# Community counseling: an opportunity and challenge (Indonesian and American perspective)

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**Abstract**
The purpose of this article is to explore the opportunity and challenge of implementing community counseling from Indonesian and American perspective. This article used a literature study approach. The literature study was conducted by reviewing books, journals, and research results publications from 2000 to 2017 and previous publications related to community counseling. Data analysis techniques in this study are quantitative data analysis techniques and qualitative data analysis techniques. This article concluded that the possible opportunity that can be applied to meet the challenge faced in achieving the optimization of the implementation of community counseling in Indonesia and America. Community counseling in the Indonesian perspective has the opportunity to be applied in formal and non-formal setting, but the challenge needs to be the provision of professional human resource and system support. Community counseling in the American perspective has the opportunity for rapid development in non-formal setting, but the challenge lies in the complexity of cultural issue and group identity.

**Keywords**: *community counseling, opportunity, challenge*

## Introduction

The existence of society is based on holistic principles, sustainability, diversity and balance (Ife & Tesoriero, 2014). Indonesia has a diversity of tribe, culture and religion. The territory of Indonesia consists of several islands which are separated from each other where individual in the community has different character. In line with this, Berry, Poortinga, Segal, & Dasen (2002) state that individual social behavior is related to the culture in which individual is located.

Based on this diversity, issues or problems develop to be very complex in society. Among these are issues of stereotype, geographical location and multiculturalism (Sue & Sue, 2003). The development of information technology today also contributes greatly to the spread of issues. When compared with the community problem that occurs in America, there are several similarities that occur in Indonesia, namely on multicultural issues such as racism, prejudice and

discrimination (Gollnick & Chinn, 2013). These problems can occur against the background by difference in perception and communication between cultures.

This problem can be minimized by trying to provide understanding to individuals about the impacts of socio-cultural and religious diversity in Indonesia. One of them is through giving counseling to the community. Counseling is a help that focuses on growth and personal adjustment, and fulfills the need for problem solving and decision making (Gibson & Mitchell, 2011). The word counseling in Indonesian society or outside school setting at this time can be said to be not so popular. Conversely, if we see from the education, guidance and counseling has had a legal protection since the entry into force of the 1975 curriculum. Even if it is refered from its benefit, the existence of community counseling is needed to overcome the problem that arises and is expected to be able to prevent the spread of negative impacts caused by problem. The community still considers that counseling or so-called Guidance and Counseling (BK) is identical only in the context of education, while the professional service of counselor can be applied in the life of the community and institution for example in social rehabilitation institution, prison, or community environment.

Community counseling is a counseling intervention in a community setting that is used as a support system (Gysbers & Henderson, 2012). Problem that arises in the midst of people's life needs a community counseling service approach supported by system support. Moreover in the implementation of community counseling service, there are various challenges faced both in Indonesia and America. These challenges need to be faced by reading the opportunity exists so that there is no inequality. The next question that arises is what is the opportunity and challenge of community counseling if seen from an Indonesian and American perspective? This question will be answered and resolved comprehensively in the discussion of this article. This article used a literature study approach. Critical analysis of books, journals, and results of research related to community counseling has been carried out. The literature study reviewed focuses on the last 10 years of scientific work and previous relevant issues.

## Method

This research is a type of literature review research. Research data collection using documentation techniques. Various relevant literature is collected, reviewed and analyzed. Articles, books, journals, the results of previous research that have been collected are then presented in accordance with the topic of the material discussed, namely community counseling related to opportunities and challenges in Indonesia and America. The research method uses meta-analysis. Meta analysis is based on analysis on the results of a specific analysis. Meta analysis examines several research results that have the same problem or topic of discussion. The problem or topic raised in this research is community counseling in terms of the opportunities and challenges in Indonesia and America.

Data collection techniques in this study using documentation techniques. This documentation technique is in the form of collecting various journals and relevant research documents. The documents compiled are the results of journal research and theoretical studies that are relevant to both national and international publications from 2000 to 2017. Data analysis techniques in this study are quantitative data analysis techniques and qualitative data analysis techniques. Quantitative analysis technique is done by exploring data in the form of numbers contained in the research results. Meanwhile, the qualitative analysis technique is to analyze the data from the research results descriptively and in a narrative on the various kinds of research found.

