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## Guidance and counseling research trends in Indonesia: where does cybercounseling stand?

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# Guidance and counseling research trends in Indonesia: where does cybercounseling stand?



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**Abstract:** Cyber counselling is a critical issue to be researched in the average era and implementation of the 21st century. This research aims to analyze the position of cyber counseling and its aftermath in the trend of guidance and counseling research in Indonesia. Bibliometric analysis and content analysis were used to answer the research questions. The data sources were articles published in Indonesian journals accredited by Science and Technology Index (SINTA). The journals used to maintain the credibility of this research are journals with SINTA level 2 in the 2019-2022 period. Bibliometric analysis was processed with the help of the VOSviewer application. Content analysis was carried out through stages: 1) bringing together, 2) sampling, 3) recording/coding, 4) reducing, 5) inferring, and 6) narrating. The results showed that the issue of cyber counseling is an issue that still needs to be researched. Research on cybercounseling has an excellent opportunity to be explored by making variations and innovations in the aspects of researcher collaboration with multiple disciplines, research methods, subjects, research locations, data collection techniques, and data analysis.

**Keywords:** Cybercounseling; Bibliometrics; Content analysis; Guidance and counseling

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## INTRODUCTION

Bibliometric analysis is a quantitative approach to examining the substance and references within published articles across journals and other written materials. Its purpose is to recognize trends and patterns in research about a particular subject or field of study. This method examines different facets of bibliographic information, including publication volume, citation trends, and author connections. The goal is to comprehend the configuration and evolution of scholarly communication, offering valuable insights into the research process and its societal impact (Gan et al., 2022; Mahendra & Maftuh, 2023).

Bibliometric and content analysis research in some fields has not been popular enough. Including guidance and counseling, it is still rare and even non-existent in Indonesia. Most guidance and counseling research is conducted for theoretical and applied studies. This connects with the research results by Soares et al. (2020), who stated that only a few bibliographic studies have been conducted in psychology in general and psychotherapy in particular.

Various studies have utilized bibliometric and content analysis in guidance and counseling. Zamroni et al. (2022) conducted a bibliometric analysis of research publications on guidance and counseling services in Indonesia, identifying key journals and researchers. McKibben et al. (2020) outlined a deductive content analysis methodology for counseling outcome research, emphasizing the importance of validity and generalizability. Donald & Ng (2014) critically reviewed content-analytic

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papers in U.S. counseling and psychology journals, highlighting the method's strengths and innovative uses. These studies collectively demonstrate the value of bibliometric and content analysis in guiding and counseling research. However, with bibliometrics and content analysis, many benefits are obtained. The benefits obtained from bibliometric studies and content analysis include 1) insights and footholds for innovation in research; 2) trends will spur creative research ideas; and 3) research paradigm shifts (Azer, 2015; Huffman et al., 2014; Koskinen et al., 2008; Rahimi-Movaghar et al., 2015; Ritzhaupt et al., 2010; Sampson et al., 2013). However, some studies still have not moved on from specific research topics. As explained by Soares et al. (2020), in the field of psychotherapy in the last 50 years, behavioral counseling approaches, cognitive behavioral therapy, cognitive therapy, family systems therapy, psychoanalysis, and psychodynamic therapy have been ranked in the top 10. This phenomenon opens our insight into the importance of bibliometrics and content analysis to provide an overview of innovative research directions.

Innovative research impacts the effectiveness and efficiency of guidance and counseling services. This is because the results of a study become a reference or benchmark for the application of counseling services in schools. Creswell (2012) and Sugara (2018) assert that guidance and counseling services are called scientific services if they have been tested for effectiveness through research and tested for assumptions and hypotheses through research. In other words, if the research direction is unclear and stagnant on specific concepts, the services provided to students are monotonous.

Guidance and counseling services should be dynamic. Adaptive to changes, developments, and challenges of the times. Today, counselors are challenged in providing services in the 21st century. Griffin & Mc Gaw (2012) describe four critical skills educators and counselors possess: a way of thinking, a way of working, tools of working, and living in the world. The 21st century demands global thinking skills, working skills, science and technology mastery, and a holistic role as part of global citizens. In order to internalize these four skills in counselees, a school counselor must have global skills as a global citizen, high thinking skills accompanied by mastery of technology, and up-to-date (Rakhmawati, 2017).

