Efforts to Optimize Student Mental Health Service Programs at STIA LAN Polytechnic Bandung

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Abstract. Supporting adolescent productivity hinges on prioritizing mental health. A stable mental state fosters prosperity, crucial for vulnerable students grappling with fluctuating moods and mounting pressures. Unchecked, these challenges can disrupt productivity. Thus, this study investigates mental health among STIA LAN Bandung Polytechnic students, aiming to innovate collaborative solutions. Employing a descriptive qualitative approach, it incorporates literature review, questionnaires, and IPO analysis. Findings reveal concerning figures: 77% of female and 23% of male students exhibit poor mental health. Root causes include career aspirations, family dynamics, friendships, and romantic entanglements. Armed with these insights, strategies can be crafted to optimize support services, emphasizing collaboration between academia and counselors. By addressing these issues head-on, we empower students to navigate their academic journey with resilience and well-being intact, laying the foundation for sustainable productivity.

Keywords: Mental Health, Students, Services, IPO

1. Introduction

The World Health Organization (WHO), suggests mental health is a good state in which a person realizes his abilities, can deal with normal stress, works productively and enjoyably, and can contribute to his community [1][2] explained that almost all mental health disorders begin to be indicated in adolescence, namely the early 20s. Symptoms generally begin in childhood or adolescence and then into adulthood. Adolescents are known to be potentially exposed to mental disorders due to exposure to school problems, college, lack of sleep, and even related to love, so it is not uncommon for these teenagers to then choose to consume drugs and alcohol to forget the problems they are facing.

Basically, a student is a teenager who will grow up with his nature requires freedom and independence. Students in conducting studies at university will certainly face various problems, some of which are included in the domain of student mental health [3], especially if these problems can interfere with their daily lives due to the form of adaptation to learning in higher education [4]. According to JABAR Open Data, there is Adolescent Coverage Data in the Adolescent or Student Counseling Information Center which continues to increase as shown in the graph below:
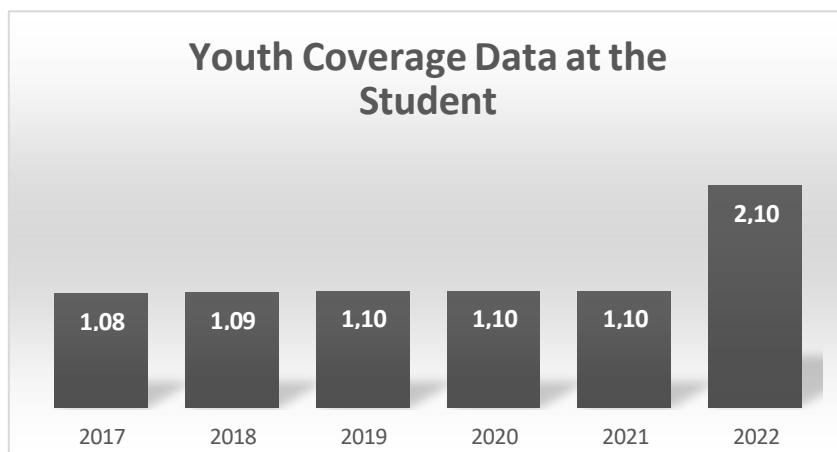
Figure 1. Youth Coverage Data Student
Source: Open data JABAR (2023)

Mental health problems that continue to increase in West Java can affect human activities, especially in adolescence so it can cause existing problems. In students, mental health disorders experienced can affect academic conditions. One of them is on the campus in West Java, namely STIA LAN Polytechnic Bandung. After the identification process, it was found that the STIA LAN Bandung Polytechnic campus had students and female students affected by mental health disorders. According to survey data in the distribution of questionnaires, the results of this study showed that as many as 77% of female students and 23% of students had poor mental health status.

STIA LAN Polytechnic Bandung provides services to anticipate mental health problems that are not good for students and female students. The service is managed by the Character Development and Counseling Guidance Unit, but based on the results found that the services provided by the Character Development and Counseling Guidance Unit still have obstacles and obstacles when operating. Therefore, this study aims to optimize the Student Mental Health Service Program at STIA LAN Polytechnic Bandung.

