

# Development of Traumatic Counseling Program through Website-Based Media Applications for BK Students to Minimize Bullying at School

Rahmulyani<sup>1</sup>, Asiah<sup>2</sup>, Armitasari<sup>3</sup>

{rahmulyani@yahoo.ac.id<sup>1</sup>, adex.asiah@gmail.com<sup>2</sup>, armitasari.unimed@gmail.com<sup>3</sup>}

Guidance and Counseling, Faculty of Education, Universitas Negeri Medan, Medan, Indonesia

**Abstract.** The purpose of this study is to determine whether the creation of the trauma counseling program "Kuy Konseling" has the effect of reducing bullying among junior high school pupils in the classroom. Development research using the Borg & Gall model is the methodology employed. The research's findings demonstrate that the creation of the trauma counseling program "Kuy Konseling" is doable and can be employed as a tool in the counseling process to address bullying issues that arise at school, thereby assisting students in becoming independent and capable of making decisions with the assistance of counseling.

**Keywords:** Traumatic Counseling Program, Kuy Counseling, Bullying

## 1 Introduction

The goal of education is to support students in developing their cognitive, emotional, and psychomotor skills to the best of their abilities by deliberate, planned, scheduled, and ongoing effort. People who have transitioned into early adolescence are known as students. Adolescent is the time in a person's life span when they transition from childhood to adolescent. [1]

A type of aggressive conduct known as bullying is when someone or a group of individuals targets someone or themselves as "weaker" by using psychological or physical force. The person or group that engages in bullying, commonly referred to as the bully, believes they are in a position of power and can do anything they want to the victim. In addition, victims believe they are weak, defenseless, and constantly the target of bullying. Because peer groups, school climate, personality, and the interpersonal contact between kids and their parents all have a big negative impact, bullying behavior among students can happen. Teenagers and their parents will have more positive interpersonal interactions if the student's demeanor appears steady and healthy. [2]

Eight reports of such assault were received between January and April, according to Erlinda, Secretary of the Indonesian Child Protection Commission (KPAI). Of these, two cases were reported from elementary schools (SD), two from junior high schools (SMP), and the other cases were from senior high schools (SMA). According to KPAI research findings, 17% of child abuse incidents take place in schools. In actuality, 181 incidents of fatalities, 141 cases of victims with

serious injuries, and 97 cases of victims with mild injuries were reported in 2013. Violent incidents can be committed at school by fellow students, instructors, or even principals. As a result, school counselors and guidance counselors must offer victims the best possible care in addition to.

Bullying can take many different forms in schools. Examples include seniors intimidating juniors, friends being called names they don't want to be called, friends being made fun of, friends being cheered on locally, friends being made fun of, gossip being spread, friends being hit or smacked on the head, and even teachers calling students names they don't think the students actually call themselves. Additionally, bullying conduct frequently takes place throughout the learning process, which can lead to low self-esteem in the victims of bullying. Similar to kids who call out names of people who aren't their pals when they appear in front of the class, laugh, make fun of, and yell at them. His companion became ashamed as a result and decided not to show up any more. Some pupils even shed tears and.

According to Tumon's (2014) research, children may be forced to express themselves outside of the home by parents who quarrel frequently (4.8%) and adopt authoritarian parenting approaches (10.6%) [3]. Then, this is corroborated by Zakiyah's (2017) assertion that children emulate their parents' behavior toward their friends when their parents chastise them harshly or display their fights in front of them [4]. Additionally, Yusuf & Haslinda (2018) found in their research that the environment, which includes parenting styles, aggressive behavior from home, parental lack of supervision, and adopting physical punishment received, are the factors that cause bullying, i.e., factors that originate from outside. from peers who frequently use violence against other youngsters as a kind of retaliation, from parents, and from internal issues within the individual.

Because of these issues, there needs to be a way to offer students counseling services that go beyond in-person sessions. Nevertheless, SMP Negeri 1 Tanjung Morawa does not yet offer counseling services that rely on technology support for therapy, or it does and is still restricted to in-person counseling sessions. Despite the fact that communication, science, and technology have all advanced recently. In essence, school guidance and counseling programs aim to support students in growing in all areas of their lives personal, social, academic, and vocational development. Services for guidance and counseling help students grow in accordance with their needs, potential, talents, interests, growth, circumstances, and opportunities individually, in groups, and/or traditionally.