Mastery of technology and its application in guidance and counseling is one of them through cybercounseling. Cybercounseling is a counseling service that is conducted by utilizing the sophistication of technology, such as chat, videoconference, or web-based self-help (Prabawa, 2021; Prabawa et al., 2018; Prabawa & Antika, 2021). Cybercounseling has various advantages, including services without distance limits, practicality and time efficiency, comfort, and openness (Prabawa et al., 2018). The momentum for the massive use of cybercounseling services occurred during the COVID-19 pandemic. Cybercounseling is a good prospect for us because every activity must comply with physical distance (Mulawarman et al., 2021). The use of cybercounseling and research on cybercounseling is increasing. In fact, before the pandemic, Barak and Grohol (2011) had predicted that innovations in cybercounseling would increase rapidly. The use of sensors, big data, the internet, and mobile interventions will continue to be innovated. Cyber counseling services are now expanding into using artificial intelligence (AI), such as virtual reality, to reduce anxiety (Boeldt et al., 2019).

Innovations and research on cybercounseling are essential to study to develop scientific and practical benefits in guidance and counseling in Indonesia. Research on cybercounseling research trends has been conducted abroad. Park (2019) researched to uncover trends in cybercounseling in China. His findings revealed much research on developing cyber counseling through images, AI, and VR, but there is not much research to test its effectiveness. Wahyuni and Kurniawan (2021) compiled a global research database on cybersercounseling, stating that the trend of research and innovation in cybercounseling will continue to increase along with the need to utilize IT. Referring to the previous explanation, research is needed to see cybercounseling's position in general research trends in Indonesia.

Several studies have delved into applying bibliometric and content analysis in online counseling research. McKibben et al. (2020) furnishes an extensive manual for conducting deductive content analysis in counseling outcome research, underscoring the significance of validity and generalizability. Liu Gao (2021) employs content analysis in evaluating user reviews of diverse online psychological counseling methods, pinpointing key factors that influence their effectiveness. Richards & Viganó (2013) review existing literature on online counseling, emphasizing its potential impact and the necessity for more robust empirical evidence. Wahyuni & Kurniawan's (2021) systematic mapping to scrutinize the developmental trends in online counseling, offering a comprehensive overview of the field.

Together, these studies illustrate the importance of employing bibliometric and content analysis to comprehend and enhance practices in online counseling. Bibliometrics and content analysis help to inform and ground audiences on research that has been trending over time. This is so that research can move forward dynamically and revisit trends that are starting to be abandoned. Some research on bibliometrics and content analysis related to guidance and counseling include mental health and well-being (Hernández-Torrano et al., 2020), Occupational Therapy (Gutman & Brown, 2018), Psychotherapy (Soares et al., 2020), Journal of Counselling Psychology (Buboltz et al., 2010).

Previous studies show that research related to cybercounseling in Indonesia still tends to be on application development, literature review regarding cybercounseling, and the need for more analysis regarding the effectiveness and acceptability of its use. This is supported by research by Margaretha et al. (2021), which states that research on cybercounseling in Indonesia still needs to be improved, focusing on using technology for unrelated academic activities. On the other hand, We all know that cybercounseling has become a massive mode of use in guidance and counseling services during the pandemic. So, in this research, we started studying from 2019, the beginning of the pandemic, until 2022, the end of the pandemic. For cybercounseling research to be more varied, it is necessary to describe the position of cybercounseling research. Therefore, this study aims to analyze the position of cyber counseling and its aftermath in the trend of guidance and counseling research in Indonesia.

