SICONS EFFECTIVENESS ON THE LEVEL OF SATISFACTION OF GUIDANCE AND COUNSELING SERVICES IN MAN 2 BANYUMAS STUDENTS

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Abstract: Cyber counseling, as a part of educational institutions, has a role in the study process to find out the problems and obstacles of students to help solve their problems in technological developments. The method in this research is the Mix Method approach to Research and Development. Methods of collecting data through Questionnaire, Observation, Interview, and Documentation on students of MAN 2 Banyumas. This study's results show that SICONS effectively increases student satisfaction in individual counseling services before receiving SICONS services is 55.06. The score after receiving SICONS services is 74.56, supported by the results of the paired difference test, which produces a significant (p-value = 0.000), while the group counseling service before SICONS service was 46.65. The score after receiving SICONS service was 73.08, supported by the results of the paired difference test, which resulted in a significant (p-value = 0.000). So it can be concluded that SICONS is effective in increasing student satisfaction in guidance and counseling services at MAN 2 Banyumas.

Keywords: *SICONS, Counseling Service, Student*

Abstrak: *Cyber Counseling* sebagai suatu bagian dari lembaga pendidikan memiliki peranan dalam proses studi guna mengetahui persoalan dan hambatan siswa agar dapat membantu menyelesaikan permasalahannya di tengah perkembangan teknologi. Metode dalam penelitian ini yaitu *Mix Methode* dengan pendekatan *Research and Development*. Metode pengumpulan data melalui Angket, Observasi, Wawancara, dan Dokumentasi pada siswa MAN 2 Banyumas. Hasil dalam penelitian ini yaitu, SICONS efektif dalam meningkatkan kepuasan siswa dalam layanan konseling individu sebelum mendapat layanan SICONS adalah sebesar 55,06, selanjutnya nilai skor setelah mendapat layanan SICONS sebesar 74,56 dengan didukung hasil uji beda berpasangan yang menghasilkan p value signifikan (p value=0.000), sedangkan pada layanan konseling kelompok sebelum layanan SICONS adalah sebesar 46,65, selanjutnya nilai skor setelah mendapat layanan SICONS sebesar 73,08 dengan didukung hasil uji beda berpasangan yang menghasilkan p value **signifikan** (p value=0.000). Maka dapat disimpulkan

bahwa, SICONS efektif dalam meningkatkan kepuasan siswa dalam layanan bimbingan dan konseling di MAN 2 Banyumas.

Kata Kunci: SICONS, Layanan BK, Siswa

A. Introduction

Society 5.0 is a widely discussed topic because it is considered unique and exciting. Society 5.0 is defined as a period of revolutionary acceleration in the post-disruption era.[1] The high-tech generation and digital natives are the illustrations of this Era of Society 5.0. This generation considers the use of technology in this era as a gap between their age and the previous generation. This generation grew up with technological devices and became large users of information technology to meet daily needs. This reality has led to the development of approaches to prepare people for the unpredictable nature of life and to concentrate on flexibility and adaptability in this era of Society 5.0.[2]

The reality in the times of Society 5. 0 has replaced the lifestyle of traditional citizens leading to the complexity of activities based on the rapid development of information technology. The result of education in the 21st century is evidence of the rapid growth of globalization and science. The complexity and challenges of instruction are the requirements for the need for the development of science to answer the challenges of education in the era of Society 5.0. The role of education during the rapid acceleration of the technological and scientific revolution demands the need for innovation and development in managing education to achieve optimal student growth and development.[3] Technology has shared many conveniences of new methods in carrying out activities every day. Rapid change and progress in every aspect of human life replaced the early state of human activities, which were traditional to modern. This change results in one part being learning.

To achieve this goal, learning needs to have the strength of skill, ability, expertise, and aspects that support the success of student development. The role of meaningful education for students means to achieve maximum student development during technological growth.[4]

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[1] Shiddiq Sugiono, "Industri Konten Digital Dalam Perspektif Society 5.0," *Jurnal IPTEK-KOM (Jurnal Ilmu Pengetahuan Dan Teknologi Komunikasi)* 22, no. 2 (2020): 175–91, https://doi.org/10.33164/iptekkom.22.2.2020.175-191.