2. Literature Review

In The World Federation For Mental Health (WFMH) explained that mental health is a situation that may provide physical, emotional and intellectual development for someone who does not conflict with the interests of others. Mental health according to Law No. 3 of 1966 is defined as a condition that can allow optimal physical, intellectual, and emotional development of a person and such development must be in harmony with the situation and condition of others. Mental health itself can have an influence on daily activities, one of which is physical activities (Djarot, 2016). This view is reinforced by the American Psychological Association (APA) which explains that, individuals who experience stress will have an impact on their physical health, such as frequent abdominal pain.

Mental health conditions need to be considered in the environment, one of which is in the student environment. Basically, students are teenagers who will move into adulthood and easily experience a sense of confusion that can cause anxiety. Anxiety is a normal condition that is

often encountered in everyday life [5]. However, anxiety can be an obstacle for a person or student in performing and doing activities [5].

Students who experience problems related to their mental health conditions can conduct counseling activities. Counseling is a type of service that is part of guidance. Counseling is defined as a relationship between two individuals consisting of counselors who try to be able to help counselors in overcoming the problems they face in the future [6]. Counseling can be interpreted as a process of interaction between a counselor and a counselor. The process of counselor and counselee interaction is carried out when experiencing problems and seeking help from counselors in finding alternative solutions to their problems [7].

Alternative problem solving is provided during counseling services. Counseling services are professional services for human welfare in the present and the future. As a professional, a counselor has competencies that must be possessed will be able to support his performance optimally. The professionalism of a counselor will be seen in his service to the counselee so that there can be a change in the self of a counselee, it can be seen from the personality of a counselor in coaching counseling relationships and creating a change that exists in the counselee [8].

In carrying out counseling service activities, theories are needed that can strengthen the reasons why many students experience mental health so they must take part in counseling service activities. The theory is a Humanistic theory.

Humanistic theory is a theory that emerged in the 1850s. Humanistic theory consists of psychological figures including Abraham Maslow, Carl Rogers, and Gordon Allport. The assumptions obtained from the Humanistic Theory are theories that can be utilized, the goal is for only aimed at humans to achieve self-actualization, self-understanding, and maximize self-realization [9]

Humanistic theory is in accordance with Pancasila in the 2nd precept which reads "Just and civilized humanity", the meaning of humans and humanity has a Humanistic meaning[10]. The application of this humanistic theory has a role that Indonesian citizens must respect each other without distinguishing their advantages or disadvantages to improve good mental health for individuals, one of which is for students.

Maslow in[11] explained that humans have 5 needs that must be met by every human gradually, these needs consist of:

1. Physiological Needs
   Physiological needs are the most basic needs in life. Why is that? Because these needs include the need for food, drink, clothing, shelter, and biological. To be able to achieve a healthy soul, it requires healthy and nutritious food which affects the level of mood needed by brain cells in individuals [12].

2. Safety and Security Needs
   The sense of security needed by humans is a sense of security psychologically and physically in improving mental health. A sense of security can be obtained from simple protection from an early age to adulthood, which is very good for maintaining mental health.

3. Love and Belongingness Needs
   Every human being will feel happy if many people like the existence of him. This has an effect in increasing the positive emotions that exist in him so that he can improve mental health and reduce the level of stress he experiences.

4. Esteem Needs
   Every human being will certainly like if he can be appreciated and respected each other. Mutual respect can prevent stress and have a good effect on mental health ([13].

5. Self Actualization

Self-actualization needs are needs that are carried out through proving and showing their abilities to others. It can help improve his mental health [14]

