E-Counseling for Children with Disabilities

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Abstract—**E-counseling for children with disabilities aims to provide services or facilitate children with special needs or children with disabilities to be able to communicate the problems faced in their environment. This e-counseling was developed through the establishment of a website that connects disabled students with counselors at the university level. Through the website, children with disabilities are able to talk about problems they face with counselors without worrying about privacy. The e-counseling development also aims to improve the effectiveness and efficiency of the management of counseling services at the university because it is more systematic, namely through the website.**

Keywords— e-counseling; children; disabilities

I. INTRODUCTION

Persons with disabilities or children with disabilities are defined as people who have physical, mental, intellectual or sensory limitations for a long time in interacting with the environment and the attitudes of the community can meet obstacles that makes it difficult to participate fully and effectively based on equal rights [1]. The limitations possessed by children with disabilities sometimes prevent them from socializing with friends in their environment or even with the community so that they feel part of being ostracized or isolated because they are not able to get along. Until now, this problem still often occurs in various fields, including in education and work environment, even though there are laws that regulate equal rights for children with disabilities. The reason for children with disabilities to be an isolated or excluded part of a community is the lack of information services to students so that these conditions are created [2].

Supposedly in the industrial revolution 4.0 era, physical limitations are not an obstacle that inhibits a person's career [3]. At this time what is needed is experts with the ability (skill) that are qualified, quality and also expertise in the field of technology. Universities as one of the higher education institutions that prepare quality human resources for the community, especially business and industry, are not encouraged to discriminate students on a physical basis. The government also supports children with disabilities to get the same rights as children in general, namely by issuing Law Number 19 of 2011 concerning Ratification of the Rights of Persons with Disabilities. Therefore from that, currently

universities in Indonesia provide equal opportunities, rights and facilities for children with disabilities to continue to develop.

Surabaya State University is one of the state universities in Surabaya. As a university which is an educational service institution, the university is required to provide the best service to the community in the university environment, especially students [4]. Students as university customers must certainly be given excellent service so that learning activities can take place effectively and efficiently.

One of the services related to individual students and is currently being developed is developing counseling activities or commonly referred to as student counseling services [5]. Counseling is routinely drawn as a sense of togetherness with a series of activities to receive or understand. Which is interpreted as the activity of exchanging information between someone who has a problem or a client with someone who is able to understand and provide solutions to the problems he faces or commonly referred to as counselors. Whereas within the student environment student counseling services are defined as services provided by the university to students to facilitate or assist students in dealing with daily problems that may arise and interfere with daily activities and have an impact on student academic performance.

Student counseling services need to be carried out within the university with the foundation as follows: 1) the task of developing students as individuals who enter early adulthood, demanding individuals to be more independent, and disciplined, 2) students are required to be able to develop an attitude of fostering knowledge for the betterment of the nation, 3) students are required to be able to develop personalities according to their potential and be able to plan for the future according to their circumstances, 4) students are required to be able to adjust to campus life and society, 5) students are required to have a more mature mindset and directed to solve work, academic, and marriage [6].

Along with the development of technology that makes all systems in institutions or organizations based online, the development of student counseling services is based online or commonly referred to as e-counseling [7]. E-counseling is a student guidance service that is carried out using internet-based or online applications. In general, e-counseling applications offer several advantages compared to counseling activities carried out face to face including the privacy of the

counselee to be more awake, adjusting the time or schedule can be done online, and certainly improve work efficiency and effectiveness because by using counseling applications to be more structured.

II. METHOD

This research uses a type/research approach in the form of Library Studies. Literature study is a study used in gathering information and data with the help of various materials in the library such as documents, books, magazines, historical stories, etc [8]

Literature studies can also study various reference books as well as the results of previous similar studies that are useful to get a theoretical basis on the problem to be studied [9]. Literature study also means data collection techniques by conducting a review of books, literature, notes, and various reports relating to the problem to be solved [10].

Data sources that will be used as the material for this research are books, journals and internet sites related to the chosen topic. Data collection techniques in this study are documentation, which is looking for data about things or variables in the form of notes, books, papers or articles, journals and so on [11]. The data analysis technique used in this study is content analysis method. This analysis is used for get a valid inference and can be re-examined based on the context [12].

III. RESULTS AND DISCUSSION

A. Counseling

According to Winkel and Hastuti [13] the etymology of counseling comes from English, namely counseling which is associated with the word counsel, which is interpreted as follows: advice (to obtain counsel); advice (to give counsel); talks (to take counsel). According to Nursalim [14] the term counseling is often used to describe a process of providing problem solving assistance/difficulties given by experts / professionals who have the authority to provide it to individuals through specially designed situations which contain psychological dimensions.