**Findings and Discussion**

**The Context of Community Counseling**

The term society counseling is inseparable from the term community counseling that is developing at this time. Community counseling is a service provided to the community in an effort to facilitate the fulfillment of the needs of the community psychologically (Sanyata, 2014). Psychological and pedagogical approach are important element of community counseling service. Human potential essentially encourages people to empower themselves in fulfilling their needs. Some philosophical assumptions related to community counseling are 1) the belief that individual behavior is influenced by the environment, 2) naturally, individual will establish themselves as a consequence of being a normal individual, 3) the purpose of the intervention is to help the counselee to learn a feasible goal, and using social-personal resource in achieving goal, 4) the intervention is processed using technique and method that have been proven empirically and the counsellor is able to master it, and 5) believed the benefit of counseling helps counselee learn to determine the right choice in solving the problem (Lewis, 2011). Some of these assumptions can lead to the function of providing community counseling service. In addition to helping solve community problem as a curative function (healing), community counseling service also functions on a preventive and development basis. The function of community counseling service is useful for meeting the need, demand and expectation of the community while considering the characteristic of culture, custom, value and norm that applies in each community. Local wisdom-based community counseling is important to be implemented so that the community is easy to accept.

The structuring of professionalization in community counseling is not much different from structuring guidance and counseling in the formal education pathway. The development of issues concerning the importance of the existence of community counseling is closely related to the development of a profession. The development of community counseling service will be related to profession association such as Indonesian Guidance and Counseling Association (ABKIN), Indonesian Counselor Association (IKI), Indonesian Association of Guidance and Counseling (HSBKI), Indonesian Guidance and Counseling Instrumentation Association (IIBKIN) and so on. Likewise, this relates to credentialization, certification, accreditation of academic program, development of literature, education and training. Organization of profession becomes a forum for profession development as well as recognition from the public for the existence of the profession of guidance and counseling. Credentialization is the conferring of trust (Kartadinata, 2005). The manifestation of trust is the awarding of individual qualification certification to profession practice in accordance with the competency that has been achieved (Hershenson, Power, & Waldo, 2003). In this case it can be said that community counseling will develop well when the existence of competent counselor is fought for.

**Opportunity and Challenge of Community Counseling in the Indonesian Perspective**

Indonesian society is a pluralist and multicultural society. Indonesia is famous for the plurality of ethnic group that inhabit the archipelago. However, Indonesia with high plurality characteristic still holds local wisdom as an ancestral heritage. This can be seen in various community activities to preserve national culture, regional languages, and local values, such as mutual cooperation, courtesy, friendliness, and humility.

Cultural diversity can have consequences for the emergence of communication difficulty (Lee, 2007). Communication can be actualized in the form of language. Language is a verbal and nonverbal symbols that allow humans to communicate what they feel and think about (Berry et al., 2002). If there is a difference in interpreting verbal and nonverbal symbols between two or more people who are communicating, problems will arise. Language differences can be a challenge in particular social interaction on job or service that is helping other people (helping services) such as counseling service. In the context of guidance and counseling, socio-cultural competency is needed by a counselor in carrying out his professional duty.

Communication between counselor and counselee is the main thing in counseling. Counseling is an effort to provide assistance to counselees to build a positive outlook and develop positive value that exists in themselves and their environment (Permendikbud, 2014). Counseling is applied to individual and group goal to the wider community. A group of individuals (counselees) with relatively similar problem can gather together to solve their problem in the form of group counseling service. In this case, the group counseling can provide benefit for people who need counseling service.

In reality, the community generally does not know clearly about the duty and function of a counselor. The community still considers that counselors only work in school setting. In fact, counselors can counsel the community outside of the school setting. Such as opening a counseling practice if you have attended a professional education counselor program and hold a Cons. (Depdiknas, 2007), so that people can get the counseling service needed.

Counselors can also hold a psychological test provided that they have attended a psychological test training for an education counselor and obtained a practice permit to conduct a test (Depdiknas, 2007). The implementation of the test is a way of assessing individual. There are various types of assessment tools and their uses, such as; measuring intelligence using intelligence test, measuring talent with aptitude test and interest in position with interest test, so that society can broadly measure their own potential. After conducting the test, the counselor can follow up by providing appropriate counseling for the counselee.

**Community Counseling Opportunity in Indonesia**

Community counseling can be implemented optimally if the counselor has academic competence as a professional counselor (Depdiknas, 2007). These competencies consist of; know in depth the counselee who wants to be served, master the theoretical and procedural repertoire including technology of guidance and counseling, providing guidance and counseling services that are independent, and developing professionalism as a counselor on an ongoing basis. These academic and professional competency can be an opportunity for counselor to optimize community counseling. The hope is that the community can understand the task, function and important role of counseling in community life.

Community counseling has a broad scope in practice. Hershenson et al. (2003) describe the area of community counseling practice that are in the broader scope of society as follows.

