

Blended counseling to reduce career anxiety of adolescents during the covid-19 era

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Abstract

The purpose of this paper is to discuss the development of blended-based counseling services to reduce anxiety in adolescents during the COVID-19 pandemic. The important role of counselors in the formation of mental health through integrated counseling the implementation of face-to-face and online counseling allows the community to be more flexible and intensive according to conditions in coaching mental health during COVID-19 pandemic conditions and post-COVID-19 preparations.

Keywords: Adolescents, anxiety, blended counseling, career, COVID-19

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Introduction

At the end of 2019 the world was shocked by the emergence of a virus that attacks the human respiratory system in Wuhan, China known as the SARS-Cov 2 virus). WHO (World Health Organization or World Health Organization) officially declared this virus as a COVID-19 pandemic on March 9, 2020. Like other viruses (SARS, 2003; swine flu (H1N1), 2009; MERS, 2012; Ebola, 2014; and Zika, 2016) which has caused a high rate of human mortality, the COVID-19 virus has also triggered disruption in various sectors of human life, including the education sector (Peeri et al., 2021; Mailizar et al., 2020).

Recent research says that the effects of the COVID-19 pandemic are psychological and mental risks obtained from various social media (Holingue et al., 2020). The fear felt from the COVID-19 virus is very wide for vulnerable groups, teenagers and even children. In addition, it changes from the education system and other fields in everyday life (Daniel, 2020; Research, 2020). Events that cannot even be predicted are undeniable as conditions that come suddenly and make them mentally and psychologically unprepared (Sabir & M. phil, 2016). Among the psychological conditions experienced by the community is a sense of anxiety (Fitria, Linda, Neviyarni, Netrawati, & Karneli, 2020; Muyasaroh, 2020).

Anxiety is something that is very feared by individuals. According to the American Psychological Association (APA), anxiety is an emotional state that arises when individuals are stressed, and is characterized by feelings of tension, thoughts that make individuals feel worried and accompanied by physical responses (heart beats, rising blood pressure, and so on) (O'Hara, 2009). This anxiety is also experienced by teenagers (Gozali et al., 2018), because adolescence can be said to be an age that is still unstable in dealing with unexpected conditions (Ketut et al., n.d.). Teenagers will be easily shaken by things such as excessive anxiety, fear of contracting this virus and so on (Dani & Mediantara, 2020). This

study reveals the anxiety conditions experienced by adolescents during the COVID-19 pandemic (Situmorang, 2021).

This is also reinforced by the statement that anxiety is a psychological condition which is one of the central issues in the mental health sector in the midst of the COVID-19 pandemic. In Indonesia, this pandemic has had a very broad impact on various dimensions of people's lives. For the people of Indonesia, from various aspects of concern in the fields of education, economy, social politics (Aji, 2020; Mansyur, 2020). This pandemic condition forces people to carry out a new life order (Hsiang et al., n.d.) which is no exception also in the formal sectors, such as industry, offices, including educational activities in schools.

The role of counselors, psychologists, and psychiatrists is highly anticipated and needed to reduce feelings of stress and anxiety (Dong et al., 2020). This is also a service area that can be carried out by counselors who have the ability in counseling services based on knowledge, experience, cultural skills, basic attitudes, basic communication skills, and counselor basic attitudes are the main elements of counselor competence in counseling services (Setiyowati et al., 2019). Counselors during the COVID-19 or post-COVID-19 pandemic must be required to have innovations in counseling services, one of which is service strategy counseling through blended counseling which can be done by meeting face-to-face or social media assistance where this will be immediately felt by the counselor in providing service. Blended counseling combines face-to-face and online counseling synchronously and asynchronously (Pyrstöjärvi & Saramäki, 2011). This study aims to conceptualize blended counseling services to help reduce anxiety and in Indonesian society.

Method

The method used is a literature study method. Researchers collect productive data and the next stage is drawing conclusions from the process of qualitative research proceedings. This research uses literature study. Supporting theory is a complete source of information for qualitative research (Savin-Baden & Howell-Major, 2013). The instrument used is a documentation study.

Sources of data and information obtained from various literatures and compiled based on the results of the study of the information obtained. The writing is attempted to be interrelated with each other and in accordance with the topic being studied. The collected data is selected and sorted according to the topic of study. Then do the preparation of the paper based on the data that has been prepared logically and systematically. The data analysis technique is descriptive argumentative. Conclusions are obtained after referring back to the formulation of the problem, the purpose of writing, and discussion.