[2] Kayano Fukuda, "Science, Technology and Innovation Ecosystem Transformation toward Society 5.0," *International Journal of Production Economics* 220 (2020), https://doi.org/10.1016/j.ijpe.2019.07.033.

[3] Elias G. Carayannis and Joanna Morawska-Jancelewicz, "The Futures of Europe: Society 5.0 and Industry 5.0 as Driving Forces of Future Universities," *Journal of the Knowledge Economy*, 2022, https://doi.org/10.1007/s13132-021-00854-2.

[4] R. Mursid, Abdul Hasan Saragih, and Naeklan Simbolon, "Pengaruh Media Pembelajaran Berbasis TIK Dan Sikap Inovasi Terhadap Hasil Belajar Perencanaan Pembelajaran Dengan HOTS," *Jurnal Teknologi Informasi Dan Komunikasi Dalam Pendidikan* 4, no. 2 (2017): 179–87, https://doi.org/10.24114/jtikp.v4i2.8765.

However, during the growth of these students, there are often cases of both academic and non-academic that contribute significantly to the student's self-development, such as psychological indications of anxiety and mental stress on students. This causes students to lie at risk of mental health and poor well-being as a result of academic pressures in the era of Society 5.0.[5]

Based on this premise, it can be said that students are faced with significant risks in their self-development and mental health. Thus, it is necessary to have services for students that are easy to accept, effective, efficient, and easy to access for students who positively impact their mental state. For the World Health Organization, Mental Health is seen as a prosperous condition where people realize their abilities, can overcome reasonable life pressures, can work productively and usefully, and can distribute donations to the community.[6] It is based on a statement from the World Health Organization (WHO), where mental health represents a dynamic condition that becomes an internal counterweight where a person is allowed to perform skills that match the values that generally occur in their social area. Based on this statement, the mental health and self-development of students in the world of education impact students' academic activities, which include aspects of thinking, skills, and attitudes in students. [7]

Guidance and counseling as part of an educational institution or school have a role in the study process to find out students' problems and obstacles to help solve their problems so that students can optimally develop.[8] However, some facts mention students' lack of enthusiasm for guidance and counseling services in face-to-face schools. Akbar et al. noted that only 10 out of 72 students take advantage of counseling services and the poor perspective of students on counseling functions.[9] Various kinds of efforts can be made in conjunction with teachers to realize guidance for students so that they are conceptualized

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[5] K. J. Glasheen, I. Shochet, and M. A. Campbell, "Online Counselling in Secondary Schools: Would Students Seek Help by This Medium?," *British Journal of Guidance and Counselling* 44, no. 1 (2016): 108–22, https://doi.org/10.1080/03069885.2015.1017805.

[6] Randy P. Auerbach et al., "WHO World Mental Health Surveys International College Student Project: Prevalence and Distribution of Mental Disorders," *Journal of Abnormal Psychology* 127, no. 7 (2018): 623–38, https://doi.org/10.1037/abn0000362.

[7] Istianatus Sunnah, Niken Dyah Ariesti, and Richa Yuswantina, "Pembinaan Kesehatan Mental Di Era Digital Untuk Remaja 'Stop Bullying, Bijaklah Dalam Bermedia Sosial,'" *Indonesian Journal of Community Empowerment (IJCE)* 2, no. 1 (2020), http://jurnal.unw.ac.id:1254/index.php/IJCE/article/view/523.

[8] Sri Mutia, "Pelaksanaan Program Layanan Bimbingan Dan Konseling Di Sekolah," Jurnal Intelektualita 7, no. 1 (2018),

[9] Tri Cahyono, "Problematika Penerapan Layanan Konseling Di Sekolah Menengah Pertama Kota Tarakan," Prophetic : Professional, Empathy, Islamic Counseling Journal 4, no. 2 (2021),

and can practice the four types of services in guidance and counseling, in this case, especially with the use of the internet in guidance and counseling services.[10]

Seeing the rapid development of information and technology, a BK teacher has challenges regarding the ability to interpret, understand and use existing technological developments, especially in counseling guidance activities.[11] This further shows that the cyber counseling model is very appropriate to be applied during all-technological conditions, adapting to the needs of students in general and the characteristics of students today.

Cyber-counseling can also be interpreted as virtual counseling, which in its implementation must be connected to the internet network, used with various media, and requires the use of which can be accessed remotely.[12] Therefore, cyber counseling is a model of counseling services using the internet as an innovation in the field of counseling services that are practical and time efficient.

