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Counseling Focus that Counselors Need to Understand in the Era of Society 5.0

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Abstract

Along with the times, human problems are also increasingly complex. In the era of society 5.0, human problems, especially clients in counseling services, are also increasingly complex and unique. These problems need to be studied to determine the focus of counseling services by counselors. This study aims to explore the focus of counseling services in the era of Society 5.0. We use the Systematic Literature Review (SLR) method to explore the focus of counseling services in accordance with the current era. We examine various literature published since 1971 to the latest literature that discusses the focus of counseling services. We examine the literature to find out the development of focus in counseling services from time to time. The results of this study indicate that there are five counseling service focuses that need to be considered by counselors in the era of Society 5.0, namely insights and attitudes toward clients, counseling service objectives, counseling service settings, technical implementation of counseling services, and evaluation of counseling services. The focus of counseling services has remained the same from time to time, but only the context of the focus of counseling services continues to experience development.

Keywords: Counselor, Focus on Counseling Services, Society 5.0.

Introduction

Humans are inseparable from problems, ranging from mild to severe (Sahman et al., 2019; Stiliya & Pandey, 2022). Someone with good life management and resilience deals with these problems well (Denckla et al., 2020; Yıldırım & Arslan, 2022). However, for people who do not have good life management and resilience, overcoming the life problems they experience tends to be difficult. Counseling is one of the professional services that can be an alternative for help for people who have difficulty coping with life problems (Novella et al., 2022; Umar & Salahudin, 2023).

Counseling is defined as a professional service provided by a counselor to someone (client) with the aim that the client can overcome the problems they are experiencing (Prayitno, 2017; Supriyanto et al., 2019). The counseling process has an educational process (Kassymova et al., 2019; Snow & Coker, 2020). Clients learn to overcome their problems assisted by the counselor. Three main elements must be present in the counseling process, often called the counseling service trilogy, namely action, love, and competence (Prayitno, 2017).
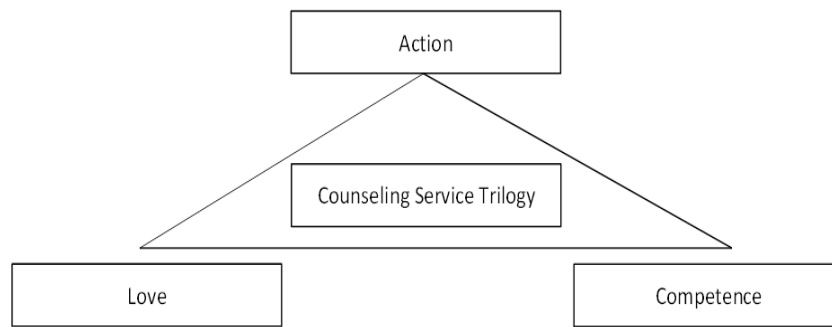

Figure 1. Counseling Service Trilogy

Counseling service trilogy means three elements that must be present in the counseling process. The first element is action. In the counseling process, the counselor must take real action to help clients. Counselors must apply counseling approaches or techniques that are appropriate to the problems experienced by clients. Second, counseling must be based on love. Professional assistance based on love means the counselor sincerely helps clients based on human values. Professional counseling services counselors provide to clients are unconditional, regardless of ethnic origin, religion, and other client backgrounds. Third, in counseling, there must be competence. The purpose of this third element is that the counselor must have good competence in counseling. Therefore professional counseling is only carried out by someone with a counselor license. Professional counselors are counselors who have attended counselor professional education and mastered various competencies in carrying out counseling.

