Cyber Counseling Using the Riliv Platform as a Method to Improve Guidance and Counseling Services After the Covid-19 Pandemic

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Abstrak. This study aims to analyze the in-depth relationship with cyber counseling services using the Riliv platform and explain the code of ethics for online counseling. This research uses the method of literature review or literature study in the form of journal articles. The results of the study are known to make cyber counseling services considered effective because they can make it easier for counselors and students to conduct counseling that is not limited by distance and time. Cyber counseling services occur when counselors and counselors communicate remotely through devices connected to the internet network. This service has produced significant results in the effectiveness of mentoring and counseling during the COVID-19 pandemic. Until now, in the post-COVID-19 pandemic, cyber counseling services continue to be a choice for cyber counseling services. Riliv is an online counseling platform that connects people with personal problems with psychologists through text counseling, voice calls, and video calls seeking counseling. With the significant increase in the implementation of online counseling, several issues have arisen, especially regarding the application of the Code of Ethics in the implementation of online counseling. It can be concluded that counselors with cyber counseling can provide optimal services. Through technology intermediaries, counseling no longer needs to be done face-to-face, but can be done online.

Keywords: Cyber counseling services; Riliv Platform; Post Covid-19 Pandemic

Abstrak. Penelitian ini bertujuan untuk menganalisis hubungan mendalam dengan layanan konseling cyber menggunakan platform Riliv dan menjelaskan kode etik konseling online. Penelitian ini menggunakan metode literature review atau studi pustaka berupa artikel jurnal. Hasil penelitian diketahui menjadikan layanan konseling siber dinilai efektif karena dapat memudahkan konselor dan mahasiswa untuk melakukan konseling yang tidak dibatasi oleh jarak dan waktu. Layanan konseling cyber terjadi ketika konselor dan konselor berkomunikasi jarak jauh melalui perangkat yang terhubung dengan jaringan internet. Layanan ini telah membuahkan hasil yang signifikan dalam efektivitas pendampingan dan konseling selama pandemi COVID-19. Hingga saat ini, di masa pandemi COVID-19, layanan konseling siber tetap menjadi pilihan layanan konseling siber. Riliv adalah platform konseling online yang menghubungkan orang-orang dengan masalah pribadi dengan psikolog melalui konseling teks, panggilan suara, dan panggilan video mencari konseling. Dengan peningkatan yang signifikan dalam penyelenggaraan konseling online, muncul beberapa isu, khususnya mengenai penerapan Kode Etik dalam penyelenggaraan konseling online. Dapat disimpulkan bahwa konselor dengan cyber konseling

dapat memberikan pelayanan yang optimal. Melalui perantara teknologi, penyuluhan tidak perlu lagi dilakukan secara tatap muka, melainkan dapat dilakukan secara daring.

Kata Kunci: Layanan konseling siber; Platform Riliv; Pasca Pandemi Covid-19

INTRODUCTION

Helping counseling and counseling for the community at that time was very important. Especially life during the COVID-19 pandemic where some individual problems arise. The need for guidance and counseling services is limited, but service facilities are limited. So the development of services that can be done remotely through social media can be called cybercounseling. The impact of the COVID-19 pandemic affects social cognition which affects emotions and behavior changes in society (Agung, 2020). Many people experience stress, fear, and anxiety (Sumakul &; Ch Ruata, 2020). Seeing this phenomenon, from the state of society, especially students in schools need guidance and counseling services. Guidance and counseling have a strategic role in going through various changes so far, especially after the Covid-19 pandemic. To understand the condition of society in the post-pandemic period and the results of studies that identify the importance of cyber counseling services, it is necessary to strengthen cyber counseling service innovation.

The circumstances that occurred eventually developed cyber counseling services. Cyber counseling services are the process of providing psychological assistance from a professional counselor to a counselor who has a problem and cannot solve the problem on his own Corey, (Petrus, J., & Sudibyo, H, 2017). Due to the rapid development of information technology today and the attachment of the millennial generation who are attached to technology, counselors as one of the professional professions must develop science following the development of technology and information. Cyber counseling is one of the most appropriate counseling alternatives as a current counseling model (Pasmawati H, 2016). The implementation of counseling that is commonly done is face-to-face between counselors and counselors, but following the rapid development of technology, the counseling process comes with different methods, meaning that the counseling process is not only interpreted as a face-to-face meeting between counselors and counselors carried out in the room, but more than that counseling can be done

remotely and using technology connected to the internet network, known as e-counseling, or cyber counseling or also known as virtual counseling (Ifdil, 2011). The counseling process can be arranged with a variety of media that allow remote counseling relationships.