Teachers and students can be more efficient in time when using this service, compared to if they have to go to school, with internet-based services that can make it easier to help solve problems in students.[13] Therefore, various problems and existing cases become a challenge for the institution, namely Guidance Counseling, in overcoming and controlling its role in handling and preventing unexpected actions if they occur to students.

With Counseling Guidance, many hopes can build humans to be more humane, noble, and dignified by not abandoning their duties to become human beings who can support humanity. Thus, BK has several functions, including development, maintenance, healing, repair, prevention, adaptation, distribution, adjustment, facilitation, and understanding functions.[14]

The existence of a BK teacher or Counseling Guidance institution in carrying out their duties is expected to be independent of the presence or absence of the underlying law,[15] instead, it must refer to how the role of BK in providing facilities to students in building and developing student potential regarding moral, spiritual, emotional, intellectual, social, and

[10] Angga Dwi Prasetya, Sugiyo, and Muhammad Japar, "Web-Based Cyber Counseling to Improve Students' Counseling Interests," Jurnal Bimbingan Konseling 9, no. 2 (2020): 144–50,

[11] Dyah Luthfia Kirana, "Cyber Counseling Sebagai Salah Satu Model Perkembangan Konseling Bagi Generasi Milenial," AL-TAZKIAH : Jurnal Bimbingan Dan Konseling Islam 8, no. 1 (2019): 51–63,

[12] Nur Mega Aris Saputra, Hengki Tri Hidayatullah, and Dzulkifli Abdullah, "Pelaksanaan Layanan Cyber Counseling Pada Era Society 5.0: Kajian Konseptual," in *Prosiding Seminar Nasional Bimbingan Dan Konseling Universitas Negeri Malang*, 2020, 73–79,.

[13] A.E. Budianto, A Aziz, and N Hidayah, "ICT Application in Cyber Counseling as a Teacher Accelerator with Optimizing WhatsApp Based Mobile Computing," Journal of Physics Conference Series, 2019,

[14] Edisa Oktonika, "Kontribusi Bimbingan Dan Konseling Dalam Mengembangkan Kesadaran Beragama Pada Remaja Di Abad 21," Jurnal AL-AZHAR INDONESIA SERI HUMANIORA 5, no. 3 (2020): 159–67,

[15] Syaiful Bahri, "Studi Evaluasi Kinerja Guru Bimbingan Dan Konseling Di Sekolah," *Pencerahan: Jurnal Pendidikan* 14, no. 1 (2020): 39–61, http://jurnalpencerahan.org/index.php/jp/article/view/43.

things that can support learning activities, especially in schools.[16] In addition, the marker of the existence of the millennial generation is the existence of gadgets which have become a process of globalization. Equipment that exists and develops and can help in terms of communication especially seems to be a reference or a sign of the development of the times along with globalization.

Progress for the sake of gain is present in human life, including the development of Information Technology (IT), which began in the 21st century. With this condition, many studies have emerged that examines technology, which can be felt by the dynamics of the internet that take place globally. Even so, in the field of education, especially as a BK teacher, you must be able to interpret existing developments to be studied and then adapt them into a strategy in carrying out counseling guidance services, where counseling can be interpreted as the heart of guidance regarding the sustainability of students in an educational institution. In this case, the research is focused on Madrasah Aliyah.

The phenomenon in MAN 2 Banyumas is also faced with the lack of student satisfaction with guidance and counseling services, especially individual counseling services and group counseling services, where students are reluctant to consult with BK teachers, related to several factors such as Azarine and Dzaky Fadhil, students of Class X Agama 2 mentioned that they need counseling services without face-to-face, because of his characteristics that tend to be embarrassed when dealing with BK teachers. Arina and Ilma said students need more interest in using guidance and counseling services.

Therefore, innovations are needed amid technological developments, namely the Counseling Information System (SICONS) implemented at MAN 2 Banyumas. So, this research will discuss cyber counseling, in this case, SICONS (Counseling Information System), which is applied to MAN 2 Banyumas students.