From the foregoing, it can be inferred that the offender will be negatively impacted by his overconfidence, which will lead to a harsh character, a lack of empathy, and unstable emotions, all of which will allow him to abuse authority and engage in other harmful activity. detrimental to both the environment and himself. Moreover, deep pain, emotions of guilt, rage, and lack of confidence are among the psychological effects that bullying victims endure. These include feelings of inferiority, dread and becoming a timid person. This results in a highly passive learning environment for the victim during the session, no improvement in their learning outcomes, and a desire to switch classes.

Counseling is the practice of offering support through counseling interviews conducted by a professional (referred to as a counselor) with people who are having problems (referred to as clients), with the goal of helping the client resolve their issues (Prayitno, 2004: 105). In Prayitno (1999), Parson Giving kids information about themselves and helping them find solutions to their

difficulties is known as counseling. In light of this, guidance and counseling instructors and school counselors must offer victims' support as well as the best possible counseling services, tailored to each student's requirements using the counseling advice program that is offered. According to Yandri in Prayitno (2009), there are a number of strategies that can be used to combat bullying, including offering group guidance, individual counseling, topic mastery, orientation, information, and placement services.

A website is an arrangement of pages that show different types of textual content, data, animated or still images, sound, video, or any combination of these elements, both dynamic and static, that create a network of linked buildings, related in the sense that each is accessed through a web page network or hyperlink. Website-based apps are beginning to gain popularity in tandem with the global increase in internet users. It is not only simple for website devices to access, but it also doesn't take a lot of hardware or software resources. Anybody from any background can use an application on a website. In the words of Nugroho (2010), "Web applications are applications that run in various browsers such as Internet Explorer, Mozilla, Opera and so on". In the interim".

Bullying, often referred to as harassment, is an aggressive behavior that can be committed by an individual or a group of individuals anywhere, in the real world as well as online, with the intention of causing physical, psychological, or other harm to the victim and/or others. Bullying, according to Limilia & Prihandini (2019), is defined as a persistent act of oppression or violence in many forms committed with the purpose of hurting other people by a person or group of individuals who are stronger and more powerful than them. This is consistent with Andini's (2009:14) assertion that bullying is a type of violent conduct in which someone or a group of individuals deemed to be "weaker" is subjected to physical or psychological pressure.

According to Usman (2013), peer pressure, school atmosphere, teenage-parent interpersonal communication, and personality all have a substantial negative impact on the possibility of student bullying. A stable and well-developed personality can lead to improved interpersonal communication between teenagers and their parents, increased peer group influence in encouraging friends to uphold positive social norms, and a more positive school environment, which in turn reduces bullying behavior.

As per Yandri in Prayitno (2009), there are several ways to combat bullying, including offering services like advocacy, mediation, guidance, orientation, information, placement, and content mastery as well as individual and group counseling, advocacy, mediation, and consultation [3]. In order to have a comprehensive understanding of the state of online counseling services today, this website's creation also makes comparisons with the websites of several online counseling providers. Tohirin (2007: 23) quotes the American Personnel and Guidance Association (APGA) as defining counseling as a professional-client interaction for those seeking support with common anxiety issues or decision-making conflicts. [4]. According to this definition, counseling is a professional interaction in which a client seeks assistance from a counselor in order to overcome fear and become capable of making decisions for himself regarding the solutions to difficulties he faces. Susanto (2018) According to the American School Counselor Association (ASCA), counseling is a private, in-person interaction characterized by an accepting attitude and opportunity wherein the counselor uses his or her expertise to assist the client in resolving issues. Masdudi (2015) [5]. Conversely, counseling, according to Jones 1951 (in Prayitno & Erman, 2004), is an activity in which all the information is gathered and all of the

student's experiences are concentrated on a specific problem that needs to be handled by the individual.