Recent research in the Netherlands suggests that children and adolescents between the ages of 8-18 can access online counseling via chat or phone for help. In Singapore, there are 4 online counseling services available for adolescents aged above 12 years and above provided since 2014 (Kit, et al., 2017). The results showed that online counseling has the same effectiveness as face-to-face counseling. In Turkey, the results showed that there was no significant difference between online counseling and face-to-face counseling in terms of life satisfaction (Zeren et al., 2020). Online counseling is a therapeutic intervention over the web mediated by computer communication technology between counselor and counselor. There are several terms for online counseling, including online or internet therapy, e-counseling, e-therapy, cybertherapy, email therapy, web counseling, internet counseling, cyber counseling, and synchronous single-session counseling (Li, Lau, et al., 2013).

According to Bloom, cyber counseling services are one of the virtual or counseling service strategies that take place through the help of internet connectivity (Ayuni, B. Q., Umaria, S. R., &; Putri, A, 2021). Along with the rapid development of cyber counseling, cyber counseling began to develop science by making applications that can be on Android and iOS. An Appstore application has been created where the counseling process is carried out online through the Rilv application. Riliv is a social network that connects clients online with counselors. Riliv is a social network that connects anyone who has a personal problem to solve it through text-based online counseling. The app connects a psychologist or psychological scientist with the user as a client for a text-based counseling process. Riliv is designed with the concept of one-on-one consultation by professional psychologists anonymously. All psychological assistance through counseling can still be done professionally and adherence to the rules of the counseling process can be applied through the Android app Riliv.

Because cybercounseling services conducted during the COVID-19 pandemic resulted in service effectiveness. In addition to the fact that CC services are urgently

needed until the post-pandemic period, it is necessary to strengthen cyber counseling services. The current question is whether cyber counseling counselors or teachers should be able to develop counseling skills by supporting advances in science and technology. Improve cybercounseling services creatively and innovatively. The purpose of this article is to discuss the strengthening of cyber counseling services using the "Riliv" application after the COVID-19 pandemic.

THEORETICAL STUDIES

The 1960s and 1970s marked the beginning of the emergence of text-based cyber counseling services through Eliza and Parry program software (Fadhilah, Susilo & Rachmawati, 2019). Corey (2013) states that cyber counseling services are counseling processes carried out by professional counselor to counselors. Cybercounseling is counseling conducted when counselors and counselors communicate remotely using the Internet (Prasetiawan, 2016). In 1990, the number of internet users in all parts of the world increased rapidly until 2000, and with the advancement of technology and telecommunications today. It is believed that the use of the Internet facilitates daily activities (Gading, 2020). According to the results of the Geraijasa survey (2019), the number of users continued to increase rapidly from 2005 to 2015 to 3.5 billion. Meanwhile, an estimated 4.54 billion people worldwide will use the Internet by 2020 (Chaffey, 2020). Kirana, (2019) reported that she uses social media for routine activities such as communication, online transactions, access to educational websites, and online transportation service discussions. The impact of technological developments on all aspects of people's lives today. One of them is counseling and counseling services. Advances in information technology have a major impact on counseling services (Hariko, 2017).

Along with the rapid development of cyber counseling, Cyber Counseling has begun to develop science by making applications that can be on Android and iOS. One application that is in great demand is Relive. Riliv for Android Riliv is a smartphone application that provides a counseling process (Apsari et al., 2018). The app is designed to connect agents who want to solve their problems through online counseling. The

psychological support provided in this application is carried out by professional psychologists. This application connects psychologists or counselors with users as counselors for the counseling process. The results of Amanvermez's (2014) research show that counseling conducted online tends to be more effective because it can help close the distance and focus on results. Online counseling via chat should consider understanding how the relationship and communication between counselor and counselor can be built through skills, styles, and attitudes in writing the counseling process (Kraus et al., 2010).

