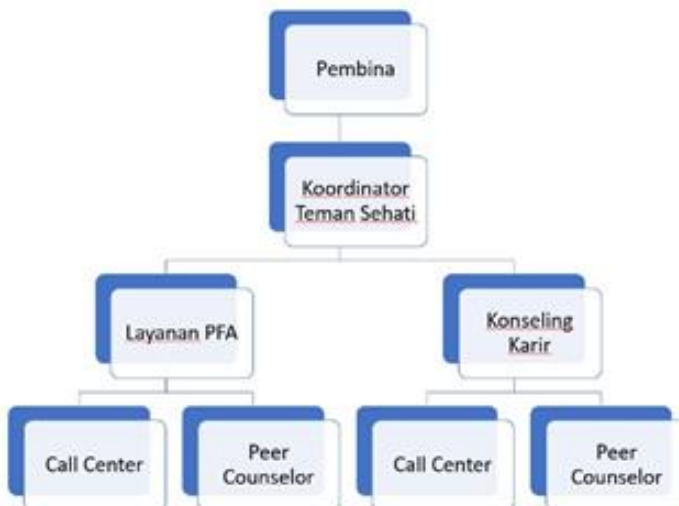


Fig. 4. Teman Sehati Service Structure

Teman Sehati Services is open every Monday-Friday at 09.00-16.00 WIB. The flow of this service is; first, the client registers with the call center via WhatsApp; second, scheduling services with peer counselors according to the services chosen; third,

the counseling process; Lastly, done. The friend of one heart service is open free of charge to students and the public. The following is a Teman Sehati service poster:



Fig. 5. Friends Of Sehati Service Poster

4 Discussion

Even though structurally the education system in Indonesia does not yet regulate the duties of counselors in guidance and counseling programs in universities, students need guidance and counseling to help with personal, social, academic and career growth [8]. In reality, there are many problems faced by students so there is a need for assistance to assist students in alleviating problems. As explained by Nurniswah [14], the problems faced by students include: learning problems; family problem; differences in ethnicity, race, religion and customs (SARA); filling free time; socializing with peers; problems with oneself; as well as problems with lecturers, staff and campus residents. Therefore, implementing guidance and counseling programs in universities is important to realize.

According to Muro & Kottman through Yusuf & Nurihsan [9], the structure of a comprehensive guidance and counseling program is classified into four types of services, namely basic guidance services, responsive services, individual planning services, and system support. Basic guidance services aim to help students achieve normal development, have a healthier mentality, and have basic skills for survival. Responsive services aim to help students resolve the obstacles they are experiencing. Individual planning services aim to help students make and realize plans related to education, career, social and personal. System support can be said to be a service component and management activities that indirectly support the implementation of the three previous services.

Guidance and counseling programs have two words, namely guidance and counseling. The guidance program is preventive (prevention) and developmental (development). Meanwhile counseling is curative or healing. One Heart Friends Service at Prof. State Islamic University. K.H. Saifuddin Zuhri (SAIZU) Purwokerto is an innovation

in organizing guidance and counseling programs in universities. It is said to be an innovative guidance program because in its implementation, Teman Sehati also has preventive and developmental services. The guidance program at Teman Sehati services takes the form of psychological information services, sharing sessions and training. Teman Sehati services are also included in the innovative counseling program because there is peer counseling in the form of PFA (Psychological First Aid) services and career counseling services.

Zalafi [13] explains that the PFA (Psychological First Aid) service organized by Teman Sehati is carried out using telecommunications media so it is also called telePFA by implementing look, listen, comfort, link, protect, and hope which are essential for telePFA service providers. Meanwhile, Teman Sehati's career counseling service is a service that was only opened in 2023 and is still relatively new. According to Yusuf [15], career counseling programs in universities are more commonly used to: (1) achieve career development, (2) provide treatment, and (3) assist with placement. Every student benefits from education by gaining understanding, information and skills as well as developing attitudes and values that are in line with the goals of the education unit.

One Heart Friends Service, Prof. State Islamic University. K.H. Saifuddin Zuhri (SAIZU) Purwokerto has become an innovative guidance and counseling program in higher education. Apart from helping to deal with psychological problems in clients, this service has also started to provide career counseling which is no less important in guidance and counseling programs. It is hoped that the Teman Sehati service innovation will provide education and have implications for the development of guidance and counseling programs in universities throughout Indonesia.

5 Conclusion

The Teman Sehati service is a form of innovation from the existence of peer counselors at the Prof. State Islamic University. K.H. Saifuddin Zuhri Purwokerto. Teman Sehati has five services including PFA (Psychological First Aid) services, career counseling, psychological information services, sharing sessions (sehati space content), and training. Services included in the guidance program include psychological information services, sharing sessions (one-hearted space content), and training. Meanwhile, curative counseling services include PFA (Psychological First Aid) services and career counseling.

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