Based on the different perspectives shown above, it can be said that bullying, or more commonly known as bullying in Indonesian, is a type of aggressive behavior committed by an individual or group of individuals worldwide with the intention of physically and psychologically harming another person. the actual or virtual world.

Trauma is a condition where a person has extremely traumatic events or experiences that leave them less helpful, leading to both physical and psychological illnesses. Trauma is frequently linked to a person's worsening state as a result of the painful events in his life. Preston, Weaver, and Flannelly (2003) in Nirwana (2012) Trauma is a pretty major physical or emotional experience that, over a relatively long period of time, causes significant harm and imbalance to a person's bodily and psychological well-being. According to Herawati dkk, (2019) [7], psychological trauma is characterized by abrupt and intense anxiety brought on by situations in an individual's surroundings that go beyond their capacity for survival, escape, or triumph. It is possible to suffer, undergo, and endure traumatic occurrences.

## **2 Research Method**

Development research, often known as research and development (R&D), is used in this study. Research and development (R&D) is a technique used to create specific products and evaluate their efficacy. Development research is a study strategy used to create or validate products used in education and learning, according to Borg and Gall (1989) [10]. The goal of this research, which falls under the category of research and development (R&D), is to create media-based "kuy counseling" apps. Junior high school students' school website.

A questionnaire was employed as the primary non-test instrument for data collection in this study. A closed questionnaire with four response options—Very good, good, quite good, and not good—and a Likert measurement scale are the method employed. This study employed both qualitative and quantitative data analysis methodologies for its data analysis. The findings of remarks and recommendations from experts and respondents—students—are described using qualitative analysis. The viability of the website-based application "Kuy Konseling" for trauma counseling is described through quantitative analysis. This study used as subjects four experienced lecturers and responders as many as thirty junior high school students in class VIII to examine the viability of the guide in creating the website-based application "kuy counseling" for trauma counseling. The goal of this research is to better understand the "kuy counseling" website-based application for trauma counseling, which assists students in solving problems and developing their decision-making independence.

### 3 Result and Discusion

#### 3.1 Result

In traumatic cases, counseling is defined as therapeutic support intended to help clients who have experienced trauma alter their attitudes and behaviors. It is provided face-to-face between the client and the counselor using interviewing techniques to help the client find solutions to their problems. In contrast, trauma is an emotional state that arises following a traumatic event that is unpleasant, depressing, frightening, disturbing, or violent. Examples of such occurrences include rape, physical abuse (bullying), fights, accidents, natural catastrophes, and other situations that cause stress in the client's psyche.

A website is an arrangement of pages that show different types of textual content, data, animated or still images, sound, video, or any combination of these elements, both dynamic and static, that create a network of linked buildings. related in the sense that each is accessed through a web page network or hyperlink. Website-based apps are beginning to gain popularity in tandem with the global increase in internet users. It is not only simple for website devices to access, but it also doesn't take a lot of hardware or software resources. Anybody from any background can use an application on a website. Nugroho (2010) states that "Web applications are applications that run on the Internet. in a number of browsers, including Mozilla, Opera, Internet Explorer, and others." On the other hand, a web application is defined as "an information system that supports user interaction via web-based face-to-face" by Simarmata (2010).

Development of an Application based on the Traumatic Counseling Website "Kuy Konseling" was created to design a counseling guidance service program that was developed to minimize victims and/or perpetrators of bullying in schools. Furthermore, this research will also develop the counseling guidance service program into an application based on the Traumatic Counseling website "Kuy Konseling" so that it is easier to access and use by students, and also in line with the demands of developments in digital technology. The research and development steps for the Traumatic Counseling website-based application "Kuy Konseling" for junior high school (SMP) students.

A number of user field tests and expert validations have been conducted on the "Kuy Konseling" traumatic counseling website application. In addition, the purpose of the field trials and expert validations is to gather information for future revisions. The "Kuy Konseling" website traumatized counseling application has undergone a series of iterative adjustments in response to feedback from material experts, media experts, and field trial data at each level of the process. The "Kuy Konseling" traumatic counseling website-based application has developed into a very good final product to be utilized as a medium, it can be concluded after conducting the primary field trials, operational field trials, data analysis at each stage of the trial, and.