Currently, cyber counseling services have been widely implemented in several schools in Indonesia. Prahesti (2017) said that one of the high schools in Gresik implemented cyber counseling services using website media. A website is a hyperlink that contains various information (Soran, 2014). The reasons for the implementation of this service are students who do not use counseling services at school and limited time when counseling is carried out at school between CC teachers and students. Features in cyber counseling services allow CC teachers to address issues facing students.

While implementing cyber counseling services, some issues may arise that need to be carefully taken care of and considered. As has been researched, among others, ethical issues and the development of counseling relationships (Bastomi, 2019; Petrus & Sudibyo, 2017), and no less important in its implementation, namely mastery of technology as a cyberstalking service media. Some strategies for strengthening cyber counseling services that can be done include: (1) Understanding and Application of Ethics Are matters related to the counseling code of ethics that are used as guidelines by counselors and other parties. Cybercounseling ethics that counselors need to know are: understanding the identity of the counselor, understanding the counselor's information and potential, caring and consenting for the counselor, understanding the risks of confidentiality of online communication; and maintaining personal communication and storing data (Sutijono &; Farid, 2018). (2) Mastery and media skills of cyber counseling services. As an implementer, a counselor must have skills and be able to make good use of the media. In addition, the development of cyber counseling websites (Prabawa et al., 2018; AD Prasetya et al., 2020) is also needed. (3) Supervision and Evaluation The understanding of cyber counseling services is that counselors must have empathy, clinical ability, and the ability to respond. The important thing then is to read the transcript and

look for the results of the counseling activities. So an oversight and evaluation of the scope of these services is needed.

RESEARCH METHODS

This research uses the systematic literature review (SLR) method or literature study. The research approach used is a qualitative approach with a literature review method. This research refers to a literature study through literature analysis. In literature studies in obtaining the necessary data, namely by reading library sources (Arikunto, 2019). This article is written in narrative form with data sources obtained from various information collected by libraries, including books, magazines, and other reading materials which will then be processed and analyzed (Supriyadi, 2017). Data is collected and analyzed qualitatively through four phases. The four phases are data collection, data reduction, data presentation, and conclusion verification (conclusion drawing and data validation) (Sugiyono, 2010). This research uses a type of research or literature analysis carried out to solve a problem that is focused on critical and in-depth analysis of relevant library materials. Before analyzing library materials, researchers must first know exactly which sources of scientific information will be obtained.

RESULTS AND DISCUSSION

Koutsonika (2009) explained that online counseling first appeared in the 1960s and 1970s using software and continued to be done text-based. With the advancement of technology, it has also nally come into widespread use such as live chat, telephone, and video conferencing. Technological developments that affect the counseling process lead to the fact that counseling services not only take place directly, at the same time and space but can take place separately at different times and spaces (Peter & Sudibyo, 2017). Currently, counseling services can be done online and anyone can access them through different communication models, both synchronous such as through the Zoom meeting application and Google meetings, or asynchronous ones such as email and chat (Li, Lau, et al., 2013). Cyber counseling can be interpreted as a professional counseling practice that occurs when counselors and counselors are separated and use electronic media to

communicate via the Internet (Prasetiawan, H. 2016). Online counseling refers to professional counseling assistance where counselors and counselors communicate with each other through electronic equipment using different locations with computers or smartphones (Zeren et al., 2020).

One application that is in great demand is Riliv. co. Riliv application is one of the existing online counseling sites and is used by more than ve hundred thousand users in Indonesia. Riliv is a social network that connects online counselors with counselors. Riliv is a social network that connects anyone who has a personal problem to solve it through text-based online counseling. The app connects a psychologist or psychological scientist with the user as a client for a text-based counseling process. Riliv is designed with the concept of one-on-one consultation by professional psychologists anonymously. All psychological assistance through counseling can still be done professionally and adherence to the rules of the counseling process can be applied through the Android app Riliv. This application is an online counseling service provider in Indonesia. This application connects psychologists or counselors with users as counselors for the counseling process. Riliv also released the first one-stop mental health program in Indonesia. In the application, several features can be obtained for free such as meditation, daily journaling, and counseling with professionals at affordable prices.

