

# Implementation of Guidance and Counseling Service Management

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## Info Artikel

## Abstract

### Keywords:

Service management, Counseling and guidance service, Implementation

This article aims to describe Implementation of Guidance and Counseling Service Management in Man 2 Aceh Tamiang. This research method is descriptive qualitative using two data collection techniques: interviews and documentation. Data analysis techniques are data reduction, data display, conclusions and data verification. The results of the article show that the guidance and counseling service program in schools is prepared quite well, even though they develop a service implementation plan using a standard syllabus but the program implemented in the field is quite good. The guidance and counseling service program that has been implemented has referred to the BK 17 plus pattern program and its application is adjusted to the RPL that has been prepared by the guidance and counseling teacher. The implementation of guidance and counseling services at MAN 2 Aceh Tamiang has gone quite well.

### Kata kunci:

*Layanan Manajemen, Layanan Bimbingan dan Konsling, Pelaksanaan Program.*

### Abstrak

Artikel ini bertujuan untuk Mendeskripsikan Implementasi Manajemen Layanan Bimbingan Dan Konseling Di Man 2 Aceh Tamiang Metode penelitian ini adalah deskriptif kualitatif dengan menggunakan dua teknik pengumpulan data: wawancara dan dokumentasi. Teknik analisis data adalah reduksi data, display data, kesimpulan dan verifikasi data. Hasil penelitian menunjukkan Program layanan bimbingan dan konseling disekolah disusun dengan cukup baik, walaupun mereka menyusun rancangan pelaksanaan layanan dengan menggunakan silabus baku tetapi program yang dilaksanakan dilapangan sudah cukup baik. Program layanan bimbingan dan konseling yang dilaksanakan sudah mengacu pada program pola BK 17 plus dan penerapannya disesuaikan dengan RPL yang sudah disusun oleh guru bimbingan dan konseling. Implementasi layanan bimbingan dan konseling di MAN 2 Aceh Tamiang sudah berjalan dengan lumayan baik, karena beberapa layanan yang sudah di program dalam rancangan pelaksanaan layanan sudah dilaksanakan dengan cukup maksimal walaupun tidak seluruh program yang diterapkan kepada siswa hanya program yang bersifat individual menjadi fokus utama dalam pelaksanaannya.

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## **INTRODUCTION**

Education has an important role in creating the nation's children who have qualified qualities, education does not only support students in academic terms but so that students are able to have good morals or personalities in accordance with applicable norms, especially in the family environment, in the sphere of association and social life. In social life, through educational facilities, students in particular can develop the potential that exists in themselves, develop talents and interests and can be the main forum in forming students who can be responsible for everything they do. even the state itself has guaranteed that every citizen has the right to education in accordance with Article 31 of the 1945 Constitution which states that all citizens have the right to the highest education.

The learning process is usually carried out by obtaining non-formal education, namely by taking private lessons or tutoring, scientific studies, attending halaqah and others. While normally the learning process is carried out by attending formal education that has legality, namely educational institutions consisting of PAUD/Kindergarten to Higher Education levels. Schools are the most important means in providing education for students, in its implementation there is a teaching and learning process carried out by teachers to students both inside and outside the classroom, the learning process of students is not carried out in a smooth and smooth process, there are obstacles and problems that occur so that need help in helping the smooth process of student learning.

Education is a dynamic process that changes from time to time along with changes from time to time and adapts to the dynamics in society. Educational institutions are places where education is held, where the younger generation places themselves to optimize their abilities. Educational institutions that are only concerned with cognitive aspects will have a dissonant effect on the condition of students/individuals because in the educational process it is not only the cognitive aspects that need to be considered but related to the psychomotor, affective and environment of the students, therefore guidance and counseling It is very important in creating harmony for students' lives.

Guidance and counseling is very necessary in education, namely to help overcome problems that occur in students, the role of guidance and counseling cannot be separated from the existence of guidance and counseling teachers or school counselors, in this case the teacher is not only transferring knowledge but is responsible for the development of students. optimally. Along with the development of the flow of information in the era of globalization which causes society, especially among teenagers, involving high school age students both physically and psychologically, guidance and counseling are also needed as a medium for students so as not to fall into the wrong association and environment.

According to Neviyarni (2009: 75) that Guidance and counseling are assistance services intended for students both individually and in groups to be able to independently develop themselves optimally both in the fields of social, personal, study and career guidance with types of services and supporting activities based on norms. -applicable norms

The success of the implementation of the guidance and counseling program lies not only in the counselor or guidance and counseling teacher as well as students but also depends on good cooperation between the BK teacher and homeroom teachers, principals, subject teachers, as well as all school officials and parents of students, so that they can assist the smoothness and success of the guidance and counseling services carried out.

