Efforts to Reduce Burnout Study Through E-Counseling During the COVID-19 Pandemic

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A R T I C L E   I N F O

A B S T R A C T

The burnout of study during the Covid-19 pandemic has had a huge impact on students at school. Therefore, the emergence of the Covid-19 pandemic outbreak can affect various patterns of human life, especially in the world of education. Especially the behavior of students in schools after the Covid-19 pandemic. Bring up learning boredom or also called burnout study, which is a condition of boredom, fatigue and boredom in learning, causing a sense of reluctance, lethargy, extraordinary fatigue, and a lack of enthusiasm in the learning process, especially during the Covid-19 pandemic. In teaching and learning activities (KBM) during the pandemic, students carry out online learning activities (online). In response to this, an optimal implementation of a guidance and counseling (BK) teacher is needed to reduce this behavior, one of which is through E-Counseling or commonly called electronic (online) counseling services. Counseling services are not only carried out face-to-face in a closed room, but can be carried out through a remote format via a website in the form of an application, so that it can be interpreted as a counseling process that can be used as an alternative by guidance and counseling teachers in reducing burnout study during the pandemic. Based on the results of the implementation of e-counseling activities at SMAN 1 Cihara, it was found that e-counseling had a good impact in reducing burnout study behavior during the Covid-19 pandemic.

Introduction

The aspect that was seriously affected during the Covid-19 pandemic according to the United Nations (UN) was education (Purwanto et al., 2020). Due to the impact of the Covid-19 pandemic, the Government in this case the Ministry of Education and Culture of the Republic of Indonesia (Kemendikbud RI) implemented online learning in every school as an alternative in the process of implementing teaching and learning activities, namely by issuing Circular

Letter (SE) Number 4 of 2020 concerning Implementation Education Policy in Emergency Period. As a result of the spread of Covid-19, the circular explained that the learning process was carried out at home through online learning or distance learning, this was done to provide a meaningful learning experience for students (Basri, J., & Sulaiman, 2020).

Learning in the network (online) due to the Covid-19 pandemic also provides changes in old patterns or lifestyles into new patterns or lifestyles, which is called adaptation of new habits or the new normal era (Rahman & Bhakti, 2020). The reality of the consequences of online learning shows that the dynamics of learning in Indonesia are currently disrupted by the Covid-19 outbreak which has an impact, among others; 1) the school is moved to the home through an online learning process; 2) the transformation of technology-based learning media through the use of Whatsapp Group, Zoom, Google Classroom, WebEx, Youtube, and TV channels (TVRI); 3) adjustment of learning methods; 4) adjustment of learning evaluation to determine standard of grade promotion and graduation; and 5) demands for cooperation between parents of students at home as a substitute for teachers to control children's learning (Mansyur, A. R, 2020).

Through the use of information and communication technology developments, online learning systems are considered to be the most feasible alternative at this time for continuous learning by keeping a distance to prevent the spread of the corona virus and obeying the rules not to gather in one place. Departing from the explanation of online learning activities above, it shows that in fact the online learning process at home, some students at school experience various psychological and mental problems such as feeling bored, bored, lazy with many tasks, feeling tired with assignments, feeling disappointed, not enthusiastic. , feeling anxious, needing entertainment, financial difficulties, missing friends so that it has an impact, namely burnout study (Nita et al., 2020).

Burnout study is a psychological or mental condition experienced by a person which is characterized by decreased productivity due to continuous stress. The boredom of learning will have an impact on a person's physical and mental health. Someone who experiences burnout study will experience emotional burnout, cynicism and apathy, and low self-esteem (Febriani et al., 2021).

The results of another study, March 2020 with research subjects aged 14-17 years (69% female and 31% male) with a total of 717 people from 29 provinces throughout Indonesia conducted by the Ministry of PP&PA (Women's Empowerment and Child Protection), showed that 58% of students do not like to undergo a study from home program.

The contributing factor was that participants considered communication with friends to be limited, experiencing technological limitations: internet facilities, gadgets, and e-books.

They also argue that schools have not designed good online learning programs or systems. Students only receive assignments given by subject teachers in sequence (Maghfirani, R. T., & Hariastuti, R. T, 2021). Based on the results of an interview with a BK teacher who is also trusted to be the vice principal of the student body at SMAN 1 Cihara, Banten Province, he stated that online learning that occurred due to the COVID pandemic caused some students to feel bored, bored or tired in the learning process.

