

## Web-Based Cyber Counselling System in Supporting the Implementation of the “Merdeka Belajar-Kampus Merdeka (MBKM)” Curriculum in University

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**Abstract:** In the 4.0 era, it is required to use technology in all aspects of education, including in the field of counselling. So it is necessary to develop an online counselling system or cyber counselling and to be able to carry out development, it is necessary to analyze student perceptions about the importance of developing a cyber counselling system. Therefore, this study aims to determine the importance of developing a web-based cyber counselling system in supporting the implementation of the MBKM curriculum in universities. This type of research is survey research using quantitative research methods. The population in this study were all guidance and counselling students at IAIN Curup and UIN Mahmud Yunus Batusangkar. However, the research sample was 34 students who were representatives of the 2 universities. The study was conducted in August 2022. The data collection technique used a questionnaire so the measuring instrument was a questionnaire made with a modified Likert scale with 4 answer choices, namely strongly agree, agree, disagree, and strongly disagree, which were then analyzed quantitatively and the results were described. The results of the study show that students strongly agree that the development of a web-based cyber counselling system is essential in supporting the implementation of the MBKM curriculum in universities. This research can contribute to other research on what kind of cyber counselling system can be developed to suit the needs of students.

**Keywords:** Cyber counselling; MBKM; University

### Introduction

Cyber counselling or counselling that is carried out online is very suitable to be applied in the new normal period, especially for students or counselees who want to get psychological guidance from counsellors or counselling guidance teachers. Currently, not everything has to be done face-to-face, some things have to innovate so that activities become more effective and more efficient in terms of time, distance and other things.

This is to the demands of the industrial era 4.0, where all aspects are changing very quickly (Sutijono & Farid, 2018). In this era, all entities in it can communicate in real time anywhere and anytime by utilizing Cyber Physical System (CPS) and the Internet of Things and Services (Dami & Waluwandja, 2019). This has an impact on disruption in the technology, law, economy, agriculture and other social life sectors, including the education sector (Sari & Herdi, 2021).

Advances in science and communication technology in the 4.0 era have a significant impact on communication habits between humans, especially long-distance communication (Ivory, 2020). Today's society has taken advantage of the sophistication of online media technology in communicating and seeking information so that information can be obtained quickly and easily (Kirana, 2019).

The impact of advances in science and communication technology is also seen in counselling. Counselling is defined as the process of assisting with counselling interviews by an expert (called a counsellor) to an individual who is experiencing a problem (called the counselee) that leads to solving the issues faced by the counselee (Sari, 2021). So far, many assumptions assume that counselling can only be done face to face (Prasetiawan, 2016). However, the development of technology and information in the millennial era, especially in the field of communication, turned out to have a very big influence on the world of guidance and counselling, one of which is the presence of an online counselling system (Kw, 2019). Cyber counselling is characterized as the delivery of counselling services via the Internet, where pastoral/spiritual counsellors or psychologists and clients are not in the same physical area and they communicate using computer-mediated communication technology (Situmorang, 2020; Sham, 2020; Wang, Frank, Shi, Tang, & Shi, 2022). Cyber counselling is considered a realistic way to respond to the demand for mental health services which are expected to increase exponentially in the coming years (Budianto, Aziz, & Hidayah, 2019).

Many media can be used to do cyber counselling, one of which is a website. A website is a medium of information on the internet. The pages of the website will be accessible via a URL which is usually called the Homepage (Trimarsiah & Arafat, 2017). The website can be accessed by anyone, anywhere, and anytime by utilizing information and communication technology. Thus, this will support the implementation of the “Merdeka Belajar-Kampus Merdeka (MBKM)” curriculum, because one of the MBKM policies is to provide opportunities for students to get a wider learning experience (Sintiawati, Fajarwati, Mulyanto, Muttaqien, & Suherman, 2022).

Research related to web-based cyber counselling has been carried out by several previous researchers, including: Prasetya, Sugiyo, & Japar (2020). The results of his research confirm that Cyber Counseling has implications for optimizing the role and professionalism of counsellors in the use of Cyber Counseling for the development of Information and Technology resources. Then the research conducted by Fahyuni, Romadlon, Hadi, Haris, & Kholifah (2020) obtained the results that website-based cyber counselling is proven to be effective in increasing self-regulated learning which can help students focus on achieving learning goals, controlling the learning process, growing self-motivation, and building self-confidence to support and optimize the learning process.

Based on the description above, the researcher will conduct research to know the importance of developing a web-based cyber counselling system in supporting the implementation of the MBKM curriculum in universities.

## **Methods**

This type of research is survey research using quantitative research methods and using this type of survey research because in data collection the author collects information from the respondents using a questionnaire as the primary method. The population in this study were all guidance and counselling students at IAIN Curup and UIN Mahmud Yunus Batusangkar. However, the research sample was 34 students who were representatives of the 2 universities. The study was conducted in August 2022.

For the Likert scale, the score interpretation model can be seen in table 1.

Table 1. Likert Scale Interpretation

Percentage (%)	Category
0% - 25%	Strongly Disagree
26% - 50%	Disagree
51% - 75%	Agree
76% - 100%	Strongly agree

## Results and Discussion

To find out the importance of developing a web-based cyber counselling system in supporting the implementation of the MBKM curriculum in universities, a questionnaire was distributed to 34 students from the guidance and counselling study program. The results can be seen in table 2.