The fact is that the service program in guidance and counseling does not run properly, there are often obstacles in its implementation such as the lack of guidance and counseling teachers and guidance and counseling teachers who do not have a background in guidance and counseling science. Not only that, the problems that occur to students at school are often obstacles in the process of implementing service programs, such as students who are often late, students who often skip school or often don't go to school, students who have difficulty receiving lessons so often make a fuss in class and still there are students who think that students who enter the BK room are students who have problems. The assumption that the counseling teacher is a school police officer often makes students avoid entering the counseling room.

Observations made by researchers found that at MAN 2 Aceh Tamiang often encountered obstacles or problems in the process of implementing and implementing guidance and counseling service programs such as guidance and counseling teachers which only consisted of two personnel with only one teacher having an educational background in guidance and counseling. Besides that, problems also come from students at MAN 2 Aceh Tamiang, namely students who often come late to school, students often create chaos in class when class is in progress, many students are still indifferent to the ongoing lessons and there are still many students who do not understand properly. about the importance of the role of guidance and counseling in schools so that many students have not utilized guidance and counseling services optimally. The notion of guidance and counseling has many meanings, especially many expert opinions that reveal the meaning of guidance and counseling. Etymologically the notion of guidance and counseling is divided into two separate meanings and in practice it becomes an inseparable unit.

The term guidance comes from the word guidance which comes from the word guide which is a translation from English. Literally the term "guidance" means to direct, guide, manage and steer. Many definitions of guidance put forward by experts as follows: According to Tohirin (2013:16) that the term guidance is translated in the sense of assistance or guidance. Etymologically, guidance means help or guidance. But not all assistance given to someone is referred to as guidance in guidance and counseling. Assistance which has the meaning of guidance has conditions, namely: clear goals, must be planned, processed and systematic, using various approaches, carried out by experts and evaluated to determine the success of the assistance provided.

According to Surya (1988) quoted by Tohirin (2013: 17) states that guidance is assistance given by someone, both men and women who have good personalities and adequate education, to someone (individual) of every age to help him develop activities- own life activities, develop their own direction of view, make their own choices and carry their own burdens.

According to Prayitno (2004) quoted by Sukardi and Kusumawati (2008:2) states that guidance is a process of providing assistance carried out by an expert to a person or several individuals, both children, adolescents and adults, so that the people being guided can develop their abilities. themselves and independently, by utilizing the strengths of individuals and existing facilities and can be developed based on the prevailing norms.

According to Rochman Natawidjaya (1987) quoted by Yusuf and Nurihsan (2014: 6) defines guidance as a process of providing assistance to the individual to understand himself, so that he is able to direct himself and can act naturally, in accordance with the demands and circumstances of the school environment. family, society and life in general. Thus he will be able

to enjoy the happiness of his life, and can make a meaningful contribution to the life of society in general, guidance helps individuals achieve optimal self-development as social beings.

According to Yusuf and Nurihsan (2014:6) that guidance is a continuous process, not an instantaneous or accidental activity. Guidance is a series of stages of systematic and planned activities directed at achieving goals. Guidance is helping which is identical to aiding, assisting or availing which means assistance or assistance. The meaning of assistance in guidance shows that those who are active in developing themselves, overcoming problems, or making decisions are individuals or students themselves. In the guidance process, the mentor does not impose his own will but acts as a facilitator.

According to Lubis (2011: 32) that guidance is assistance given to individuals or groups of people so that they can be independent by using various ways, interactions, advice, ideas, tools and in an atmosphere of care based on applicable norms.

From some of the definitions above, it can be concluded that guidance is the process of providing assistance to individuals, both men and women, given by experts to people who need continuous assistance so that the individual can explore his potential, understand himself and live his life naturally. The process carried out must be planned and have a purposeful purpose.

While the definition of counseling experts also provide a variety of definitions. Counseling comes from English, namely counseling which is associated with the word counsel which means advice, advice and talk. According to Rochman Natawidjaya (1987) quoted by Sukardi and Kusumawati (2008:4) counseling is a type of service that is an integrated part of guidance. Counseling can be interpreted as a reciprocal relationship between two individuals where one, namely the counselor, tries to help the other (ie the counselee) to reach an understanding of himself in relation to the problems he faces in the future.

According to Surya (1988) quoted by Sukardi and Kusumawati (2008:4) that counseling is an effort to provide assistance given to the counselee so that he gains self-concept and self-confidence, to be used by him in improving his behavior in the future. In the formation of self-concept means that he acquires a reasonable concept of himself, others, the opinions of others about himself, the goals he wants to achieve and his beliefs.