Every human being certainly has his own characteristics, talents and choices. This is related to whether or not humans strive to reach the stage of self-actualization. Humanistic theory holds the view that, belief in knowing one's own potential will be able to help in facing the reality that exists in life. Why? Because it can develop, if the individual can actualize himself. If the individual cannot develop and actualize himself in the face of challenges, then he will enter the individual who has a mental health disorder and needs further action through counseling services from counseling experts or a counselor.
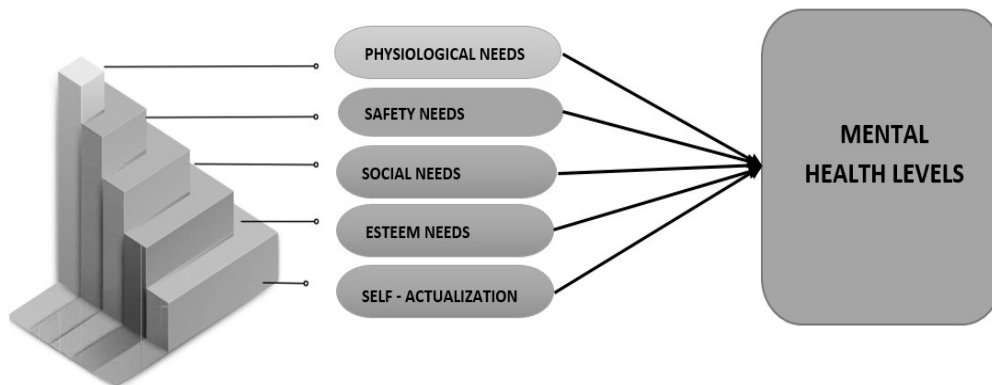
Figure 2. Humanistic Theory
Source: Humanistic Theory (1850)

3. Research Methods

This research was carried out using descriptive qualitative methods. According to Sugiyono, qualitative research is a type of research whose findings are not obtained through the calculation process and seeks to understand and interpret the meaning of a phenomenon of human behavior interaction in certain situations based on their own perspective. The phenomenon in this study is a mental health phenomenon that occurs among students and female students, one of which is at the STIA LAN Polytechnic Bandung. With this method, the research data produced is data that is in accordance with the mental health state of students and students of STIA LAN Polytechnic Bandung without any control from researchers. Data collection techniques are carried out by literature studies in the hope that understanding views can be carried out broadly and deeply on a series of knowledge, literature studies are carried out by summarizing, and analyzing [15] The distribution of questionnaires and interviews is an instrument carried out to strengthen the data of this study.

In conducting data analysis, this study uses the data analysis model of Miles and Huberman (1992) in [15] which consists of 4 (four) main points, namely data collection, data reduction, data presentation and conclusion drawing and verification so that it can be tested for correctness. The data analysis with this model is as follows:

a. Data Collection

Data collection techniques are ways that can be used by researchers to collect data [16]. This technique is an important stage in research, because by collecting data, data that meets the standards will be obtained. In this study data were obtained through questionnaires, interviews and literature review.

b. Data Reduction

Data Reduction according to [16] revealed that data reduction is a process of selecting field data, where the data is simplified by summarizing important things according to the needs and focus of research. In this study, data reduction was carried out by focusing questions on the most needed information through questionnaires to students who had received counseling services and interviews with the Head of the Character Development and Counseling Guidance Unit.

c. Data Presentation

The presentation of data in [17] is a set of structured information and can provide the possibility of a conclusion and actions that need to be taken next. Description, narrative, chart or the like can be used as a form of data presentation. In this study, the presentation of data is displayed in the form of a narrative which is also complemented by a process to facilitate conclusions and decision making for further actions.

d. Conclusion Drawing and Verification

The conclusion is a description of opinions based on something that has been explained previously as the essence of the findings of research results that need to be verified. There is relevance between the conclusions and the focus, objectives, and research findings that have been described through verification so that problems that have been formulated from the beginning can be answered.

In addition, source triangulation is also used as a data processing technique. Source triangulation means testing data from various informant sources for which data will be retrieved. In Sugiyono [18] source triangulation helps sharpen the credibility of data if it is done by examining data obtained during research through several sources or informants. In this study, researchers tried to find data with counseling service satisfaction surveys through questionnaires to students who had received them, conducted interviews with the Head of the Character Development and Counseling Guidance Unit regarding the process and sustainability of counseling service programs, and studied literature studies on the discussion of mental health services, and optimization of program implementation.