In addition, Riliv's use of Instagram social media utilizes the relationship between Riliv and his followers so that the fulfillment of information needs regarding mental health has a strong relationship (Priana, Sutjipto &; Romli, 2022). In addition, Riliv is also a media that serves online counseling and Riliv's Instagram media also includes mental health content that was established in 2015 (Febrianti, 2020). Riliv was chosen as a pioneer of the mental health platform and earned varied status. This study explains that the content of mental health messages on Riliv's Instagram account has an ideal delivery of message content. The content of the message conveyed by Riliv is very relevant and important for Riliv's Instagram followers and is conveyed clearly so that it can be received easily (Astuti, 2021). Riliv also always provides a source of scientific articles in every Instagram content post so that the content is always fact-based (Gashya &; Alamiyah, 2020). Riliv is an application that provides a consultation process (Apsari et al., 2018). Riliv is designed to be able to connect counselors with counselors through online

counseling. The psychological support provided in this application is done professionally. Riliv is designed with the concept of one-on-one consultation by professional psychologists anonymously. Through the openness of cyber support, realistic communication can be built as it is, and social support can also be fulfilled as a result of anonymity in the counseling process (Kraus et al., 2010). Consistent with this, the results of Amanvermez's (2014) research show that counseling conducted online tends to be more effective because it can help close the distance and focus on results. Online counseling via chat should consider understanding how the relationship and communication between counselor and counselor can be built through skills, styles, and attitudes in writing the counseling process (Kraus et al., 2010).

The results of Mulawarman's (2022) research on online counseling to improve psychological well-being showed that students' psychological well-being was in the medium category (M=118.45; SD = 13.29) and students' attitudes towards online counseling in the moderate category (M = 44.46; SD = 5.41). Based on these results, it is known that these two aspects are not included in the high category, so online counseling services are needed to improve the psychological well-being of Unnes students. When the results of Mansyur's (2020) research on online counseling as an effort to deal with the problem of bullying among young people, the results showed that online counseling was used as a tool to facilitate young people in counseling, one of which was young people. They don't need to directly dispel their emotions and only take a short time. However, some disadvantages of online counseling are also discussed. Over time, that weakness can be overcome with recent findings from research related to online counseling. It's just that socialization is needed relating to the procedures for using online counseling for young people, especially those who are already working. Because not only is the problem of bullying common but also depression due to work. Then there is also a need for skill improvement training for counselors in the implementation of services through online counseling.

Based on the results of a previous study entitled "Strengthening Cyber Counseling Services during the Post-Covid-19 Pandemic", it was explained that online counseling services have advantages but also disadvantages, including the success of counseling depends on internet availability (Haryati, 2020); counselors struggle to build a therapeutic

relationship with counselors (Shaw &; Shaw, 2006); in Indonesia, there is no clear cyber counseling service law; There are still counselors who are less skilled in using internet services (Haryati, 2020; Pasmawati et al., 2016); and (e) little research has been done on the benefits of online counseling (Bloom &; Walz, 2003). In addition, other weaknesses (Peter &; Sudibyo, 2017): counselors struggle to pay attention to facial expressions and body language, pay less attention to the growth of dynamics in the counseling process, and behaviors that weaken counseling dynamics are not well controlled, so counselors must be able to imagine and interpret written words and emoticon forms used in the communication process (AM, V. P., 2022).

Based on several studies, it shows that confidentiality is one of the most important issues and the center of attention for counselors in carrying out online counseling, (Pulat, 2022). Confidentiality is one of the most important aspects of counseling to ensure counseling information is secure. Based on the results of the study, online counseling, especially asynchronous mode (text), has benefits in providing psychological and emotional support with protection against anonymity (Xu et al., 2021). Confidentiality is the basis for developing trust in the relationship between counselor and counselor. Counselors must be very careful to maintain the confidentiality of the counselor in anticipation of revealing the identity of the counselor, for example by hackers or third parties that may threaten the counselor's well-being. To anticipate this, counselors should mention a code of confidentiality in the counseling process and ask the counselor to sign informed consent before the counseling process begins.

Online counseling has many benefits for both counselors and counselors. There are a variety of reasons why individuals prefer online versus face-to-face counseling, including limited physical encounters, financial reasons, being away from mental health centers, concerns about poor latency from others, or other reasons such as the pandemic (Zeren et al., 2020). In addition to the benefits derived from the implementation of online counseling, there are also controversies related to the shortcomings and barriers of online counseling. Some of the challenges faced by online counseling include confidentiality, qualifications, and experience of counselors as well as counselors' understanding of the code of ethics for implementing online counseling. When implementing online counseling, several ethical issues must be of concern to counselors because carelessness

in applying the correct code of ethics in the implementation of online counseling will hinder the achievement of counseling goals (Fletcher-Tomenius &; Co. Vossler, 2009).