Meanwhile, according to Sukardi and Kusumawati (2008: 5) counseling is an effort of assistance carried out with one eye or an effort of assistance carried out face to face or face to face, between the counselor and the counselee which contains a unique and humane effort carried out in an atmosphere of expertise. and which is based on applicable norms. In order for the counselee to gain self-concept and self-confidence in improving his behavior at this time and maybe in the future.

According to Tohirin (2013: 22) counseling is a face-to-face meeting situation between the counselor and the client (student) who is trying to solve a problem by considering it together so that the client can solve the problem based on his own determination. This understanding shows that counseling is a face-to-face meeting situation between the counselor and the client where the counselor tries to help the client solve the problems faced by the client (students) based on mutual consideration, but the determination of problem solving is done by the client himself.

Meanwhile, according to Yusuf and Nurihsan (2014: 9) states that counseling is a form of relationship that is helpful. The meaning of assistance here is as an effort to help others so that they are able to grow in the direction of their own choosing, are able to solve the problems they face and are able to face the crises experienced in their lives. The counselor's job is to create the necessary conditions for the growth and development of the client. Relationships in counseling

are interpersonal. Occurs in the form of face-to-face interviews between counselors and clients. The relationship, but involves all elements of personality, expectations and others. In the counseling process both parties should show a genuine personality.

According to Syafaruddin, et al (2019:17) counseling is a profession that should only be carried out by competent people in terms of knowledge, skills, education and experience. As well as helping in a problem, providing a solution to the problem at hand. There is a reciprocal relationship between individuals, where the counselor tries to reach an understanding of himself in relation to the problems he will face in the future. The counselor only gives way the final result is in the hands of the counseling itself.

### **Purpose of Guidance and Counseling**

In the teaching and learning process, guidance and counseling are needed so that optimal student learning can be realized. In the process of guidance and counseling involves individuals who require counseling activities (clients). Individuals who are in the process of development, especially if they are students, of course face many problems, both personal, social, academic and others. Not all students can solve their own problems and are unable to adapt themselves to their environment, so the purpose of guidance and counseling is for students/clients to be guided so that later they are able to take attitudes or decisions on the problems they face independently.

According to Tohirin (2013: 34) that the purpose of guidance and counseling is to help develop the personality qualities of individuals who are guided or counseled, help develop the quality of the client's mental health, help develop more effective behaviors in the individual and his environment, help clients cope with life problems and independent life.

In more detail, the purpose of guidance and counseling is first, namely being able to gain a better understanding of oneself. The second is to direct himself according to his potential towards an optimal level of development. The third is being able to solve the problems it faces. Fourth is to have a more realistic insight and objective acceptance of himself. The fifth is being able to adapt more effectively to both himself and his environment so that he can find happiness in himself. The sixth is to achieve the level of self-actualization in accordance with its potential. Seventh avoid the symptoms of anxiety and deviant behavior.

Meanwhile, according to Hikmawati (2014:20) states that the objectives of the guidance service are: 1) Planning activities for completing studies, career development and life in the future. 2) Develop all its potential and strengths as optimally as possible. 3) Adjusting to the school environment, community environment and work environment. 4) Overcome the obstacles and difficulties he faces in his studies, adjustment to the school environment, community, and work environment.

### **Guidance and Counseling Program Services in Schools**

In the process of guidance and counseling in schools there is a program of guidance and counseling services carried out by the supervising teacher/counselor to achieve success in the counseling process. Not only service activities but also supported by supporting activities to help analyze problems experienced by students or counseling:

Tohirin (2013:137) explains that the orientation service means a service to students both at school and at the madrasa with regard to looking forward towards and about something new. Meanwhile, according to Sukardi and Kusumawati (2008: 56) orientation services are guidance

and counseling services that allow the counselee to understand the environment (school) that the counselee has just entered, to facilitate and expedite the role of the counselee in the new environment. According to Asmani (2010:113) that orientation service is a guidance and counseling service that allows students to understand the environment (school) they have just entered. With the aim of facilitating and facilitating students to be able to play a role in their new environment.

From the understanding it can be concluded that orientation services try to help counselees/students recognize the new world/school/new environment so that there are no gaps or difficulties in socializing with the new environment for counselees/students.

According to Tohirin (2013: 138) that orientation service aims to help individuals to be able to adjust to a new environment or situation. In other words, so that individuals can get the maximum benefit from various sources that exist in the new atmosphere or environment. This service will also lead individuals to enter a new atmosphere or environment. More specifically, the purpose of the orientation service is related to certain functions of guidance and counseling services. When viewed from the understanding function, the orientation service aims to help individuals to have an understanding of various important things from the atmosphere they have just encountered. New things are discovered, processed by individuals and used for something beneficial.