This is indicated by the decrease in student activity and attendance during the online learning process, due to various factors, therefore teachers at the school make various efforts to keep the teaching and learning process at school running.

Based on the facts above, guidance and counseling teachers in schools need to take a significant role in providing optimal services to students in schools. So that the individual can grow optimally even in the midst of the Covid-19 pandemic (Kasna, W. O., & Binasar, S. S, 2020).

Based on the explanation above, the authors are interested in providing one way that BK teachers can do is to carry out counseling based online service implementation activities, namely e-counseling as an alternative for BK teachers in reducing burnout study during the Covid-19 pandemic. Various research results have found that e-Counseling is very helpful in the implementation of guidance and counseling services, although it is not done face-to-face but the implementation of this service can be said to be effective, that is, it can be done remotely and not bound by time (Luqaf, Y.S 2020).

Method

This type of research uses a guidance and counseling action research model (PTBK). The subject of this classroom action research is limited from 6-12 students. The taking of research subjects was based on the existence of certain objectives, namely students who experienced burnout study based on the results of interviews and documentation of guidance and counseling teachers, as well as the results of the pretest using a burnout study scale. In this study the number of research subjects was 10 students consisting of five male students and five female students.

The research time is September to December 2021. Classroom Action Research is an observation of learning activities in the form of actions, which are intentionally raised and occur in the classroom together (Suharsimi, 2013: 3). Meanwhile, according to Suyadi (2013:

3), classroom action research is an observation in the form of actions on learning activities that are deliberately raised and occur in a class simultaneously.

This research is designed in 2 (two) cycles of action. In one cycle there are (4) four stages, namely planning, implementation, observation and reflection (Suharsimi, 2013: 137). At the planning stage, the researcher determines the point or focus of events that need to be special attention, then make an observation instrument to help the researcher save the facts that occurred during the action.

At the implementation stage, the researchers gave treatment to students in the form of online/counseling based online service activities, referring to the counseling steps, starting from the preliminary stage, the core stage and the closing stage (Kemendikbud, 2013:12).

At the observation stage, observation activities are carried out on counseling based online service activities, using an observation sheet instrument. Observations are carried out simultaneously with the implementation of actions. Finally, at the reflection stage, researchers analyzed whether there was a reduction in learning boredom after counseling based online services were implemented or not.

Reflection in research using an instrument with a differential semantic scale is carried out and so on until an indicator of research success is determined, namely reducing the burnout study of class XI MIPA 1 SMAN 1 Cihara. The implementation of the first cycle is carried out from September 1 to October 1, 2021. It consists of 2 (two) meetings. As in cycle I, cycle II also consists of 2 (two) meetings, the implementation is carried out online through google meet considering the conditions of the Covid-19 pandemic.

Research data collection was carried out using observation sheets and questionnaires, with construct validity testing using expert judgment using the product moment formula and reliability testing (Cronbach's alpha formula). Both of these instrument tests were conducted to obtain the right data collection instrument. Meanwhile, the data analysis used was a computer-based descriptive statistical analysis technique (Microsoft Excel 2016) to obtain data on burnout study scores from pre-action to post-action. The following is a description of the cycle in Guidance and Counseling Action Research (PTBK).