Results and Discussions

Anxiety

The term anxiety in English is anxiety which comes from the Latin *angustus* which means stiff, and *ango*, *anci* which means suffocating. Meanwhile, according to Schwartz (2000) suggests anxiety from the Latin word *anxius*, which has the meaning of constriction or strangulation. Anxiety has a meaning with fear but is not very specific, in contrast to fear usually a response to some immediate threat, whereas anxiety is characterized by worry about unexpected dangers that lie in the future. Anxiety is a negative emotional state characterized by premonitions and somatic tension, such as a racing heart, sweating, difficulty breathing. The same thing was also expressed by (Yusuf, 2009) who stated that anxiety is a neurotic helplessness, insecurity, immaturity, and inability to face the demands of reality (environment), difficulties and pressures of everyday life.

Understanding anxiety that has been described above can be concluded that anxiety is an emotional condition with the emergence of discomfort in a person, and is a vague experience accompanied by feelings of helplessness and uncertainty caused by something that is not clear. The results of research conducted by Fakhriyani et al. (2021), anxiety faced by the subject, causes effects such as headaches, heart palpitations, fear of being exposed to COVID-19, worried that this pandemic will not end, worried if you can't pay the money lectures, lack of concentration in learning, tend to be offended, avoid, and feel not free to carry out daily activities. Similarly, research conducted by Ifdil et al. (2020) stated that during the

COVID-19 pandemic, many people felt anxious about several things, worried about being exposed to COVID-19, fears of losing their lives, losing their closest people and losing their jobs (Ildil et al., 2020), so that anxiety due to fear of exposure can have an impact on the student learning process as well as anxiety about the disruption of the family economy (Mahfud & Gumantan, 2020).

The results of research from Fakhriyani et al. (2021) also released the characteristics of Subject Anxiety Due to the COVID-19 Pandemic including:

1. First, on the physical aspect, in the last few days before the counseling session, he/she felt that his/her heart was pounding unusually, and he/she tended to have a headache.
2. Second, cognitively. Cognitive aspects are interpreted by reasoning or how the subject thinks about a thing or rational ability. In the cognitive aspect, the subject admitted that he was worried about being exposed to COVID-19, worried about the pandemic that would never end, worried about paying tuition fees in the next semester due to the uncertain family economy, and having difficulty concentrating on online learning held at the university. his/her campus.
3. Third, on the emotional aspect, the subject finds it difficult to control his/her emotions, namely he/she is easily offended for trivial things, for example criticism of suggestions from friends that make him/her offended, where previously the subject was an individual who tended to be open.
4. Fourth, in terms of behavior, subjects tend to avoid and feel less flexible in their activities compared to before the pandemic occurred, where they tend to be active in various activities, both academic and organizational.

According to Nevid, Rathus and Greene (2005), the characteristics of anxiety include:

1. Physical characteristics of anxiety, including: 1) restlessness, nervousness, 2) shaking or shaking hands or limbs, 3) sensation of a tight band tying around the forehead, 4) tightness in the pores of the skin on the abdomen or chest, 5) sweating a lot, 6) sweaty palms, 7) dizziness or fainting, 8) dry mouth or throat, 9) difficulty speaking, 10) difficulty breathing, 11) shortness of breath, 12) heart pounding or racing, 13) trembling voice, 14) cold fingers or limbs, 15) dizziness, 16) feeling weak or numb, 17) difficulty swallowing, 18) feeling of constriction in the throat, 19) neck or back stiffness, 20) sensations such as choking or suffocation, 21) cold and clammy hands, 22) abdominal pain or nausea, 23) chills, 24) frequent urination, 25) flushed face, 26) diarrhea, and 27) feeling sensitive or "irritable".
2. Behavioral characteristics of anxiety, including: 1) avoidance behavior, 2) clinging and dependent behavior, and 3) shaken behavior.
3. Cognitive characteristics of anxiety, including: 1) worrying about something, 2) feeling disturbed by fear or understanding of something that will happen in the future, 3) belief that something terrible will happen soon, without any clear explanation, 4) fixated on bodily sensations, 5) highly alert to bodily sensations, 6) feels threatened by people or events that normally receive little or no attention, 7) fear of losing control, 8) fear of not being able to solve problems, 9) thinking that the world is collapsing, 10) thinking that things are out of control, 11) thinking that things are overwhelmingly confusing and insurmountable, 12) worrying about things. trivial things, 13) thinking about the same annoying thing over and over again, 14) thinking that you should be able to escape from the crowd, otherwise you will definitely pass out, 15) thoughts are jumbled or confused, 16) unable to get rid of thoughts distracted, 17) thinks they will die soon, even though doctors find nothing medically wrong, 18) worries about being left alone, and 19) has difficulty concentrating or focusing thoughts while anxiety (Anxiety) has levels (Stuart, 2006) suggests levels of anxiety, among others.
 - a. Mild anxiety
Associated with tension in everyday life, this anxiety causes the individual to be alert and increases his perceptual field. This anxiety can motivate learning and generate growth and creativity.
 - b. Moderate anxiety
Allows the individual to focus on what is important and to the exclusion of others. This anxiety narrows the field of individual perception. Thus, the individual experiences selective inattention but can focus on more areas if directed to do so.