B. Method

This study used the mixed method. This study is a contemporary design in which quantitative and qualitative data are collected separately but simultaneously.[17] A designed mix method is defined as a procedure for collecting, analyzing, and "mixing" quantitative and

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[16] Andi Bunyamin, M. Zain Irwanto, and Muhammad Syahrul, "Pelatihan Dan Pendampingan Pelaksanaan Layanan Bimbingan Dan Konseling," Caradde: Jurnal Pengabdian Kepada Masyarakat 3, no. 2 (2020): 306–11,

[17] Sugiyono, *Metode Penelitian & Pengembangan (Research and Development/ R&D)* (Bandung: Alfabeta, 2016).

qualitative research and methods in a single study to understand research problems.[18] This research uses quantitative design for the first stage and the second stage is qualitative design.

This research was conducted for one month in May 2022 and was shown at MAN 2 Banyumas. The Counseling Information System (SICONS) applied at MAN 2 Banyumas in 100 students was divided into two groups, namely the control group and the experimental group, where the author took the subject with a purposive stratified random sampling model, with the following criteria: 1) students aged 17-18 years; 2) have a smartphone/laptop; 3) can access the internet; 3) have a record of counseling services; 4) domiciled outside the city of Purwokerto. In addition, research data was also obtained through Azarine Naila and Dzaky Fadhil (MAN 2 Banyumas Students) and Arina, S.Pd; Istansi, S.Pd.; Ilma Diar, S.Psi (Teacher of BK MAN 2 Banyumas).

C. Results and Discussion

1. *SICONS as a Website-Based Counseling Service for Students*

Guidance and counseling as part of an educational institution or school have a role in the study process to find out students' problems and obstacles to help solve their problems so that students can optimally develop.[19][20][21] Various kinds of efforts can be made in conjunction with teachers to realize guidance for students to be conceptualized and be able to practice the four types of services in guidance and counseling, in this case, especially with the use of the internet in cyber utilization.

Cyber is another term for the internet, where the internet, in its development, has provided a significant change in the field of information. According to several opinions, there are three abbreviations of the internet, including International Network, Internetworking, and Interconnected Network. Meanwhile, some researchers agree with the term Interconnected Network, which means connecting with networks worldwide. With this,

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[18] Courtney A. McKim, "The Value of Mixed Methods Research: A Mixed Methods Study," Journal of Mixed Methods Research 11, no. 2 (2017): 202–22,

[19] Ardimen, "Visi Baru Konselor Sekolah Dalam Rangka Meningkatkan Kualitas Layanan Pendidikan Di Sekolah Dan Madrasah," JKI (Jurnal Konseling Indonesia) 4, no. 1 (2018): 22–29,

[20] Sukiyem, "Mengatasi Permasalahan Belajar Siswa Kelas XI Teknik Pengelasan Melalui Konseling Eklektif Dengan Perilaku Attending," JPG (Jurnal Penelitian Guru) 3, no. 2 (2020): 129–34,

[21] Arum Setiowati and Siti Irene Astuti Dwiningrum, "Strategi Layanan Bimbingan Dan Konseling Di Sekolah Dasar Untuk Mengatasi Perilaku Bullying," Elementary School: Jurnal Pendidikan Dan Pembelajaran Ke-SD-An 7, no. 2 (2020),.

it can be understood that the internet is a term for a system that connects networks and can be used in terms of communicating.[22]

In this regard, cyber is used in implementing guidance and counseling services, called cyber counseling. As Sangiba argues, cyber counseling is a counseling service carried out by counselors with counselors who are carried out professionally with a separation between distance and time, which with the internet and networks in it, makes communication run interactively. This is certainly also supported by the existence of a site that contains a variety of information about counseling, either textual or audio-visual.[23] In this case, the cyber counseling in question is a website-based SICONS (Counseling Information System).

A website is a site that is used to present itself on the internet. With the website, everyone can connect by accessing and visiting it to learn something.[24][25] BK teachers can carry out counseling guidance services with a website and weblog. Services in guidance and counseling through SICONS can be a counseling service that can strengthen the relationship between BK teachers and counselors in carrying out consulting services. Through the website, people can be more familiar with carrying out communication in writing or virtually so that it can be an effective breakthrough to carry out counseling services, as it should not be to ignore the agreements that have been made and agreed upon together regarding the implementation of counseling services.

Counseling Information System (SICONS) is a model of counseling services using the internet as an innovation in practical and time-efficient counseling services. As has been explained that SICONS can be used in schools, especially counseling guidance services. SICONS can be accessed via https://sicons.posttench.com/. Here's a preview of the SICONS service.