4. Discussion

Based on the results of interviews and dissemination of questionnaires conducted by the team to students and students of STIA LAN Polytechnic Bandung, it is known that there are several students and female students who experience very low mental health so counseling services are needed to the character development unit. The purpose of holding a character development unit according to the institution is to improve or develop character to create the characteristics of students and students at Politeknkik STIA LAN Bandung. Efforts to optimize mental health services can be through inputs, processes and outputs. Inputs, processes, and outputs are the most important sources in an educational institution that need to be improved in quality and quality, one of which is in the STIA LAN Bandung Polytechnic. Input is data or information needed in a mental health service system at the STIA LAN Bandung Polytechnic educational institution, Process is a form of mental health services used based on humanistic theory, and output is a recommendation or suggestion given in optimizing mental health services at STIA LAN Bandung Polytechnic.

Figure 2. Humanistic Theory Recommendation

Input is everything that becomes the legal basis because for the mental health service process to take place, something can be a need needed by students and female students. These needs are adjusted to several legal bases consisting of:

1. Law of the Republic of Indonesia Number 12 of 2012 concerning Higher Education Chapter 1 Article 1. [19]
2. Law of the Republic of Indonesia Number 12 of 2012 concerning Higher Education Chapter I Article 5 [19]
3. Republic of Indonesia Government Regulation Number 60 of 1999 concerning Higher Education Chapter II Article 2. [20]
4. Republic of Indonesia Government Regulation Number 60 of 1999 concerning Higher Education Chapter X Article 109 paragraph 1. [20]
5. Decree (SK) of the STIA LAN Bandung Polytechnic Education Institute

The process is part of processing data from questionnaires based on Humanistic Theory to determine the suitability of counseling services provided by character development units with Humanistic Theory to evaluate the service process so that it can provide more optimal counseling services.

Output is an output or innovation that can be given to counseling services obtained from inputs and processes carried out. Based on the results of collecting questionnaires for students who experience poor mental health regarding the services provided by the character development unit at the STIA LAN Polytechnic Bandung, optimization is still needed in the counseling service program to make counseling services at the STIA LAN Polytechnic Bandung better.

4.1 Implementation of Humanistic Theory in Optimizing Mental Health Services

Maslow said, humans have 5 (five) most basic needs and must be met or commonly known as the herarchy of needs. In fulfilling human needs must be done step by step, which means that it cannot directly reach the top level but the most basic needs must be met first. In optimizing mental service programs, researchers try to make Maslow's needs theory the basis for a list of questions.

a. Fulfillment of Physiological Needs

Physiological needs are the most basic needs of all human beings to achieve a healthy soul in human beings. Based on the results of the questionnaire, it can be seen that 60% of 100% of the total research sample, that as many as 66.7% of STIA LAN Bandung Polytechnic students who received counseling services agreed that this service helped them in implementing healthy

life behavior patterns.

b. Meeting the Need for Security

The need for security should include psychological and physical in improving mental health. Based on the results of the questionnaire, it can be known that 60% of 100% of the total research sample, and as many as 83.3% of STIA LAN Bandung Polytechnic students who received counseling services agreed that with this counseling service counselors can get a sense of peace and security both psychologically and physically.

1) Meeting Social Needs

Social needs are influential in increasing the positive emotions that exist in him so that he can improve mental health and reduce the level of stress he experiences. Based on the results of the questionnaire, it can be known that 60% of 100% of the total research sample, and as many as 66.7% of STIA LAN Bandung Polytechnic students who receive counseling services can maintain their emotional stability.

2) Fulfillment of Ego Needs or Needs to Be Valued

The need for ego commonly heard with the need to be valued is mutual respect and can prevent stress and have a good influence on mental health. In the results of the questionnaire, it can be seen that 60% of 100% of the total research sample, and as many as 83.3% of STIA LAN Bandung Polytechnic students who have received counseling services can better respect themselves.

3) Self-Actualization Needs Fulfillment

Self-actualization needs are needs that prove themselves to others by demonstrating their abilities. This need can help improve one's mental health. Based on the results of the questionnaire, it can be seen that 60% of 100% of the total research sample, as many as 83.3% of STIA LAN Bandung Polytechnic students who received counseling services have received counseling services feel they can improve and develop their potential.