- c. Severe anxiety
Greatly reduces the field of individual perception. Individuals tend to focus on something detailed and specific and don't think about anything else. All behavior is aimed at reducing tension. The individual needs a lot of direction to focus on other areas.
- d. Panic level
Associated with amazement, fear, and terror. The details are disproportionately due to experiencing a loss of control, the individual experiencing panic is unable to do anything even with direction. Panic includes personality disorganization and causes increased motor activity, decreased ability to relate to others, distorted perceptions, and loss of rational thinking.

Besides that, the biggest thing that was felt during the COVID-19 pandemic, was in teenagers who felt it the most. Thus, the anxiety caused by the COVID-19 pandemic can not only happen to workers or health workers, but can also happen to anyone including students. Research has shown that adolescents and college students show high anxiety about COVID-19 (Wang & Zhao, 2020). Furthermore, students in Bangladesh experience increased depression and anxiety. Around 15% of students reported experiencing moderate depression, while 18.1% suffered from severe anxiety (Akhtarul Islam et al., 2020). In Indonesia, adolescents during the COVID-19 pandemic, 54% were in the high category (Fitria et al., 2020). Meanwhile, in late adulthood they have moderate levels of stress and anxiety (Ifdil et al., 2020).

Moreover, during the pandemic, each individual certainly has a level of anxiety that cannot be equated, this is a note in order to get services that are in accordance with professionals. Anxiety, which is often ignored by individuals, is even considered normal, so it often happens that many are more oppressed than revealing but get "weak" or "lebay" judges.

Blended Learning Concept

Blended learning is a learning model that combines face-to-face learning with e-learning. Blended learning is a new concept in learning where the delivery of material can be done in class and online (Husamah, 2014). A well-done combination of face-to-face teaching where teachers and students meet face-to-face and through online media that can be accessed at any time. The combination of face-to-face learning with e-learning is due to the limited time and easy to make students feel bored quickly in the learning process and the demands of increasingly widespread technological developments (Bhakti & Kurniawan, 2020).

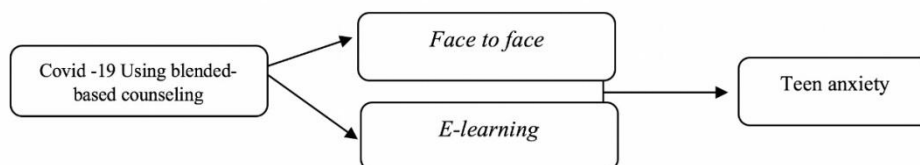


Figure 1 <Counseling Work Patterns based on Blended Learning to Reduce Anxiety>

From the explanation above, it is clear that the opportunities for personal social guidance and counseling services still have room for further exploration, considering that indirectly from the COVID-19 pandemic, services related to the scope of mental health have become very necessary. Therefore, coupled with the strengthening of technology, it will certainly get a very positive response. This concept is certainly a development so that individuals who experience problems quickly get services. In fact, it is often for the millennials generation who often feel anxious about their aspects. Now from the picture above, the pattern created is of course a counselee/individual with problems can access services that provide counseling services easily, then choose to follow services face-to-face or through e-counseling. Later in this concept, it will be accompanied by the developer of the android application which will be a record of the counselee with what he/she is experiencing.

Blended-based counseling to overcome anxiety during COVID-19

The use of online-based counseling methods, especially in Indonesia, is still very rarely done. Whereas based on research conducted by Atmoko et al. (2017), it was found that as many as 74% of students agreed to the blended learning method in counseling services. This shows that face-to-face counseling methods and online counseling methods are equally in demand by students. Online-based counseling methods also have a fairly good level of time efficiency, and can be done without space and time constraints.