American Counseling Association cited by Tyler and Guth in Gladding [15] defines counseling as an application of mental health, psychological principles or human development through cognitive, affective, behavioral, or systemic intervention; strategies for dealing with well-being, personal growth, or career development, as well as disorders. Professional counseling is the process by which counselors and counselees develop an effective relationship that enables counselees to work towards difficulties [16]. Hershenson, Power, and Waldo [17] see counseling as a proactive, holistic oriented process to help individuals learn to deal with life problems or promote health development. The counseling process can be facilitative, preventive, remedial, rehabilitative, and or developmental.

B. E-Counseling

Online counseling refers to virtual relationship-based counseling activities based on the needs of counselees who still have distance and are hesitant to be more open to others [18]. The process is carried out between counselor and counselee using internet communication [19]. Online counseling calls with the term cybercounseling or webcounseling as a professional counseling practice and is a process of sending messages that occur when the counselee and counselor are in separate places or at a distance and using electronic media to communicate via the internet, web, e-mail and chat rooms [20].

E-Counseling or electronic counseling is defined as the process of organizing electronic counseling [21]. E-counseling can also be referred to as cybercounseling [22]. According to Petrus & Sudibyo [23], cybercounseling in general can be defined as professional counseling practices that occur when counselees and counselors are located separately and utilize electronic media to communicate through the internet. This definition includes web, email, chat, videoconferencing, and other relevant terms. Under these conditions it is possible for communication between two parties to be faster, more efficient and more comfortable. Therefore, it can be understood that cybercounseling is a process of interacting with online counselors on an ongoing basis through conversation from time to time.

E-counseling services are one of the counseling services strategies that are virtual or internet-based [24]. Based on the opinions expressed by the figures above, it can be concluded that e-counseling is a counseling service carried out by utilizing current technological developments namely the internet so that counseling activities are able to run effectively, efficiently, and also confidentiality is maintained.

C. Disability Students

People with special needs (disabilities) are people who live with special characteristics and have differences with people in general [25]. These different characteristics require special services so that he can obtain his rights as a human being who lives on earth. People with special needs have a very broad definition, including people who have physical disabilities, or low IQ abilities, and people with problems that are so complex that their cognitive functions are impaired.

There are several types of people with special needs/ disabilities. This means that every person with a disability has their own definition, all of which need help to grow and develop properly. Persons with disabilities are mental and physical disabilities [26]. But the type of disability that is the focus of this study is physical disability.

1) Physically disabled

Namely individuals who have movement disorders caused by neuro-muscular neglect and bone structures that are congenital, sick or due to accidents (loss of body organs), polio and paralysis.

2) Blind blinds

Namely individuals who have obstacles in vision. Blind people can be classified into two groups, namely: total blindness (blind) and low vision.

3) Deaf

Namely individuals who have permanent or non-permanent hearing loss. Because they have a hearing impairment, hearing impaired individuals have a speech impediment, so they are commonly referred to as hearing impaired.

4) Speech impaired

Which is someone who has difficulty expressing thoughts through verbal language, making it difficult and even incomprehensible to others. This speech disorder can be understood by others. This speech disorder can be functional in that it might be caused due to ambiguity, and organics that are indeed caused by imperfections of the speech organs as well as the disruption in the motoric organs associated with speech.

D. E-Counseling Application

The development of this e-counseling application will be presented in the formation of a website that contains counseling services especially for children with disabilities to communicate with counselors. Here are some things that need to be prepared in the establishment of the website.

1) Master Data

The master data needed in the development of this e-counseling application is the data of children with disabilities in Surabaya State University concerning the categories of disabilities carried by each child, such as deaf, blind, and others. This categorization will later make it easier for counselors to establish communication well so that the problem is able to be resolved. Furthermore, to access this e-counseling website, each child with a disability is given a username and password to log in so that this e-counseling activity has the desired standard of privacy or confidentiality of information.

2) Data Menu

The developed website will have several data menus. The menu display offered on the website must be adjusted to the users, namely children with disabilities so that they have no difficulty in accessing this e-counseling website.

3) Data Recap of Student Counseling Activities

The e-counseling application developed was also designed to produce a recap of counseling activities carried out by students and counselors. This data recap aims to assess whether the e-counseling application is able to run well in accordance with the application development goals. From this data recap activity, the university can record the response of children with disabilities to the e-counseling application provided, making it easier to follow up on the application development in the future.

IV. CONCLUSION

The development of e-counseling applications for children with disabilities is expected to be able to solve the problems faced by children with disabilities in academic and non academic aspects as well as efforts to improve university information services so that children with disabilities do not become an isolated part of relationships on campus or in the community. In addition, for lecturers or counselors at universities, the development of e-counseling is an easier, more effective, and efficient means of being able to communicate with students.

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