## METHOD

This research used the content analysis method to answer the research questions (Krippendorff, 2013). The sample used in this research is a collection of journals indexed by SINTA by the Indonesian Ministry of Research and Technology (<https://sinta.ristekbrin.go.id/journals>). Not all journals in SINTA were used, but journals included in the SINTA 2 ranking in the 2019-2022 period were selected. Journal SINTA 2 journal is used as a source of collecting articles because it is considered to have a reputation and good article quality (Dwiyantoro, 2020; Firmansyah, 2021). This was done to maintain the quality and credibility of the research data. The journal names used are Jurnal Kajian Bimbingan dan Konseling (JKBK); Jurnal Konseling dan Pendidikan (JKP); Jurnal Konseling Religi (JKR); The International Journal of Research in Counseling and Education (IJRiCE). The total number of articles used as research material is 273.

The aspects that become the reference for content analysis include the researcher network, research topic, methodology, research location, subject, data collection, and data analysis techniques. Articles were analyzed through bibliometrics and content analysis. Bibliometric analysis was conducted by analyzing metadata. Metadata was collected through Mendeley Desktop. Researcher networks were analyzed using keywords using VOSviewer. Content analysis was conducted quantitatively on methodology, research location, subject, data collection, and data analysis techniques. Content analysis was conducted with descriptive statistics using Microsoft Excel. Finally, conclusions were drawn, and the findings were discussed with previous research that had been conducted.

## RESULTS

The data analyzed is a collection of articles from 4 SINTA 2 journals in the 2019-2022 edition, with 273 articles described in Table 1. The articles used were selected with the criteria of having topics on "guidance and counseling services" and "guidance and counseling in schools." All articles have been analyzed using bibliometric analysis and content analysis. Bibliometric analysis will be divided into two categories: Authors and Keywords. Content analysis is also divided into several categories: 1) research methods, 2) research places, 3) research subjects, data collection techniques, and 4) data analysis techniques.

**Table 1.** Source Publication

Year	Journal	Total	Percentage
2019	JKBK	20	7
	JKP	11	4
	JKR	20	7
	IJRICE	18	7
2020	JKBK	20	7
	JKP	20	7
	JKR	20	7
	IJRICE	14	5
2021	JKBK	16	6
	JKP	13	5
	JKR	20	7
	IJRICE	16	6
2022	JKBK	15	5
	JKP	16	6
	JKR	20	7
	IJRICE	14	5
<b>Total</b>		<b>273</b>	<b>100</b>

## Bibliometric Analysis

### *Co-authors*

A total of 546 authors were found from the 273 articles collected. In 273 articles, several writing patterns were found, including one author, two authors, three authors, and more than three authors.

In addition to writing patterns, co-authorship in writing articles was also examined. The minimum criteria for writing two articles was determined to see the co-author scheme. The results of 546 authors with minimum criteria of writing two articles found 45 names with seven network clusters. However, of these 45 names, only three had strong collaborative networks in writing research articles, as shown in Figure 1: Ifdil, Afdal, and Wahyu Nanda Eka Saputra.

### *Keywords*

In the visual analysis of 273 articles, 818 keywords were found. The criteria used to see keyword trends are determined by the criteria that there are at least 2 of the exact keywords. Eighty-eight keywords often appear with predetermined criteria. The recently frequently researched keywords include counseling, gender, Islamic counseling, resilience, and covid-19. In addition, postmodern counseling streams such as SFBC and e-counseling have been researched but are still rare. A visual network of keywords can be seen in Figure 2.

## Content Analysis

### *Research Methods*

The research methods used in the 273 articles were very diverse, including methods (3%), research and development (R&D) (7%), quantitative (57%), qualitative (24%), literature review (8%), and action research (1%). Quantitative and qualitative research is still the researchers' favorite compared to other research methods, but quantitative research is still very dominant.

### *Research Location*

The research locations used from 273 articles are scattered at home or abroad. The research locations in the country include Java (58%), Sumatera (28%), Kalimantan (6%), Sulawesi (4%), Bali (2%), NTT (1%), Papua (1%). The number of studies that used overseas locations included Timorleste (1 study), Malaysia (2 studies), Nigeria (3 studies), Taiwan (1 study), and Vietnam (1 study) Research subjects.