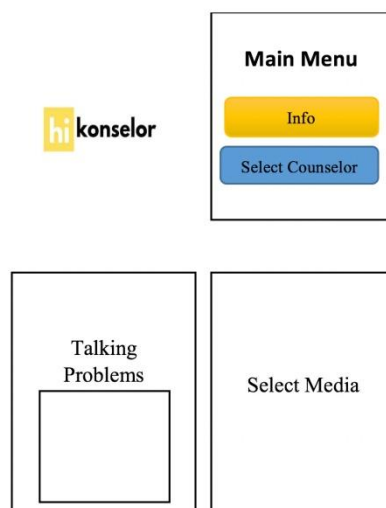


Figure 2 <Blended Counseling Android Application Design to Reduce Anxiety>

This is also one of the services developed in counseling for those who have anxiety, sometimes it is possible that there are counselees who like to tell stories using the media. Therefore, e-learning-based services use applications that can be accessed at any time by the counselee. Because at this time what is needed is a responsive and adaptive service. So that in fact this becomes a challenge and opportunity, especially for counselors, besides helping in reducing anxiety and providing information about herd immunity, this is a form of existence from the present principle that can be done by counselors. Professional counselors apply blended counseling. Blended counseling is a service that helps develop the mental health condition of the COVID-19 pandemic and prepares for the post-COVID-19 pandemic.

Mental health-based counseling services have a unique role in reducing the adverse effects of the pandemic as a supporter of individual recovery (Baldwin et al., n.d.). The need for counseling services for mental health Development is an urgency in the conditions of the COVID-19 pandemic or post-COVID-19 pandemic preparations. Mental health services require resistance training and stress reduction programs, job role change, job recognition and communication, moral injury reduction strategies, peer and social support, and mental health support programs (Schwartz et al., 2020). In addition to mental health, the public also needs clarity about the end of the COVID-19 pandemic. It can end the COVID-19 pandemic by controlling COVID-19 with vaccination or non-pharmaceutical interventions, or so-called natural immunity (The Lancet Microbe, 2021). It can solve the COVID-19 pandemic by building herd immunity through the participation of all elements of society. It is the cooperation of elements of society that makes a country in the world able to end the pandemic faster. Counselors have a role in providing psychoeducation to the community, especially counseling services through face-to-face or face-to-face virtual. Counseling services aim to understand the importance of vaccination and herd immunity for the common good and the wider society (Situmorang, 2021a). Understanding herd immunity is a central issue for ending the war from the COVID-19 pandemic (Situmorang, 2021b).

Findings by Carlbring et al. (2018) found that online-based counseling showed therapeutic results that were as effective as face-to-face counseling in dealing with psychological symptoms such as anxiety, panic disorder, and insomnia. This is in line with the findings by Suranata et al. (2020), which confirm that

the website-based counseling method is effective in improving students' psychological competence and the results are not much different from the face-to-face counseling method. In addition, it is developed in a blended learning manner which is intended so that later it can be used on a face to face basis and online. In addition, the taxonomy of forms of online counseling practice consists of:

1. individualized counseling based on e-mail, which involves asynchronous remote interaction between counselor and client using what is read via text to communicate;
2. individual counseling based on chat, which involves interaction synchronous long distance between counselor and client using what is read via text to communicate;
3. chat-based couples counseling, which involves synchronous remote interaction between one or more counselors and a client partner using what is read via text to communicate;
4. chat-based group counseling, which involves synchronous remote interaction between counselors (or more than one counselor) and multiple clients using what is read via text to communicate;
5. video-based individual counseling, which involves synchronous remote interaction between counselor and client using what is seen and heard via video to communicate;
6. video-based couples counseling, which involves synchronous remote interaction between a counselor or more than one and a pair of clients using what is seen and heard via video to communicate; g. video-based group counseling, which involves synchronous remote interaction between several counselors and several clients using what is seen and heard via video to communicate (Glading, 2015).

In addition to the flexibility of blended counseling, it has the advantages of blended forms of counseling about the intensity with the counselee from the meeting according to the client's condition. Clients can choose face-to-face or virtual. Mixed counseling combines cyber or virtual counseling with face to face as a form of novelty in the digital age. The results of other studies show that cyber counseling is more satisfying to counsees than face-to-face counseling (Zainudin et al., 2018). Cyber counseling is a form of flexibility in the digital era of counseling services, but not everyone has access to online counseling during the COVID-19 pandemic (Situmorang, 2020; Supriyanto et al., n.d.).

Conclusions

Counseling services in the personal social field during the COVID-19 period became an area that must be of particular concern, when talking about the field of anxiety is a behavior that is often considered normal in society in general, but it is a behavior that needs to be received. Moreover, the COVID-19 pandemic has brought changes in various sectors, including education, culture, economy and politics. It is as if this is a new era where no individual has prepared conditions like this from the start. There are many problems, of course this is an area of service that should be provided. This must get the services of a professional, namely a counselor. Blended-based counseling has two stages that can be used either face-to-face or e-learning. So this is a challenge and opportunity for counselors in providing services. Where this blended service provides flexibility for counsees who want to perform services. Individuals are free to decide. In addition, counselors must take the meaning that in the future many services must be integrated with technology. Because the anxiety that occurs in the counselee can not be separated from one of the most influential aspects, namely social media and the internet..

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