In relation to the goals and elements of counseling services, counselors ideally need to increase their competence by studying social phenomena and the times (Putra et al., 2022). As times progress, client problems become increasingly complex (Gladden, 2019). This can be seen in human problems in the 3.0 revolution era. At that time, there was no cyberbullying problem. However, as communication technology develops, new problems emerge, such as cyberbullying. The year 2023 is in the era of the industrial revolution 5.0, commonly called the era of Society 5.0. Society 5.0 is an era of modern technology, such as artificial intelligence, robots, and the Internet of Things (Ellitan, 2020; Narvaez Rojas et al., 2021). The era of Society 5.0 was originally initiated by the State of Japan in 2019 (Pereira et al., 2020). In the era of Society 5.0, almost all human affairs are facilitated by modern technology (Deguchi et al., 2020; Faruqi, 2019; Fukuda, 2020). However, the development of modern technology does not only have a positive impact on human life but also has a negative impact on human life (Li et al., 2021; Xu et al., 2021). These negative impacts can occur in education, health, economy, and others.

Research conducted by McDool et al (2020) found an increase in smartphone addiction in early childhood. Addiction to the use of smartphones is caused because children often use smartphones to play online games and watch various videos on the YouTube application. Furthermore, research conducted by Abi-Jaoude et al (2020) also found increased mental health disorders in young people caused by the internet. This is due to the more active human interaction using social media. This can sometimes lead to potential conflicts in social media. The impact of this is that it is common for young people to become easily stressed, anxious, and depressed when using social media. Conditions over time can also have the potential to interfere with health.

The increasing complexity of human problems in the era of Society 5.0 requires counselors to have good insight, knowledge, and skills to help clients (Putra et al., 2022). However, so far, little literature explains the focus of counseling services in the era of Society 5.0. Previously, Brammer & Shostrom (1977) explained that counseling focuses on creating rapport in counseling to develop personality and overcome client problems. Furthermore, Corey (2012) also explained that counseling services focus on communication. The creation of good communication between counselor and client in the counseling process determines the success of counseling. Furthermore, Gladding (2021) also explains that the focus of counseling is understanding human nature. Counseling should focus on every aspect of the client. This aims to understand the client better so the counselor can help solve the client's problems.

The focus of counseling services must be the center of attention in implementing counseling (Prayitno, 2010). Given the development of the times, science, and technology, the focus of counseling services is also experiencing development. Therefore, it is necessary to conduct a study to determine the focus of counseling services in the current era, namely the era of society 5.0. This article aims to explain the focus of counseling services in the era of Society 5.0.