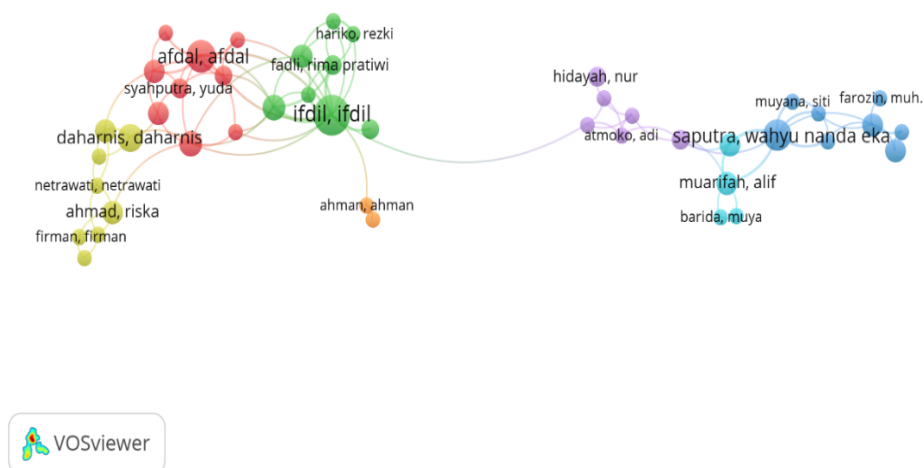


Figure 1. Co-author Network

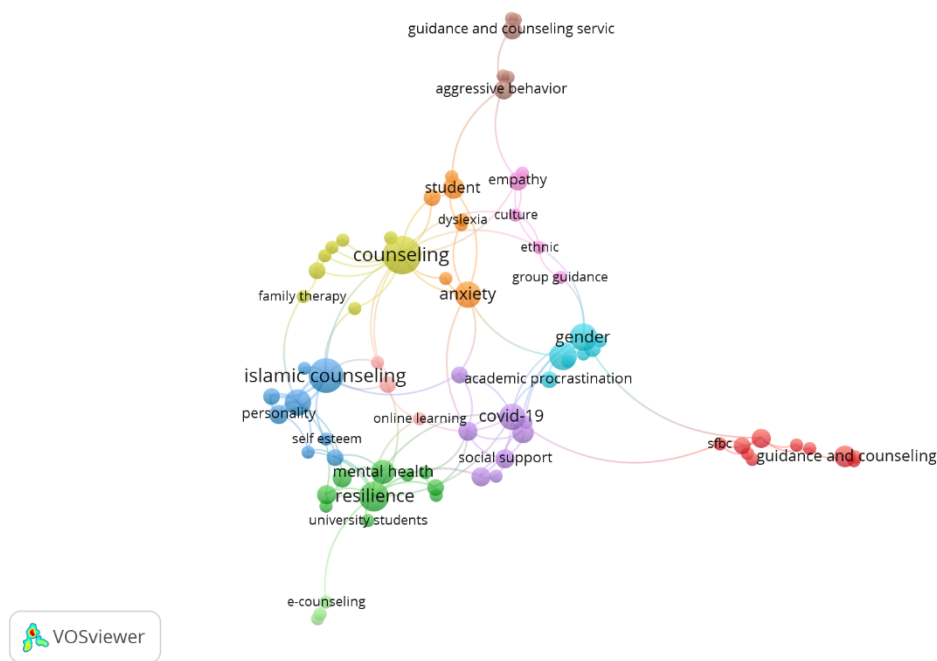


Figure 2. Keyword Network

The research subjects used in the 273 articles varied greatly, including students, counselors, teachers, lecturers, children, adults, street children, patients, etc. Research subjects using students still dominate, with 78 studies. The favorite subjects used were students (46 studies), the general public (31 studies), and counselors (15 studies). In addition, there are quite a few of them: children, street children, adults, people with disabilities, lecturers, subject teachers, patients, workers, psychiatrists, librarians, teenagers, students, and therapists.

### Data collection techniques

The data collection techniques used in the research varied. Data collection techniques from 273 articles that were frequently used to rarely used, namely: Psychological scale (29%), Interview (17%), Questionnaire (17%), Documentation (15%), Observation (13%), Inventory (6%), FGD (2%), and Test

(1%). Psychological scales were used more frequently than interviews, questionnaires, observations, and documentation.