One example of the risk of using electronic devices in the online counseling process is an error of address in sending email or chat communication via WhatsApp or direct messaging such as social media Instagram or Facebook. Confidential information should only be known by counselors and counselors can therefore be known by others. Needs the attention of counselors to always maintain the confidentiality of electronic devices such as the use of passwords on email accounts, smartphones, and social media, and the use of firewalls. In addition, the counselor must explain to the counselor about the limitations and risks of using online counseling media so that both parties can anticipate unexpected and unwanted conditions. For example, a dual relationship between counselors and counselors has the potential to jeopardize the counseling process (Haryati, 2020). Kraus, R., Stricker, G., & Speyer, C. (2011) explain that counselors conducting cyber counseling services require special skills compared to those required by traditional counselors. The basic characteristics of online counselors remain the same, namely having the ability to connect and build relationships with counselors, hear what is most important, and guidance, support, encouragement, and reorientation empowerment until the counseling process ends. However, online counselors must acquire unique skills to master, manage, and use media.

Mallen, Vogel & Rochlen, and Jones explain the importance of ethics for online counseling, especially the confidentiality and privacy aspects of counseling that need to be maintained. Gibson and Mitchell cite the National Board of Certified Counselors and Affiliates describing confidentiality in Internet counseling as follows: (a) The counselor provides the counselor with information about the encryption methods used to ensure the security of the counselor or counselor/supervisor's communications. If encryption methods are not used, counselors should be informed of the potential dangers of insecure communication on the Internet in the form of broadcast monitoring and/or unauthorized records of Internet counseling sessions; (b) The counselor shall provide information to the counselor if, how, and for how long session data will be retained, which may include the counselor or counselor's emails, test results, video or audio recordings, session notes, and counselor or supervisor's communications; (c) The counselor shall follow appropriate

procedures for disclosing information to share information about the counselor with other electronic sources. Given the relative ease of forwarding email messages to formal and non-formal reference sources, counselors should try to ensure the confidentiality of Internet counseling relationships (F. Yuni A, M. Darmawan R, Eli P., 2018). Counselor ethics that need to be known when conducting online counseling are as follows: Glandding, (Jannah, R., &; Marjo, H. K, 2022), namely: (1) Understand the potential and information of those seeking advice. (2) The opportunity to support and approve those seeking advice during consultations. (3) Understand the identity of the person receiving counseling. (4) Understand the confidentiality risks of online communications. (5) Maintain personal communications and data storage. There are three phases in the Cyber Counseling Service process, namely: (1) The preparation phase, which includes the preparation of hardware and software used in the counseling process between counselors and counselors, (2) The process phase of guidance and counseling services, namely providing counseling to counselors and face-to-face. The implementation of cyber counseling uses general techniques and specific techniques. The implementation of Cyber Counseling, emphasizes the solution of counseling problems, (3) The last stage, is to end the counseling process by evaluating the success of counseling and Cahyo &Wibowo's follow-up (Saphira, R, 2022).

CONCLUSION

Based on the discussion above, it can be concluded that when the COVID-19 pandemic hit the world after Indonesia, the implementation of counseling services, in particular, was limited because they could not meet directly with counselors. The rapid development of information and communication technology has become a new lifestyle for today's society. This also affects the eld of education, namely the provision of counseling services conducted online. Online counseling services or cyber counseling are considered effective because they can make it easier for counselors and students to conduct counseling that is not limited by distance and time. Cyber counseling allows the provision of counseling services to be carried out. Riliv is an app that offers a consultation process designed to be able to connect counselors with counselors through online counseling. When implementing online counseling, Riliv uses chat as a place to conduct

the counseling process. In this application, the user can choose who is the psychologist or counselor who will conduct the counseling process with the user. There are several ethical issues that counselors should consider when conducting online counseling. Confidentiality is one aspect of the counseling code of ethics whose implementation becomes more complicated when done online because it involves the security of the application used. Among the pros and cons of online counseling, counselors' professional code of ethics must still be maintained.

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