Viewed from the prevention function, orientation services aim to help individuals to avoid negative things that can arise if individuals do not understand the new situation or environment. Judging from the development function, if the individual is able to adapt well and be able to make constructive use of existing resources in a new situation, the individual will be able to develop and maintain his potential. Understanding of the new situation and the ability to constructively enter a new atmosphere, is a way for alleviation and in defending one's own personal rights.

Sukardi and Kusumawati (2008:57) explain that there are several materials that can be raised through orientation services, namely: the general education system, the current curriculum, teaching implementation, expected student learning activities, assessment system, examinations and grade promotions, facilities and existing learning resources such as classrooms, laboratories, libraries, practice rooms, supporting facilities such as sports and recreation facilities, health services, guidance and counseling services, cafes/canteens, and administrative rooms, teaching staff and administrative staff, rights and obligations of students, student organizations, parent organizations, school organizations as a whole.

The main function of the content service is the maintenance and development function. According to Sukardi and Kusumawati (2008:62) that the material that can be lifted from content/learning services is the introduction of students who have learning problems about students' motivational abilities, attitudes, and study habits. Development of motivation, attitude and good study habits. Enrichment program, improvement of teaching and development of student learning skills.

According to Tohirin (2013:154) that the content of content services includes the development of personal life, development of social relations skills, development of student learning activities, development of career planning, development of family life, development of religious life. Supporting activity services that support content services are analysis of student learning outcomes, data collection, instrumentation applications, observations, interviews with students, and reports from subject teachers/ homeroom teachers.

So the instrumentation application is a measuring tool / instrument used to help reveal the condition of the client / student. By using the instrumentation application, counselors/supervising teachers can easily find out the condition of students so that they can provide follow-up by providing services that are in accordance with the counselee's conditions and problems. Instrumentation applications can be done with AUM, interest aptitude test results, sociometry and others.

The results of the implementation of this instrument can be given to students by applying the principle of confidentiality. The results of the instrument can be discussed with anonymity and not offending student data on one party. According to Tohirin (2013:204-205) that the results of instrumentation can be used to plan guidance and counseling programs by counselors, determine service participants, results of instrumentation as service content, results of instrumentation and follow-up services, results of instrumentation with development efforts.

According to Tohirin (2013:229) that home visits are an effort to family conditions related to student/client problems which are the responsibility of the counselor/teacher supervising services in counseling guidance.

Meanwhile, according to Sukardi and Kusumawati (2008: 91) that home visits are supporting activities in guidance and counseling carried out to obtain data, information, convenience and commitment to alleviating counselee problems by conducting home visits. In terms of alleviating student problems, data concerning: household and parental conditions, learning facilities at home, relationships between family members, attitudes and habits of students at home, opinions of parents and family members and members of students, commitment of parents and other family members in child development and alleviation of child problems.

Home visits are guidance and counseling support activities carried out by counselors to obtain student/counsel data by visiting the counselee's home. Counselors seek information through parents/guardians or the person responsible for the counselor. The goal is to obtain accurate data about students about the problems they face and build commitment so that the counselee/student problems can be resolved.

According to Sukardi and Kusumawati (2008: 91) that case transfer is a service of guidance and counseling support activities to get more precise and complete handling of the problems faced by students by transferring case handling from one party to another. Meanwhile, Tohirin (2013: 237) states that case transfer is an effort to transfer responsibility for solving certain problems or cases experienced by students to other people who are more knowledgeable and authorized.

The main function of guidance carried out by case transfer activities is the alleviation function. The goal is that the problems experienced by students can be alleviated by transferring cases experienced by students / counsees with people who are more expert in handling the case.

## **RESEARCH METHODOLOGY**

The research methods and procedures were carried out using a phenomenological approach. According to Salim and Syahrur (2015: 87-88) that the phenomenological approach seeks to understand the meaning of events that occur in the setting of certain events according to the researcher's own point of view. The phenomenological approach sees human behavior subjectively, then the researchers themselves try to give meaning to the events that occur around them. The phenomenological approach understands that the problem is caused by the view of the subject, different subjects will have different views of the same phenomenon. Phenomenology researchers conduct interviews to understand the behavior of others.