## Data Analysis Techniques

The predominant data analysis technique from 273 articles was descriptive qualitative (27%). Furthermore, there were t-tests (20%), descriptive quantitative (11%), descriptive statistics (13%), regression (12%), correlation (6%), ANOVA (5%), and visual analysis (2%), content analysis (1%), and others.

## DISCUSSION

This section will discuss the general research trends in guidance and counseling. The discussion is conducted about research networks, topics, methods, locations, subjects, data collection techniques, and data analysis techniques. The overview will show the research position on the issue of cybercounseling.

Joint research networks need to be built to develop research perspectives and directions. Researchers can collaborate with other researchers in the same or different fields of expertise. The more diverse the fields of expertise, the more they can share and refine research achievements and produce more innovative and less monotonous research outputs. Babl et al. (2020) emphasize that collaborative research can develop the impact of research more broadly. The breadth of the collaboration network is linear with the breadth of the population used, making it easier to generalize the research results.

The research network found in this research shows a weak network. It can be seen that the nodes of the network are still widespread and unfocussed. This research found three nodes that showed the most robust research network compared to other nodes. Given this fact, further efforts are needed to improve research networking to strengthen findings and develop scholarship. Adams (2012) emphasizes that other countries are innovating to strengthen research networks in various ways. Singapore opens up great opportunities to accept international students, the US and UK send students to China and India, and Germany exports research tools and diplomacy tools. Collaboration and networking will increase a country's presence in research so that it is not left behind and maintain the balance of research dominance of the superpowers.

The development of collaboration networks between researchers should be carried out in one region and multiple regions. This is to avoid disparities in research locations. The results of this research show that the favorite location with a significant contribution is the island of Java, followed by the island of Sumatra. The eastern region has a smaller percentage of research locations. Referring to this data, it is essential to collaborate with researchers from various regions in Indonesia. Through research collaboration, it will reduce disparities in research locations (Bansal et al., 2019), facilitate the generalization of results (Babl et al., 2020), increase the number of publications (Gross et al., 2017; Hackett et al., 2017), and make it easier to answer complex research questions (Bozeman et al., 2016; Wagner, 2019).

In addition, several benefits were also found when building research networks. Puljak & Vari (2014) mentioned four benefits, including 1) increasing productivity in research, 2) increasing citations on published articles, 3) facilitating funding in research, and 4) the opportunity to be able to answer complex research questions. The magnitude of the benefits of research development makes it necessary to collaborate and form research networks in the guidance and counseling field, especially on cybercounseling.

Referring to Barak & Grohol's (2011) statement predicting that innovations in cybercounseling are increasing rapidly, it is necessary to build multidisciplinary collaborations. Boeldt et al. (2019) also added that cybercounseling would expand to utilize sensors, big data, artificial intelligence, mobile devices, and virtual reality. These conditions provide excellent opportunities for counseling researchers to collaborate with technology, science, and media development experts. Not only that, researchers who focus on cybercounseling can also develop research on culture (Ramli et al., 2022), spiritual-religious

(Fahyuni et al., 2020), crisis conditions (Jena & Behera, 2020), and disaster (Wijaksono & Mohtar, 2021).

The research focus and the outcomes to be obtained from the research are related to the research methods used. This research shows that quantitative and qualitative research methods still dominate, followed by literature review and R&D methods. In essence, the research results can be developed with various methods depending on the direction of the study desired by the researcher. As Krippendorff (2013) discussed, the research methods used will provide results that complement one another.