Table 1. The Area of Community Counseling Practice

| No | Practice Area | Service Focus |
|---|---|---|
| 1 | Service mental health center | Service mental health center is focused on preventive effort in helping group and individual to improve their mental health. |
| 2 | Family counseling services | Service is focused on effort to help solve family problem that has a strategic role in the 21st century, especially in helping the education process runs smoothly. |
| 3 | Domestic Violence Shelter (KDRT) and children | The phenomenon of domestic and child violence occurs a lot in the community. For this reason, community counseling is carried out as an effort to provide psychological assistance to victim of domestic violence. |
| 4 | Counseling services for the elderly | This counseling service is intended for the elderly over 60 years. The elderly group needs psychological assistance so that in the elderly they still have a good quality of life. |
| 5 | Psychosocial rehabilitation programs | Community counseling can also be done at drug rehabilitation institution and orphanage (Blocher, 1974). If these programs are linked to Indonesia, the counselor can work under the auspices of the social service that functions to provide service to institution under them. The institution includes prison, drug rehabilitation center, social care institution or orphanage. |
| 6 | Career counseling | Career counseling can be done to solve community problem related to work and career. |
| 7 | Personal practice | The authority of the counselor to practice is under the professional guidelines. In this case it is given by the Indonesian Guidance and Counseling Association (ABKIN). |
| 8 | Other community setting | Counseling service in community setting is not limited to family, shelter and other places. Counseling and guidance service can also be done in hospital, campus and other community service centers to provide psychological assistance to the community in accordance with the characteristic of the community in which the counselee is located. |

Community counseling in the area of guidance and counseling service can be said to be contained in the formal education pathway. Education has a broad meaning, not only in the setting of education in formal school, but throughout life. Guidance and counseling in Indonesia are integrated with the education mechanism so that in further development, the philosophy of education is inherent in various settings including in the community setting. Community counseling service requires competence in term of assessment, counseling service with individual, family and group, educating and designing program, consulting and supervision as well as psychological assistance. Thus it can be concluded that community counseling in the Indonesian perspective has the opportunity to be applied in formal and non-formal setting.

The implementation of community counseling has been studied scientifically through various literature and research studies. Guidance and community counseling proved to be able to support positive youth development in the schoolzone community through action research conducted by Suryahadikusumah & Yustiana (2013). Latipun (2015) also examines the initial introduction to school counselor about the concept and application of community counseling in school. Scientific study by Diniaty (2013) explains that counselor who works in a community setting must be flexible, knowledgeable, has connection, and be prepared to respond to some demand. Noor (2014) explained in his research that education, training, knowledge, and experience are important aspect that contributes to competency counselor.

The next study by Susanto, Febrianti, & Mulawarman (2017) examines the competence of multicultural counselor in Indonesia including; multicultural awareness, knowledge, and skill. Counselor needs to have awareness about the difference in characteristic between counselor and counselee, including; personal characteristic, culture, belief, moral and view of life or noble values. This is motivated by the existence of cultural diversity in Indonesia which can cause obstacles in communication and adaptation between culture.

The concept of the theory of community counseling from the United States seems to need to be adapted to Indonesian culture. This is explained by Ampuni (2005) who conducted a scientific review that the application of counseling in Indonesia requires three adjustments, namely: technical adjustment, theoretical modification, and philosophical orientation. The important thing to note is that multiculturalism is a characteristic of Indonesia, as is the case with American characteristics. Literally, the two countries have hundreds of ethnic groups, each with their own cultural characteristics and identity. Likewise, educated urbanity and illiterate rural community are very different from each other, and people from different religious group. This cannot be generalized, careful adjustment is always needed. Counseling service exercises help to accommodate any differences in community group.

The implementation of counseling adjustment according to Ampuni leads to achieving the psychological well being of the Indonesian people. As the practice of counseling people in Africa, Lazarus, Baptiste, & Seedat (2009) stated that community counseling uses a community psychology framework. Community counseling practice needs to keep in mind the dynamic nature of culture and the influence of globalization, understand and express diversity. The practice of counseling community in Africa serves to prevent and promote the mental health of the community.

**The Challenge of Community Counseling in Indonesia**

The challenge in optimizing community counseling is that counselor has not been fully responsible for carrying out their professional duty (Gibson & Mitchell, 2011). This is seemed necessary to provide professional human resource and system support. Professional counselor has not been fully trained and has the qualification and competency to be able to meet the needs of the counselee population that is handled or entrusted to them. Training requires an adequate level of education that will enhance the ability of prospective professional counselor to understand and be deeply aware of systematic theory as a guide to their counseling practice. In addition, counselor has not actively sought and obtained certification or appropriate license for

their training, background and scope of practice. Counselor needs to be personally and professionally committed to continually updating and improving their expertise and knowledge as a reflection and representation of the latest advance in the field of professional guidance and counseling.