The results of this study show that there is a relationship between humanistic approaches and mental health conditions. A person's mental health can be influenced by self-esteem, a sense of protection, expression of developing potential, good acceptance and recognition and other factors. A person's mental health is said to be in good frequency if the factors of these needs are met properly, while if not met will cause a decrease in one's mental health. Therefore, the presence of mental service programs can play a role in helping in overcoming the mental disorders of STIA LAN Bandung Polytechnic students.

c. Mental Health Program Optimization

1) Socialization

Socialization can be interpreted as publishing information such as programs made by character development units. This socialization can be done through the dissemination of information on social media, such as Instagram. For example, Instagram counseling at the STIA LAN Polytechnic Bandung publishes related to mental health information, so that readers of the information can reflect on the information that is disseminated well for themselves. In addition, socialization can be done through information in the form of posters or banners placed in the STIA LAN Bandung Polytechnic environment. This can be useful for the character development unit to be able to minimize the problems that exist at the STIA LAN Bandung Polytechnic, namely the level of mental health that is not good.

2) Facilities

Facilities and infrastructure are all movable or immovable objects needed to support

the implementation of activities either directly or indirectly. Guidance and counseling facilities as very important and needed equipment that support the implementation of guidance and counseling programs [21]. His success in guidance and counseling services is aided by the effective and efficient use of all available guidance and counseling facilities and infrastructure.

The facilities and infrastructure needed for counseling kites need to be in accordance with standards that ensure that every facility and infrastructure can be suitable for use as well as worthy of testing for this purpose for comfort during the counseling session process. So the counseling program held by the career development unit of STIA LAN Polytechnic Bandung needs to be re-leveled in the field of facilities or facilities and equipment.

3) Human Resources (HR)

Human Resources are individuals who work to do something in the organization. Large enough human resources can help efforts to optimize mental health services at STIA LAN Polytechnic Bandung. The character development unit of Polytechnic STIA LAN Bandung can conduct Peer Counseling services. This Peer Counseling service can be carried out by students and students of the STIA LAN Bandung Polytechnic who contribute and provide assistance to the character development unit that has been provided by the STIA LAN Bandung Polytechnic educational institution in meeting the needs of every student and female student, one of which is the need for mental health for students and female students.Peer Counseling Service is a counseling service for peers using skills in problem solving and active listening to support individuals who are the same age as college students or female students who perform peer counseling services [22]. Through peer counseling services, is expected to help human resources in the character development unit at the STIA LAN Polytechnic Bandung in conducting mental health counseling service activities for students and female students.

5. Conclusion

The mental health of students and students of STIA LAN Polytechnic Bandung 60% of the total is poor so the character development unit creates a counseling program for students who want to channel their feelings, this aims to open their minds and also awaken students who are facing a problem in themselves. Based on the results of questionnaires given to students and students of STIA LAN Polytechnic Bandung who have participated in counseling with character development units, there are 77% of female students and 23% of students. The results of the questionnaire are associated with humanistic methods that have 5 indicators that must be owned by humans, including Fulfillment of physiological needs, Fulfillment of security needs, Fulfillment of social needs, Fulfillment of ego needs or fulfillment of needs to be appreciated, and the last is Fulfillment of self-actualization needs. However, in the implementation of counseling services provided by the character development unit, it is necessary to further improve the quality of service. This aims to provide comfort to students and female students about the continuity of the counseling service process and that the counseling service process can run smoothly when carrying out the counseling service session process.

Recommendations that can be given to optimize mental health programs at STIA LAN Polytechnic Bandung are to socialize or publicize counseling programs to students and students of STIA LAN Bandung Polytechnic so that it can help agencies in measuring how high the level of health is not good at STIA LAN Polytechnic Bandung, then what needs to be improved again in the aspect of facilities which can still be lacking, one of which is the availability of counseling rooms in accordance with predetermined standards, then the last recommendation is regarding

Human Resources or (HR) where agencies can empower students and female students who have good skills to become Peer Counseling as a counseling service for peers. In addition to optimizing this counseling service, we provide innovation to the character development unit on the name of this counseling program with the title "House of Love" which is divided into 2 words, namely Home has the meaning of a place to rest and complain about the events that occur to him, while Love has the meaning of a very full sense of care so that it makes love the only happiness.

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