Looking back at the importance of developing knowledge in cyber counseling, it is necessary to conduct research with various methods. Research can begin using the literature review method to collect various theories underlying the research, gather evidence of research results, and evaluate research findings on cybercounseling topics (Knopf, 2006). After conducting research with a literature review, it can be strengthened through confirmation of information in the field using qualitative research. Through qualitative methods, researchers try to find natural reality by understanding thoroughly and deeply, including the needs and conditions in cyber counseling (Habsy, 2017). All theoretical studies found in literature review research and field facts found through qualitative research can be manifested in R&D research. Research with the R&D method is used to develop a cybercounseling program to answer the needs in the field (Prihandoko et al., 2021). The cybercounseling program that has been developed needs to be tested for its impact and influence on specific issues. Such testing can utilize quantitative research methods. Savela (2018) mentioned that quantitative methods provide an advantage for researchers in showing a clear picture of specific issues by testing statistically. Through the test, it is expected to find a generalization of research results and reduce researcher bias.

As with the research methods used, data collection techniques will significantly affect the drawing of research results. Data collection is one of the most critical stages in a study. The quality of research is primarily determined by the quality and completeness of the data collected by researchers (Dewi, 2021). Quantitative research usually uses collection instruments that can collect numerical data, such as questionnaires, tests, inventories, or psychological scales. Qualitative research uses data collection techniques through interviews, observation, and documentation. Data collection techniques significantly affect the type of data and research methods used. Psychological scales are widely used as a data collection technique in line with quantitative research methods that dominate research trends.

Another important thing that is still related to research methods and data collection techniques is data analysis techniques. The data analysis used determines the meaningfulness of the collected information (Taherdoost, 2020). Descriptive qualitative analysis techniques dominate, and underneath the t-test, it is a favorite of researchers in Indonesia. These analysis techniques reflect that qualitative and quantitative types of research are often used in research in Indonesia. If it is related to cybercounseling research, the method often used is quantitative (Ardi et al., 2022; Eseadi, 2022), then it allows an excellent opportunity for cybercounseling to be researched using R&D, qualitative, or other methods.

The research subjects often found in guidance and counseling research in Indonesia are school students. This is undeniable because guidance and counseling provide psychological services for students in schools (Mendikbud, 2014). Referring to this fact, some cybercounseling research is focused on the school domain, with students and counselors as subjects. Some research on cybercounseling includes 1) reality approach cybercounseling (Prabawa et al., 2018; Prabawa & Antika, 2021); 2) SFBC approach cybercounseling (Ramli et al., 2020); 3) CBT approach cybercounseling (Hidayah, 2020); 4) Mindfulness-Based Cognitive approach cybercounseling (Naini et al., 2021). So much research on cybercounseling is still minimal, and no one has even examined the subject of elementary school students. This research provides a clue for future researchers to conduct cybercounseling research at the elementary school level.

The island of Java still dominates the location of guidance and counseling research; Sumatra has a considerable portion compared to other islands in Indonesia. Nowadays, through the sophistication of technology, the distribution of research or idea exchange activities can be done online so that it is more flexible and without having to worry about distance, just like counseling services that can be done online (Prabawa et al., 2018; Prabawa & Antika, 2021). Distance is an excellent opportunity to develop and test the durability and acceptability of cybercounseling services.



According to Figure 2, research on cybercounseling or online counseling is minimal and has little correlation with other topics. Cybercounseling today is relevant to the challenges of the 21st century. The 21st century has seen a significant shift in counseling practices, with the emergence of cyber counseling as a critical innovation (Kirana, 2019; Putri, 2023). This form of counseling, which utilizes various online platforms, has been found to offer benefits such as increased accessibility and flexibility (Putri, 2023). Research indicates that students generally view cybercounseling positively, particularly in the context of cultural intelligence improvement on social media (Ramli et al., 2022). This is consistent with the broader trend of technology being the norm for the millennial and N generations, who view electronically mediated communication as natural (Maples & Han, 2008). The benefits of cyber counseling in schools are also highlighted, with the potential for innovative and effective counseling (Putri, 2023). Furthermore, college students have been found to perceive video counseling as valuable, effective, and satisfactory (Quarto, 2011). These findings collectively suggest that students are generally happy with cybercounseling, a valuable and practical approach.