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[22] Dinda Puspita and Yessy Elita, "Pengaruh Layanan Konseling Kelompok Berbasis Cyber-Counseling via Whatsapp Terhadap Keterbukaan Diri Mahasiswa Bimbingan Dan Konseling Semester 4A Universitas Bengkulu," *Consilia : Jurnal Ilmiah Bimbingan Dan Konseling* 2, no. 3 (2019): 271–81, https://doi.org/10.33369/consilia.2.3.271-281.

[23] Mukhamad Maftuh Sangiba et al., "Aplikasi Cyber Counseling Sebagai Solusi Pelayanan Konseling Online Berbasis Android," *JURIKOM: Jurnal Riset Komputer* 9, no. 3 (2022), https://doi.org/10.30865/jurikom.v9i3.4142.

[24] Galih Rasita Dewi, Arif Puji Nugroho, and Dewi Masyitoh, "Analisis Kebutuhan Pengembangan Website 'INKLUSI-BISA' Sebagai Media Pendukung Kompetensi Pedagogik Guru Kelas Inklusif," Jurnal Ilmiah Penalaran Dan Penelitian Mahasiswa 3, no. 2 (2019): 51–61,

[25] Suehartono Syam, "Reducing Student Learning Anxiety Through Cyber Counseling-Based Individual Counseling Services," *AKADEMIKA* 9, no. 2 (2020): 105–13,

Alief Budiyono, dkk.
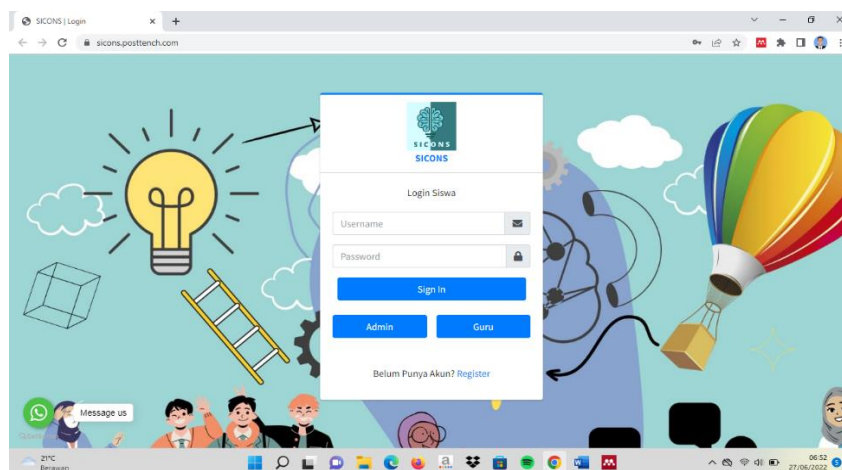
Gambar 1 *Tampilan Awal SICONS*

BK teachers and students can be more efficient in time when using this service, compared to if they have to go to school. Internet-based services can make it easier to get guidance and counseling services.

Thus, the objectives of SICONS as a cyber counseling service for students include: 1) helping to strive for optimal potential and all strengths through the use of technology; 2) helping select and plan and decide wisely in educational and occupational, and social matters; 3) help develop the ability to overcome difficulties and obstacles related to adjustments in the community, education and social environment; 4) help provide the understanding and be direct concerning the state of the environment, and 5) help maintain and achieve mental health in particular and be able to resolve it wisely.

To achieve this goal, SICONS has several features in it, such as 1) Questionnaires related to Student Service Needs Questionnaires; 2) a Career Test to detect career potential in students, 3) a Personality Test to find out the character and personality of the students themselves; 4) Session material that contains material in the form of audio-visual related to student potential and development; 5) Individual and Group Counseling for the implementation of guidance and counseling services. Here's what some of the features in SICONS look like:

Gambar 2 *Fitur-Fitur dalam SICONS*

Through the features mentioned above, SICONS services are provided to students as a service provided by a system or person to fulfill individual information needs. This service is intended to help students get guidance and counseling services for the benefit of including decision-making efforts. For a BK teacher, problem-solving efforts can be made through the SICONS service.