According to Sugiyono (2017: 307) that in qualitative research, the main instrument is the researcher. After the research focus becomes clear, it is possible to develop simple research instruments, so that they can complement the data so that they can be compared with the data found during interviews and observations. Data collection is the most important part in research, to obtain data in the field, the researcher will use various methods in the data collection process. Miles and Huberman (1984) quoted by Sugiyono (2017:334-343) that activities in qualitative data analysis are carried out interactively and take place continuously until complete so that the data is saturated. In checking the validity of the data, there are several procedures that must be carried out so that the data obtained can be truly trusted. According to Sugiyono (2017: 365-376) that the validity of the data in qualitative research includes testing credibility, transferability, dependability, confirmability.

## **RESEARCH RESULTS AND DISCUSSION**

### **Results**

Students who come personally voluntarily are students who have previously been clients and feel that the problem has been solved and comes back to consult other problems because they feel comfortable and trust the BK teacher, but on the other hand there are still many who are reluctant to enter the counseling room. Guidance and counseling is a program carried out by guidance and counseling teachers by providing guidance to students to help identify the potential of students, their environment, and be able to increase student independence and provide assistance to students who have problems in their daily lives so that they are overcome and students are able to be independent. decide the best option for the problem at hand.

Guidance and counseling are not only providing assistance to students with problems but also providing direction for other students in order to prevent problems from occurring in the future. Students feel safe and comfortable telling the problem to the BK teacher without anything to be covered so that the problems faced by students can be resolved immediately. Understanding in guidance and counseling must be given to students so that they understand the true nature of guidance and counseling, so that students feel comfortable in the counseling room and then students do not hesitate to enter the counseling room and realize that they need counseling to solve their problems. MAN 2 Aceh Tamiang has implemented the guidance and counseling service program well and is trying to do it optimally. 1) Individual counseling service. 2) Group counseling service. 3) Group guidance service. 4) Information service. 5) Orientation service

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## **DISCUSSION**

Services that are carried out optimally can help students solve problems faced by students so that the student learning process can be carried out properly because they do not have a burden at school. Guidance and counseling teachers in carrying out school activities cannot work alone without the help and cooperation of the school and school teachers. The planning of guidance and counseling services is carried out using tracing assessments. This activity is intended to find out the needs of students and schools related to BK, so that it can be known the type of service needed at each grade level and certain year so that careful planning is needed. The preparation of the implementation design requires all school personnel who play an active role in guidance and counseling services in schools, relating to all aspects of school personnel. Teachers in the field of study are the main working partners for guidance and counseling teachers or counselors for the successful development of students as a whole and optimally. Therefore, BK teachers or counselors need to establish cooperative relationships, especially with teachers in the field of study. According to Suhertina (2014: 183) that there are several considerations that BK teachers invite collaboration with teachers in the field of study, namely: 1) The introduction of the BK service function is one of the basic abilities of a teacher. 2) Teachers are school personnel who most often meet face-to-face with students. Teachers have more opportunities to observe and recognize the strengths and weaknesses of their students as well as the various factors that encourage and hinder the achievement of learning goals for students.

Teachers in the field of study are one of the pillars of the success of guidance and counseling teachers, collaboration can be built so that guidance and counseling teachers are able to get broad information about students who become their clients later so that guidance and counseling teachers can further examine student problems and provide targeted assistance at school.

In more detail, the purpose of guidance and counseling is first, namely being able to gain a better understanding of oneself. The second is to direct himself according to his potential towards an optimal level of development. The third is being able to solve the problems it faces. Fourth is to have a more realistic insight and objective acceptance of himself. The fifth is being able to adapt more effectively to both himself and his environment so that he can find happiness in himself. The sixth is to achieve the level of self-actualization in accordance with its potential. Seventh avoid the symptoms of anxiety and deviant behavior.

## **CONCLUSION**

Guidance and counseling service programs in schools are structured quite well, although they develop service implementation plans using a standard syllabus, the programs implemented in the field are quite good. The guidance and counseling service program that has been implemented has referred to the BK 17 plus pattern program and its application is adjusted to the RPL that has been prepared by the guidance and counseling teacher. The implementation of guidance and counseling services at MAN 2 Aceh Tamiang has been going quite well, because some of the services that have been programmed in the service implementation design have been carried out quite optimally, although not all programs that are applied to students, only individual programs are the main focus in its implementation.

The biggest problem experienced by students at MAN 2 Aceh Tamiang is a discipline problem, especially on time attendance at school and discipline in learning. Another problem arises due to the lack of awareness in students in increasing their time discipline. The obstacles

experienced in implementing guidance and counseling services at MAN 2 Aceh Tamiang are the lack of understanding of students about the importance of guidance and counseling in schools, they consider guidance and counseling only for people with problems at school, facilities that have not supported the implementation of the guidance and counseling service program to the fullest. as well as the support of teachers in the field of study that need to be improved to build good cooperation for the success of the guidance and counseling program.

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