Table 2. Percentage of Student Needs for the Development of Web-Based Cyber Counseling Systems

Respondent	Total Score (n)	Maximum Score (N)	Percentage $P = x \frac{100n}{N} \%$	Category
34 Guidance and Counseling Students	2326	2720	85.51%	Strongly agree

Table 2. provides information that guidance and counselling students from IAIN Curup and UIN Mahmud Yunus Batusangkar strongly agree that the development of a web-based cyber counselling system is important in supporting the implementation of the MBKM curriculum in universities, this is indicated by the large percentage obtained by 85.51% of the maximum percentage of 100%. And according to the Likert scale interpretation table for data with a percentage of 76%-100% in the category of strongly agree..

For more details on the number of respondents in each category, see Figure 1.

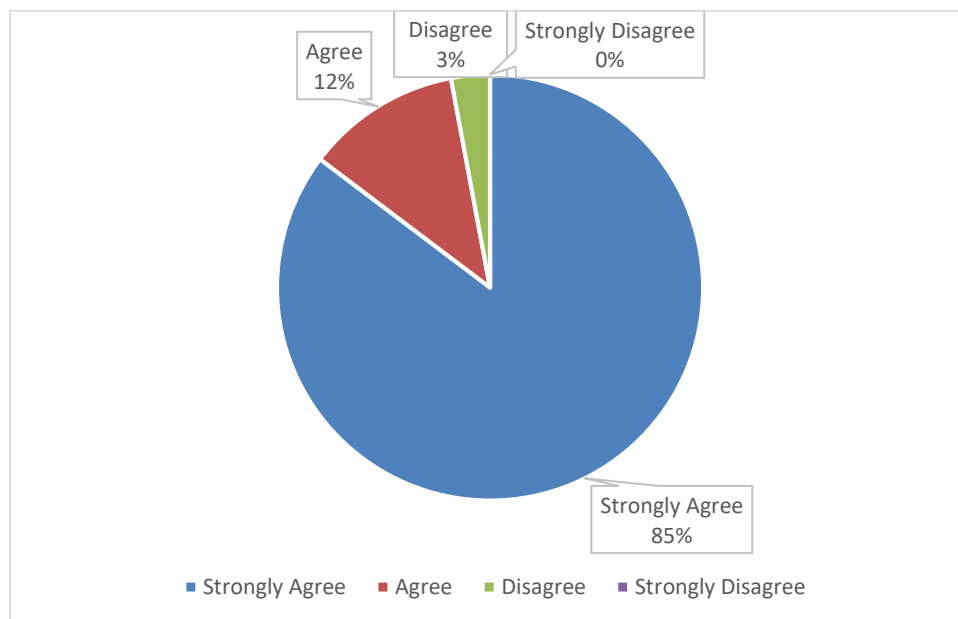


Figure 1. Diagram of the Number of Respondents in Each Category

The picture above shows that most respondents fall into the category of strongly agree with a percentage of 85% indicated by the blue field, then followed by respondents who fall into the agree category of as much as 12% indicated by the orange field, the remaining 3% of respondents categorized as disagree are indicated by the grey field. Based on these results, it can be said that the development of a web-based cyber counselling system is considered important in supporting the implementation of the MBKM curriculum in universities.

In detail, the statements submitted in the questionnaire on student needs for the development of a web-based cyber counselling system in supporting the implementation of the MBKM curriculum in universities indicate that students require a system that can accommodate remote counselling activities, which does not require clients to talk face-to-face with the counsellor so that counselling activities become more flexible in terms of time and place. Students want an internet-based counselling system that utilizes electronic media to communicate to enable communication between two parties to be faster. Students want a counselling system that uses technology-based media such as websites where counsellors can reach clients more broadly, clients can choose counsellors from far away, and the counselling system can also be accessed by many people at once.

In addition, with the media in the form of a website, it can make clients not spend time travelling, can help clients to avoid the potential fear of meeting relatives/acquaintances at the counselling location, and Klien can feel more comfortable because it is in a familiar place (where he lives). Students also want a counselling system that indirectly provides new knowledge for counsellors and clients regarding the use of technology so that they are not tech-savvy (technological stuttering) in an ever-evolving era. Students also want a counselling system that provides downloadable service materials for personal storage so they can be read over and over again. Students want a counselling system in which the delivery of service material does not take much time, which is not difficult from an administrative point of view, and which is kept confidential by being able to choose not to identify (anonymous).

The explanations that students include in the questionnaire have helped them to achieve research, namely to find out the importance of developing a web-based cyber counselling system in supporting the implementation of the MBKM curriculum in universities. With this data, it is also known the reasons why students want cybercounseling, and also known about what kind of cybercounseling system they feel is suitable for their needs.

The research results obtained are in line with the results of previous research conducted by (Kirana, 2019) which states that cyber counselling is a form of innovation and breakthrough in the world of counselling that is right for the millennial generation because currently, the use of technology in counselling has grown very fast. Then in research conducted by (Sari & Herdi, 2021), it shows that through online-based counselling services, students and counsellors can be facilitated by each other because of the opportunities and benefits available to support the achievement of counselling goals. According to (Korohama & Owa, 2022), cyber counselling is important because it can avoid deviations or things that result in the cessation of guidance and counselling services between counsellors and counselees. Previous studies have shown that cyber counselling is indeed important to apply in a time when everything is technology-based and counselling practitioners are also accustomed to using technology in carrying out their activities.

## Conclusions and Suggestions

The research has been carried out by collecting questionnaire data regarding student needs for the development of a web-based cyber counselling system to support the implementation of the MBKM curriculum in universities which is filled by 34 students from the Guidance and Counseling Study Program from IAIN Curup and UIN Mahmud Yunus Batusangkar. The results of the study show that students strongly agree that the development of a web-based cyber counselling system is important in supporting the implementation of the MBKM curriculum in universities. Suggestions for similar research can use research instruments that are more varied with research samples taken from more universities.

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