There are several strategies in SICONS services that are based on cyber counseling, which have several functions, including:

a) Making BK students and teachers indirectly or gradually understand the use of emerging technology requires the use of the internet while using the application.

b) The existing counseling guidance process can be done remotely or outside of class hours, which can be a solution for students who are not satisfied with carrying out counseling guidance at school.

c) It can make it easier for students to access information and various accesses to information related to schools or other vital information with a website.

d) Making it time efficient, because of the virtual relationship, students and BK teachers can communicate without having to take time to travel long distances that are not easily accessible.

In its implementation, SICONS is motivated by several reasons for providing guidance and counseling services, including the following:

a) SICONS is an essential foundation in providing basic knowledge and deep thinking to overcome problems faced by individuals. The goal of information services is not only to give information but also to build a critical spirit of students in processing their understanding and in the context of a deeper self-understanding. In its implementation, SICONS is designed to realize the potential of students.

b) SICONS is a service used as a foundation and basis for organizing and processing individual actions. Managing and cultivating oneself independently needs planning to learn more about behavioral maturity.

c) SICONS is an essential foundation to develop and make students able to explore themselves with the possibility of self-change and make determining attitudes and choices can be challenging. The selection and decision-making become a consequence in the context of self-development and the tendency to do things considered positive, in addition to encouraging a good personality.

Based on some of the things above, SICONS is a form of technology that is very important and needed by several circles, which helps support creative and innovative Counseling Guidance activities. Muzid mentioned that innovative and communicative counseling guidance services are essential to achieve a goal. Namely, students can participate in counseling guidance service activities and experience significant changes. Creative and innovative counseling guidance activities can be applied in several ways, such as in films or explanatory videos. Thus it can be concluded that communication and information technology are needed.

Guidance and counseling through SICONS at MAN 2 Banyumas can be used to solve problems and support more effective counseling guidance service activities. The use of SICONS in counseling guidance services in formal education and the times must pay attention. Prasetya said that the use of applications and media used so that they can be accepted and accessed quickly by students.[26]

SICONS in counseling guidance has a position related to the system in it. Thus, SICONS has a role in supporting counseling guidance services. Some of the functions of SICONS in guidance and counseling services are:

a) To improve the skills of BK teachers or BK teachers in providing services so that counselors do not feel saturated.

b) As a means used in the development of counseling guidance service media.

c) As a fulfillment in delivering services.

d) Assisting counselors in meeting the needs of guidance and counseling.

2. Effectiveness of SICONS on Student Satisfaction in Individual Counseling Services at MAN 2 Banyumas

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[26] Prasetya, Sugiyo, and Japar, "Web-Based Cyber Counseling to Improve Students' Counseling Interests."

In this study, MAN 2 Banyumas students who were given treatment and not given treatment were commensurate, namely 50 students. However, only in the experimental class was treatment in the form of SICONS services. Furthermore, data on the effectiveness of SICONS before and after being given treatment is as follows:

Table 1 *Test Results Of Different Student Satisfaction Scores Control and Experimentation After Treatment*

Class	Periode	N	Mean	Stdr. Deviasi	P Value
Control	Before	50	50,40	9,64	0,164
	After	50	51,46	9,17	
Experiment	Before	50	55,06	12,03	0,000
	After	50	74,56	11,18	

Sourced from the results of the table analysis above indicate that in the control class, the average score of 50 students before getting without SICONS services was 50.40, then the score after getting without SICONS services was 51.46, supported by the results of paired differences tests that produced insignificant p values (p-value = 0.164), then the conclusion was that in the control class, there was no noticeable difference in the level of satisfaction of individual counseling services in MAN 2 Banyumas before and after treatment without getting SICONS services.

In the experimental class, the average score of 50 students before receiving SICONS services was 55.06. The score after receiving SICONS services was 74.56, supported by the results of paired differences tests that produced a significant p-value (p-value = 0.000). The conclusion was that in the experimental class, there were differences in the level of satisfaction with individual counseling services in MAN 2 Banyumas before and after being given treatment with SICONS services.

The conclusion can be drawn is that the provision of SICONS services effectively increases student satisfaction with individual counseling services at MAN 2 Banyumas. In contrast, the treatment without SICONS services does not provide changes in student satisfaction in individual counseling services at MAN 2 Banyumas.