Today, the counselor's resource is still lacking in contributing to profession development. The contribution can be made by the counselor through participation in study or research designed to increase knowledge about his profession. Counselor needs to present their finding to the public at professional meetings. System support is needed for self-development of community setting counselor. Self-development can be obtained from various education and training. This is consistent with Smith (2012) that improving the quality of community counseling service can be achieved through regional workshop, journal publication, and conference. Higher education can develop a community counseling curriculum that is relevant to the social-cultural context and ethos of each institution. This can have a positive impact on society's enlightenment about the existence of community counseling.

There are still many counselors who have not joined to become member of profession organization that is at the local, national, regional and international level. Thus, the challenge in implementing community counseling in Indonesia can arise from within the counselor himself. The counselor does not yet have full self-awareness to explore his competence. Counselor needs to increase self-adherence to legal signs, profession ethic and counseling practice to support the optimization of community counseling in Indonesia.

## Opportunity and Challenge of Community Counseling in the American Perspective

Community counseling in America appears on the basis of attention to the multicultural nature of human development (Lewis, 2011). Community counseling is one of the most adaptive way to reduce problem within a community. Problem in the community originates from individual who experiences difficulty in resolving the problem they experience so that they have an impact on the shocking condition in society.

Community counseling in America is started from the involvement of educator, social activist and others. Community counseling service is an action that plays a role in the overall development of the counseling profession. Over the past 50 years, there has been collaboration between community mental health counseling specialist and clinic so that they can overcome community challenge and problem significantly (Smith, 2012).

In America, there is a program called Cultural Therapy. This therapy aims to solve the problem of racism, oppression and social discrimination (Jordan, 2009, Gladding, 2018). This oppression and discrimination is due to disagreement between race living in the United States. The high level of population migration from one country to the state of the United States requires that each individual must live side by side, but the understanding of multiculturalism is still minimal. According to Wilson (Gollnick & Chinn, 2013) the population of black race in America in 1890 amounted to 20% of the total population in the country. This number rose dramatically to 81% in 1970. This fairly large number was considered to be quite disturbing to the ethnic stability in the city and influence the assimilation and economy.

The problem of racism in America has implications for the country's efforts to overcome this problem. One of them is through community counseling. Community counseling aims to help individuals recognize and develop the strengths and human resources within a community. The goal is to create a harmonious relationship between individuals so that it has an impact on the condition of society. This is an opportunity for the development of more rapid community counseling in the United States, although it is, faced with the challenges of increasingly complex problems, especially concerning the culture and identity of a very strong group.

As a result of this inter-racial coexistence, many institutions were opened to resolve conflicts that might arise later on. For example, to overcome the problem of prejudice and stereotypes in the United States, a mental health institution was established that provides ongoing

support and treatment as needed, based on a model that strengthens human resources. This institution is directly sheltered by the implementers of community counseling so that the program and its activities follow procedures in counseling. Mental health programs are designed to empower and enable individuals to take responsibility for decisions about their own lives, in terms of human development (Frese, Stanley, Kress, & Vogel-Scibilia, 2001).

Human development is a process of expanding people's choices. Expanding community choice is achieved by expanding individual capability and it functions at three levels of development. These three important developments are human development to live a quality and healthy life, have knowledge and a decent standard of living. If this development is not achieved, there will be many choices that are not available and many opportunities are not accessible. This conceptualization of human development provides comfort for community counselor. A strong community counseling model is considered very appropriate because of the empowerment and ownership in society.

The practice of counseling people in America has also entered and played a role in institution of drug rehabilitation. The most important role is to help addict to be responsible for doing recovery on their own and provide support if needed (Lewis, Dana, & Blevins, 2015). This role is based on the understanding that individual can motivate themselves and regulate their behavior. Individual can determine and consider changes that are detrimental to health, in the sense of following a rehabilitation program.

Competent community counseling practice requires counselor to understand the complexity of culture and group identity. This is the first step in realizing and understanding the impact of the cultural environment and discrimination in life in society. Community counseling is faced with victims of poverty, racism, sexism, and stigmatization with political, economic and social system that weaken the position of individual living with social norms that encourage isolation (Lewis, 2011). Professional counselor needs to understand unique experience of racial discrimination and the development of identity for multiracial community to promote competent and ethical practice in professional counseling. Counselor who provides counseling service with counselee who is from multiracial requires the practice of multicultural counseling. Counselor needs to create a safe and comfortable atmosphere and avoids racial discrimination and identity (McDonald, Chang, Dispenza, & O'Hara, 2019).