Figure 1. Action Research Model Design
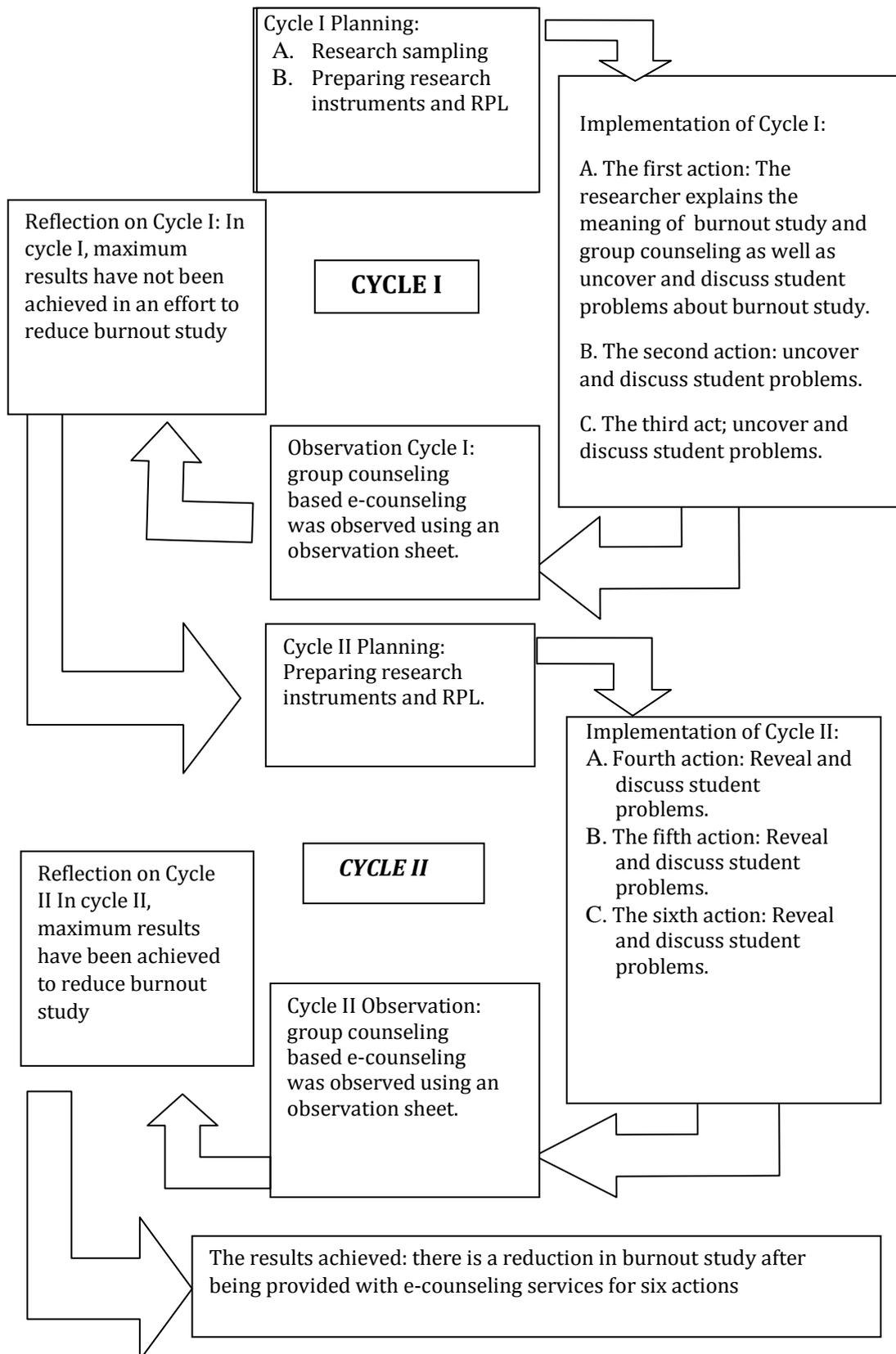
Findings and Discussion

The use of the term e-counseling or counseling based online is a combination of two words, namely the word counseling and the word electronic, the word counseling can be interpreted as a form of process to add strength to clients in dealing with problems, and to determine a decision. While the word online is a network that is ready to be used by a computer or device (Siradjuddin, 2017). The online counseling process is a simple process that requires other supporting skills in addition to basic skills. E-counseling is also a process of clients and counselors communicating using streaming video and audio supported by primary devices such as computers or smartphones (Haberstroh, S., & Duffey, T 2011).

E-counseling can also be interpreted as a relatively new therapeutic service. Counseling is developed using communication technology from the simplest using email, chat sessions, PC to PC telephone sessions to using live video sessions such as webcams, zoom, google meet supported by hardware and software, and internet networks (Fields, Kenneth, 2011) . Departing from the results of an interview with a BK teacher who is also trusted to be the vice principal of the student body at SMAN 1 Cihara, Banten Province, he stated that online learning that occurred due to the COVID pandemic caused some students to feel bored, bored or tired in the learning process, This is indicated by the decreased activity and attendance of students during the online learning process, due to various factors, therefore BK teachers initiate to carry out counseling based online service activities or also called e-counseling

Efforts to reduce burnout study through counseling based online services are action research that is carried out through two cycles. The steps taken are to determine the aspects studied, namely matters related to ways to reduce burnout study with group counseling services. In addition, efforts are needed to be taken to achieve the research objectives that have been set, as well as observing and recording the results. In each cycle there are several activities which include planning, implementing actions and observing and reflecting.