**Table 1.** Overall Material Expert Assessment Results Data

<b>Material Expert</b>	<b>Percentage</b>	<b>Information</b>
Expert 1	85	Very Good
Expert 2	85	Very Good
Average	85	Very Good

The module product received a score of 85% on the evaluation of the material experts' questionnaire, meaning it was deemed highly practical and potentially useful for learning. After the change, the media expert completed a questionnaire to see if the product was feasible. Media specialists evaluate format, usability, consistency, ease of use, and graphics. Information from the evaluation outcomes supplied by media specialists is displayed in Table 2 below:

**Table 2.** Overall Media Expert Assessment Result Data

<b>Material Expert</b>	<b>Percentage</b>	<b>Information</b>
Expert 1	72	Good
Expert 2	85	Good
Average	76	Good

The module product received a 76% rating on the feasibility questionnaire given to media specialists, meaning it may be utilized for educational purposes. The evaluation findings of media and content specialists have led to the conclusion that this module is highly practicable to use. As a result, this module offers high-quality content that is useful for learning. It seems that this module can be executed with ease based on the findings of the material and media experts' assessment. This module is appropriate for use in the learning process because of its high quality. This module will perform a feasibility test for 30 SMP students at the State SMP after revisions are made following the expert test in order to attain perfection.

**Table 3.** Overall Respondent Assessment Results Data

<b>Assessment Aspects</b>	<b>Total Score</b>	<b>Total Score</b>
Presentation of Material	72	Good
Language	85	Very Good
Graphics	87	Very Good
Total	86,48	“Very Good”
Category	“Very Good”	

The module's technical quality is classified as decent, with 72% of the material presented in the presentation category, 85% in the linguistic category, 87% in the graphic category, and 86.48% in the benefit category, according to the results of the BK student response questionnaire. Therefore, the "Kuy Konseling" website application is suitable for use. Perfected product upgrades and trials are used to determine the population's viability. Product trials are conducted at this stage with a bigger sample size, as the sample needs to accurately reflect the population in terms of both size and makeup. As of right now, the researcher has come to the conclusion that the generated product falls into the category of Very Appropriate for use by instructors and students in comprehending and counseling advice services BK FIP UNIMED pupils.

Generally speaking, the most common form of bullying behavior among students is verbal harm, which takes the shape of harsh words and increased verbal pressure from the target of the bullying. Physical harm, such as striking and wounding someone, comes next, followed by mental injury, such as bullying. Peer and family dynamics are the two most common causes that lead to

bullying behavior among students, but there are other factors as well. Guidance and counseling teachers and counselors might attempt to address this by offering suitable services to assist kids in avoiding and escaping bullying conduct. both as offenders and victims, and to enable research participants and students to avoid.

As human issues become more varied, there is a periodic increase in the need for counseling services. Counseling services are especially needed at schools, where students have personal issues that need to be handled right away in order for them to grow to their full potential. A collection of fundamental guidance and counseling techniques are used in counseling in an attempt to assist clients face-to-face with the goal of empowering them to accept responsibility for a variety of particular concerns or problems. (Winkel and Hastuti, 2006).

The primary goal of this research is to create a web application called "Kuy Konseling" that will facilitate the work of guidance and counseling teachers and counselors in addressing issues with students at school, such as bullying that causes severe trauma to victims, tracking the number of bullying incidents that occur at school, and helping both bullies and victims of bullying get the appropriate counseling services. Researchers will examine the efficacy of using this website to reduce bullying in schools in this study.

The website-based application "Kuy Konseling" for trauma counseling will be developed as a means of counseling clients to resolve issues they may be facing and to increase the efficiency of guidance and counseling sessions for teachers. Additionally, students or counselors can conduct counseling sessions outside of school hours.

### **3.2 Discussion**

The creation of the web-based trauma therapy tool "Kuy Konseling" for junior high school pupils is now complete. To create a counseling media product that is useful and communicative, this finishing process is carried out in phases. The development of trauma-focused counseling In addition to expert validation, user field trials for the website application product "Kuy Konseling" have been conducted. The purpose of these trials is to gather data for future revisions. The "Kuy Konseling" traumatic counseling web application has undergone iterative improvements in response to feedback from material experts, media experts, and data gathered from field trials at every phase. Following completion of the primary field.