However, it also presents ethical challenges that practitioners must navigate (McCrickard & Butler, 2005). The digital age has further blurred the boundaries between traditional face-to-face and cyber counseling, with implications for professional relationships and practice (Mishna et al., 2015). The ethical issues of cybercounseling in Indonesia are multifaceted. Herdiana et al. (2019) emphasize the importance of educating young people about the ethics of using the internet and social media, a sentiment echoed by Sari et al. (2020), who highlight the need for digital ethics education. These studies underscore the need for a comprehensive approach to cybercounseling in Indonesia that addresses individual and societal ethical considerations.

Like any online activity, cybercounseling is vulnerable to cybersecurity threats (Irandoost, 2020). These threats can range from identity theft to cyber blackmail and have severe implications for individuals and organizations. To address these challenges, it is essential to integrate cyber-ethics, cyber-safety, and cyber-security into the educational process (Tonge et al., 2013). This can help individuals and organizations develop the necessary skills and knowledge to protect themselves from cyber threats. However, the rapid evolution of technology and the unrestricted nature of the internet continue to pose significant challenges in this area (Kumar, 2022). Therefore, it is crucial to stay updated on emerging technologies and trends in cybersecurity. Developing early warning information systems and secure access control can also help mitigate these risks (Kowalik et al., 2005).

Research on cybercounseling in Indonesia has highlighted several cultural issues. Susanto et al. (2020) and Susanto Zhang (2017) both emphasize the importance of diversity and the role of cyber media in shaping public perceptions. Fahlevi et al. (2019) focus on the negative impact of cyber technology, particularly cybercrime, and the ineffectiveness of legal policies in addressing these issues. These studies underscore the need for culturally sensitive and legally informed cybercounseling practices in Indonesia.

Research on cybercounseling in Indonesia can draw from existing studies on cyberbullying and cybercrime. Margono (2019) and Wahanisa et al. (2021) both highlight the prevalence and impact of cyberbullying in the country, with Wahanisa emphasizing the need for specific regulations to address this issue. Saputra (2016) provides a broader perspective on cybercrime in Indonesia, suggesting the need for policy interventions. Building on these studies, future research on cybercounseling in Indonesia could explore the potential of cybercounseling in addressing cyberbullying and cybercrime and develop specific regulations and policies to support its implementation. Arizona et al. (2022) provide a practical example of the application of cybercounseling in a school setting, which could serve as a starting point for further research in this area.

Research implications for the development of cybercounseling in Indonesia. The growing use of cyber counseling in mental health practice has raised ethical considerations, prompting the development of guidelines (McCrickard & Butler, 2005). Training programs, such as the one developed by Murphy et al. (2008), address these concerns by providing counselors with the necessary skills and knowledge. Cybercoaching, a form of personalized online assessment, is also being explored as a potential application of cybercounseling (Chang & Petersen, 2006). However, the increasing sophistication of cyber scanning techniques poses a significant challenge to the security of cybercounseling platforms (Bou-Harb et al., 2014).

The results of this study cannot be fully generalized because this study only uses articles published in Sinta 2 accredited journals. The limited number of articles will also affect the limited number of issues and the formation of correlation networks between issues. In addition, the time interval determined is only limited to 4 years (2019-2022) from the time until the end of the pandemic. The longer the time of the collection of articles used, the more varied and general the results will be. Future researchers can increase the length of time by the number of journals analyzed.

## CONCLUSION

Current research trends in Indonesia lead to topics around counseling, gender, Islamic counseling, resilience, and covid-19. The issue of cybercounseling is an issue that is rarely researched. It is essential to conduct research on cybercounseling, given the linearity of technological developments and counselor skills in the 21st century. The research on cybercounseling mainly uses quantitative research methods. Recommendations for future researchers can explore using R&D and qualitative methods, as well as other methods. Not only that, but cyber counseling research needs to be done collaboratively by paying attention to multidisciplinary science (science, technology, information, and media development). The collaborative element can also be done by considering the distribution of research locations to make generalizing the research results easier. Cybercounseling research is a great opportunity to be researched because counseling services will continue to develop in accordance with technological developments. It allows counseling services to be carried out with the help of Artificial Intelligence (AI). Cybercounseling services are carried out with the help of counselors, with AI allowing for self-help services to occur. (Mendikbud, 2014)

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