Community counseling is carried out by prioritizing the function of prevention and development. Community counseling is the foundation of other professions including social work and psychologist (Southern, Gomez, Smith, & Devlin, 2010). Community counseling must ensure that the program and activity implemented are able to facilitate individual in the community, this is called the concept of advocacy (Toporek & Liu, 2001). Community counseling program required to provide a healthy psychological environment for each individual to be able to be more tolerant, responsive and attentive.

One of the main focuses of implementing community counseling program in America is to create social justice in the community. This means that every individual has the same right to be treated fairly, has the support of human right and fair community resource allocation (Lee, 2007). Guideline in choosing and implementing environmental intervention is provided by the American Counseling Association (ACA) in term of Advocacy Competence (Lewis, Arnold, House, & Toporek, 2002).

Advocacy competencie is organized into three levels of intervention, namely: individual or student, community or school, and the wider public arena. At each level of intervention, advocacy competency brings change in society. At the individual level, competency is categorized as individual empowerment and individual advocacy. At the community level, competency is focused on collaboration and community change system. Finally, in the wider public area, community counseling implements public information and social or political advocacy program.

Community counseling in America offers an extension of basic assumption. The progress of counselee depends not only on service excellence directly from the counselor but also on every

source provided by the larger community environment. Community counselor understands the difference between counselee who has no motivation in living their life and counselee who is passionate about passing problem that exists in themselves and the community where they are. Community counselor holds the assumption that individual development and community development are closely related. Personal wellness and professional performance are closely related in the field of counseling (Sangganjanavanich & Reynolds, 2015).

The success of community counseling service is supported by two sources, namely self counselee and system support. Strategy that can be applied in the implementation of community counseling in America can be seen in the following table (Lewis, 2011).

Table 2. Strategy for Community Counseling

| No | Counseling Strategy | Form of Community Development |
|----|---------------------|------------------------------|
| 1 | Focused counseling strategy | Counselee advocacy |
| | | Community collaboration |
| 2 | Broad-based counseling strategy | Social / political advocacy for macro-level change |

Table 2 explains that focused counseling strategy plays a role in facilitating human development. This strategy uses a method that serves to provide support and empowerment for the community. When external factor impaded for individual development, community counselor can choose to respond through advocacy. Advocacy is an integral part of the community counseling process in America. Counselor often acts as agent of change in a system. Community counselors are needed at a broader level and in a larger area. When this happens, counselor uses their expertise to do social / political advocacy. A broader counselor's competence is to focus on the counselor's ability to distinguish problems and their resolution approach. Counselor identifies the right mechanism and find solution to overcome this problem.

The running of community counseling program in America can not be separated from the evaluation process of the effectiveness of the program that has been carried out. The program that has been implemented must be comprehensive. The way to evaluate community counseling program is by conducting interview with the local community. The community provides an assessment of the performance of community counseling that has been carried out. The result of the assessment is used as a reference to make improvement, maintain and delete activity that is not needed. In addition, the evaluation implemented is by conducting interview with local community leader to find out the appropriate strategy/ model for the community.

**Conclusion**

The implementation of community counseling has opportunity and challenge when viewed from an Indonesian and American perspective. Community counseling in the Indonesian perspective has the opportunity to be applied in formal and non-formal setting, but the challenge needs to be the provision of professional human resource and system support. Community counseling in America has the opportunity of rapid development in non-formal setting, but the challenge lies in the complexity of cultural issue and group identity. Of course this application requires professional human resource and system support. Judging from the diversity of individual who lives in one area, the implementation of community counseling experiences various challenges and problems that follow. In addition, the availability of counselor who has competence in community counseling is still inadequate in resolving individual problem that has an impact on the condition of society.

The implementation of community counseling in Indonesia should be done well if all the element needed is fulfilled, namely the availability of competent human resource in conducting

community counseling and system support. The existence of community counseling that has not been popular in Indonesia can be introduced and promoted through the implementation of program that is useful and needed by the community. The practice of community counseling in Indonesia needs to be socialized to the public in order to find out its existence. In addition to internal structuring of the guidance and counseling profession in Indonesia. The result of implementing community counseling program must be evaluated so that they can be corrected if there are things that are not appropriate. The implementation of the community counseling program is expected to be able to help the community in solving community problem.

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