3. **Effectiveness of SICONS on Student Satisfaction Levels in Group Counseling Services at MAN 2 Banyumas**

In this study, MAN 2 Banyumas students who were given treatment and not given treatment were commensurate, namely 50 students. However, only in the experimental class was treatment in the form of SICONS services. Furthermore, data on the effectiveness of SICONS before and after being given treatment is as follows:

Table 2 *Test Results Of Different Student Satisfaction Scores Control and Experimentation After Treatment*

Class	Periode	N	Mean	Stdr. Deviasi	P Value
Control	Before	50	45,15	8,45	0,315
	After	50	52,89	8,08	
Experiment	Before	50	46, 65	8,56	0,000
	After	50	73,08	8,40	

Sourced from the results of the table analysis above indicate that in the control class, the average score of 50 students before getting without SICONS services was 45.15. After getting without SICONS services, the score was 52.89, supported by the results of paired differences tests that produced nominal p values (p-value = 0.315). The conclusion was that in the control class, there was no noticeable difference in the level of satisfaction with group counseling services at MAN 2 Banyumas before and after treatment without getting SICONS services.

In the experimental class, the average score of 50 students before receiving SICONS services was 46.65. The score after receiving SICONS services was 73.08, supported by the results of paired differences that produced a significant p-value (p-value = 0.000). The conclusion was that in the experimental class, there were differences in the level of satisfaction with individual counseling services in MAN 2 Banyumas before and after being given treatment with SICONS services.

The conclusion can be drawn is that the provision of SICONS services effectively increases student satisfaction with individual counseling services at MAN 2 Banyumas. In contrast, the treatment without SICONS services does not provide changes in student satisfaction in individual counseling services at MAN 2 Banyumas.

SICONS, in its use, has a significant position based on efficiency in the exchange and dissemination of information to be accessible with various applications or sites available. In the process of guidance and counseling, the exchange of information must be done to run counseling and communication between teachers and students. In addition, it is in the interest to report the duties of the guidance teacher in educational institutions, especially.

It is undoubtedly an item that SICONS is currently needed, especially considering its usefulness and efficiency. Thus, it also needs to be balanced with operational costs that can support the existence of services, such as getting newspapers, journals, papers, and various internet access that requires the use of fees, no matter how small.

With the differences between cyber and traditional counseling, one can also see the advantages and disadvantages of using these two methods. Some experts agree with the use of cyber counseling, which in its services can make it easier for students but cannot be considered traditional psychotherapy that allows for in-person meetings in their interactions. On the other hand, cyber counseling allows its users to expand and can be easily accessed according to their needs.

Rahmatullah et al. mentioned that some advantages of using cyber counseling in counseling include that some counseling can be brief and anonymous during counseling services. Then, some students want only to consult online, which is for people with physical disabilities. The existence of cyber counseling can provide convenience during the process.[27] The existence of SICONS can reduce the level of anxiety during a consultation with a BK teacher so that it can be more comfortable in conveying ideas after ideas.

Based on the above study results, researchers can identify several benefits for BK teachers who provide SICONS services: first, student access in rural areas becomes affordable. Second, it facilitates assigning, completing, and assessing student work. Third, improve record keeping. Fourth, expand the referral service pool. Fifth, increase flexibility in scheduling. Fifth, increase options for surveillance and case conferencing.

The use of SICONS for MAN 2 Banyumas students in implementing Guidance and Counseling Services is a convenient service for students. Students stepping into adolescence is a critical period and rebellion against people. Parents have difficulty understanding their teens' wishes and are often frustrated dealing with them.[28] From the teenager's side, they also find it challenging to communicate with their parents because they feel that their wishes and conditions do not understand them. The World Health Organization (WHO) defines adolescence as a period of life between 10-19 years. While the United Nations (UN) mentions young people aged 15-24.[29]

During this time, there were rapid biological and psychic changes. Dariyo, in his book, mentions that high school age / MA, in this case, is said to be the stage of adolescence to be very sensitive. Their mood (mood) and confidence levels can change in a short time.[30] In

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[27] Fatmala Eva Saroh, "Cyber Counseling Bagi Remaja Di Youth Center Griya Muda Perkumpulan Keluarga Berencana Indonesia (PKBI) Kota Semarang : Analisis Metode Bimbingan Dan Konseling Islam" (Universitas Islam Negeri Walisongo Semarang, 2019),

[28] Cristin Wiyani, Aprilia Dewi Nurlitasari, and Endang Nurul Syafitri, "Hubungan Peran Keluarga Dan Lingkungan Sosial Dengan Identitas Diri Transgender Di LSM Kebaya Yogyakarta," *Jurnal Keperawatan Respati Yogyakarta* 6, no. 3 (2019): 695,

[29] Desmita, *Psikologi Perkembangan Peserta Didik* (Bandung: Remaja Rosdakarya, 2009).