The "Kuy Konseling" traumatic counseling web application has undergone iterative improvements in response to feedback from material experts, media experts, and data gathered from field trials at every phase. The "Kuy Konseling" website-based application for traumatic counseling has developed into an excellent final product that can be used as a medium in the counseling process for junior high school students, according to the results of data analysis at each stage of the trial, main field trials, and operational field trials. The media counseling services obtained very positive results.

Based on the primary field trial procedure, operational field trials, and the validation findings of media experts and material specialists. A total score of 72 was gained at the media expert validation stage, translating into a 90 in the Very Good category. A total score of 85 was obtained at the material expert validation stage, translating into an 85 in the Very Good category. Based on

the questionnaire findings, a total score of 2621 was acquired during the primary field testing stage, resulting in a score of 87 in the Very Good category. A total score of 11,563 was attained at the operational field testing stage, yielding an 86.48 score in the Very Good category.

Currently, the need for counseling services increases from time to time with the increasingly diverse problems faced by humans. In particular, there is a need for counseling services in schools, where students have their own problems that must be resolved immediately so that they can develop optimally. Counseling is a series of the most basic activities of guidance and counseling in an effort to help clients face to face with the aim of enabling clients to take their own responsibility for various specific issues or problems (Winkel and Hastuti, 2006).

The primary goal of this research is to create a web application called "Kuy Konseling" that will facilitate the work of guidance and counseling teachers and counselors in addressing issues with students at school, such as bullying that causes severe trauma to victims, tracking the number of bullying incidents that occur at school, and helping both bullies and victims of bullying get the appropriate counseling services. The usefulness of using this website to reduce bullying behavior in schools will be examined in this study.

#### **4 Conclusion**

Based on research findings and discussions, the following conclusions can be drawn: that 4D was used in the development of the Traumatic Counseling Website Based Application product "Kuy Konseling" at Medan State University. Specifically, 4D was used in the following stages: planning, expert validation testing, product design, module revision as a result of due diligence, research and data collection stage, and product design. Next, the website-based application "Kuy Konseling" for trauma counseling was created using the findings of expert evaluations that were deemed appropriate for use as a medium for guidance and counseling services to help victims of bullying overcome their trauma and lessen their trauma. Additionally, the outcomes of user trials conducted on students are included in the very feasible category following initial field testing.

Based on the conclusions above, researchers recommend using the Traumatic Counseling Website "Kuy Konseling" to: 1. Students a. Individually, access to the complete Traumatic Counseling Website "Kuy Konseling" developed by researchers is accessible to each group. b. Study every material on the website c. Pay attention to each material available in each sub menu 2. Counseling Teachers/Counselors, and Lecturers Can direct students to use websites as a counseling medium that can be done independently. 3. Next Researchers It is hoped that the development of the Traumatic Counseling Website Application "Kuy Konseling" with a more complex concept is expected.



## References

- [1] Ramdani. (2016). Peran Guru Bk/konselor Dalam Mengentaskan Perilaku Bullying. *Cahaya Pendidikan*, 2 (1), 84-91.
- [2] Coloroso, Barbara. (2007). Penindas, Tertindas, dan Penonton; *Resep Memutus Rantai Kekerasan Anak dari Prasekolah hingga SMU*. Jakarta: Serambi Ilmu Pustaka.
- [3] Nugroho, A. (2010). *Rekayasa Perangkat Lunak Berbasis Objek Dengan Metode USDP*. Yogyakarta: Andi.
- [4] A.B.M. Tumon, (2014), Studi deskriptif bullying pada remaja. *Calyptra: Jurnal Ilmiah Mahasiswa Universitas Surabaya*, 3(1).
- [5] Zakiyah, Ela Zain, dkk. (2017). Faktor Yang Mempengaruhi Remaja Dalam Melakukan Bullying. *Jurnal Penelitian & PPM*. Vol. 4, No. 2, Juli 2017, Hal: 129-389. ISSN: 2442-448X. FISIP Universitas Padjadjaran.