This research was conducted from September 1 to October 1, 2021, which took place at Senior High School 1 Cihara, Lebak Regency, Banten Province. This counseling based online service was held 6 times, namely on 1, 8, 15 September and 6, 13, 20 October 2021. Before providing group counseling services, researchers distributed instruments that had been tested for validity and reliability as a pretest, the burnout study scale for the pretest was given. to students of class XI MIPA 1 .

After the scales and answer sheets were collected and processed, then 10 students were taken who were used as research subjects, who were then introduced and made collective agreements. Subject taking was obtained from the highest score of the burnout

study scale. Before the action is given, it is then confirmed based on the observations of the supervising teacher.

During the implementation of the action, observations and records were made by the researcher assisted by the observer by using observation sheets and supporting notes. Things that were observed in the form of student enthusiasm during the implementation of group counseling service based online, student activities, also added notes from observations that were not yet in the observation sheet.

The actions of cycles I and II were carried out in three meetings each. Observations were made using an observation sheet. Determination of the criteria for lack, sufficient, and good is based on the results of observations of student responses and student activities in the implementation of counseling based online. The following is a table describing the results of observations of the implementation of e-counseling to reduce burnout study:

1. Observation Result Data Table

No.	Subject	The meeting					
		1	2	3	4	5	6
1	1	15	18	23	27	28	30
2	2	15	19	22	24	26	27
3	3	16	17	24	28	28	29
4	4	17	17	21	25	27	29
5	5	15	18	21	27	28	30
6	6	15	16	20	22	23	29
7	7	16	17	19	20	22	28
8	8	16	18	19	20	23	29
9	9	14	16	18	20	25	30
10	10	17	19	21	22	26	28
Total Score		156	175	208	235	256	289
Average		15,6	17,5	20,8	23,5	25,6	28,9

Based on the results of the observations above, it shows an increase in the score of each process carried out, at the first meeting the average score only got a score of 15.6 then at the second meeting there was an increase of 17.5 then at the third meeting there was an increase in the score to 20.8, and at the fourth meeting there was an increase to 23.4, at the fifth meeting there was an increase to 25.6 and at the sixth meeting an increase of 3.3 points to 28.9.

So it can be concluded that based on the results of observations of the implementation of e-counseling services in reducing burnout study during the Covid-19 pandemic, there was an

increase from the original 15.6 to 28.9. Meanwhile, the increase in scores that occurred during the research process can be seen in the following table.

2. Research Results Data Table

No	Activity	Score	Category
1	Pre Action	60	Enough
2	Post Cycle I	65	Tall
3	Post Cycle II	75	Tall

The table above shows an increase in the score that occurred. Judging from the pre-action, which initially got a score of 60 in the sufficient category, in the post-cycle I there was an increase of about 10 points with a score of 65 and it was in the high category, and in the post-cycle II there was an increase in the score by 10 points so that the score changed to 75 in the high category. Based on the table above, it can be concluded that there was an increase in scores during pre-action to post-cycle II, namely 15 points.

The results above indicate that the application of online-based e-counseling or counseling services can reduce burnout study of class XI MIPA 1 students at Senior High School 1 Cihara. This is of course in line with research conducted by Safitri (2021) which states that the advantages contained in online counseling or electronic counseling (e-counseling) can provide positive meaning to clients during the counseling process as well as the results felt after counseling is complete. Several studies have also found that online counseling is considered effective in the implementation process, this is in accordance with the process carried out by Finn & Barak (2010) who conducted 93 online counselors and showed satisfaction in the implementation process.

Conclusion

Based on the results of the research that has been carried out, it shows that e-counseling services can reduce burnout study of class XI MIPA 1 students at SMAN 1 Cihara. This can be a reference for guidance and counseling teachers in carrying out e-counseling services, especially during the Covid-19 pandemic.

Acknowledgment

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