[30] Agoes Dariyo, *Psikologi Perkembangan Remaja* (Bogor: Ghalia Indonesia, 2004).

addition to the challenges felt by adolescents, individuals are expected to no longer depend on others or parents but can become independent in making decisions in their lives.

A student facing the challenges above certainly has different capacities, abilities, and ways of each individual. Arina said that the family, school, and friendship environment also significantly contributed to the power of MAN 2 Banyumas students to face these challenges. Problems occur when the student needs more knowledge and capacity to be able to meet the changes that occur within him. This is in line with Amala & Kaltsum, who mentioned that problems are increasingly complex when the family environment lacks the qualified ability to accompany their children to face their adolescence.[31] If not well-guided, students will use their understanding and begin to make their own decisions.

As a result, they can choose the wrong path and become "prey" to negative things that can ruin their lives. For this reason, teenagers need cyber counseling. Ilma mentioned that SICONS could help students in using their potential to have and create a positive environment as one of the preventive (preventive), curative (solve), and developmental (developing) efforts of things that dirty the human soul in building a good life.

Students usually seek help through their peers and are reluctant to seek help from their parents or guidance and counseling teachers at school. Arina and Istanti mentioned that most MAN 2 Banyumas students need space and feel their parents are putting pressure on them. For that reason, most students tend to withdraw and don't want much contact with their parents. In addition, they are afraid of labels or assumptions from others related to the problems they face.

Therefore, the above problems can be overcome through SICONS students can get: First, a comfortable place to tell stories and discuss personal problems anywhere, anytime, without the need to meet directly with the BK teacher. Secondly, someone who is genuinely trustworthy. Third, someone who understands how students think and can assist them in living the relationship. Fourth, the opportunity to talk about the problem at hand rather than harboring it yourself.

Based on the explanation above, the Counseling Information System (SICONS) is essential in helping students minimize the problems they face so that they can develop optimally in personal, social, learning, and career relationships.

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[31] Adimas Khoirul Amala and Honest Ummi Kaltsum, "Peran Guru Sebagai Pelaksana Layanan Bimbingan Dan Konseling Dalam Menanamkan Kedisiplinan Bagi Peserta Didik Di Sekolah Dasar," Jurnal BASICEDU: Journal of Elementary Education 5, no. 6 (2021): 5213–20,

D. Conclusion

The Counseling Information System (SICONS) is an idea that can replace counseling that is carried out face-to-face and promises to be implemented. The online counseling service model or cyber counseling is a breakthrough needed by BK teachers, where it can be done outside school hours. As for its development, counseling can be done by video call on a website basis and carried out online.

Based on the research above, SICONS effectively increases student satisfaction in individual counseling services before receiving SICONS services 55.06. The score after receiving SICONS services is 74.56, supported by the results of paired differences tests that produce significant p-value (p-value = 0.000), while in group counseling services before SICONS services are 46.65, then the score after receiving SICONS services is 73.08 with supported by the results of the paired difference test which produced a significant p-value (p-value = 0.000), the conclusion was that in the experimental class, there were differences in the level of satisfaction of individual counseling services in MAN 2 Banyumas before and after being given treatment with SICONS services.

This research is classified with a Research and Development (RnD) model relevant to guidance and counseling. The limitations of this research only focus on one of the BK services in MAN 2 Banyumas, namely Individual Counseling Services and Group Counseling Services through the Counseling Information System (SICONS). Therefore, academics are expected to be able to study with other methods (both qualitative and quantitative) as well as mix methods with more in-depth studies that can be applied to the community related to guidance and counseling in schools. Other research can also discuss in addition to individual counseling services, but in the study of group counseling services and group guidance services, and can also discuss other studies so that they become more exciting and unique so that they can produce research and other scientific works that are beneficial for scientific development.

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