Method

The method used in this research is a systematic literature review (SLR). SLR is one of the qualitative research methods. The SLR method is carried out by tracing and identifying literature related to research variables (Mengist et al., 2020; Paul et al., 2021). The variable of this research is the focus on counseling services and the era of Society 5.0. The technique used to browse and identify the literature in this study is the Preferred Reporting Item for Systematic Reviews and Meta-Analysis (PRISMA) (Moher et al., 2010; Rethlefsen et al., 2021). Furthermore, the literature that has been identified is screened. At this screening stage, literature that is less relevant to the topic of discussion is not used. The next step after screening is eligibility. At this eligibility stage, the literature screened is assessed for its feasibility to be used as a reference in the discussion. Articles considered appropriate will be used as a reference in research findings and discussion. The PRISMA diagram can be seen in Figure 2.
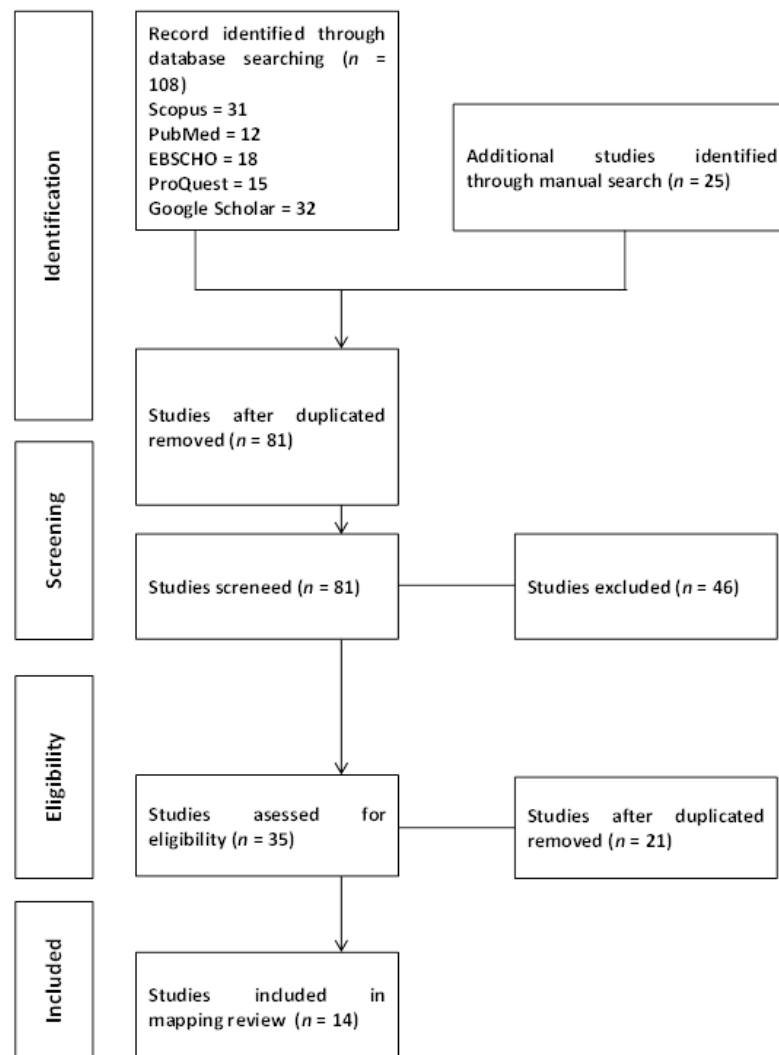
Figure 2. PRISMA Flowchart

Figure 2 shows that at the identification stage, various literature related to the focus of counseling services was traced. These literatures were traced from various international literature data. Literature in the Scopus database obtained 31 manuscripts, PubMed 12 manuscripts, EBSCHO 18 manuscripts, ProQuest 15 manuscripts, and Google Scholar 32 manuscripts. The total literature found in the international literature database related to the focus of counseling services is 108 texts. Furthermore, we also added literature by searching manually with 25 manuscripts.

The next step is to screen the manuscripts that have been traced or identified. At the screening stage, we evaluate the manuscript's relevance to the topic to be discussed. The topic to be discussed is the focus of counseling services in the era of Society 5.0. That is, articles irrelevant to the focus on counseling services in the era of Society 5.0 should be used. At this screening stage, only 81 manuscripts were relevant to the topic of discussion. Next, we carry out an eligibility assessment. In the eligibility assessment stage, the quality of the manuscript is assessed. Manuscripts that are declared eligible are manuscripts published by reputable publishers. In addition, a manuscript can be of high quality if it has been read and

cited by many people. To prove this, we check the algorithm of each manuscript in the database. We use manuscripts with high reading levels and citations as the primary reference in discussing the focus of counseling in the era of Society 5.0. At this eligibility assessment stage, 35 articles were deemed worthy of being used as references. Finally, an assessment was made of the script's suitability with the counseling focus variables and the era of society 5.0. After checking and evaluating, only 14 manuscripts were relevant and appropriate to be used as the primary reference for discussion in this research.

Results and Discussion

Ideally, professional counselors know the focus of counseling services (Henriksen et al., 2019; Sweeney, 2021). Counselors must also improve their competence by studying human characteristics from various cultural backgrounds, personal life backgrounds, and living conditions in the current era (Farozin, 2019; Kim et al., 2019). At present, world life has entered the era of society 5.0. Of course, human characteristics, especially problems, are also increasingly complex. Therefore, counselors must understand the focus of counseling services in the current era. A literature review was carried out from time to time to find out what are the focuses of counseling that need to be understood and paid attention to by counselors in the era of society 5.0. This is done to see if there have been any developments or changes in the focus of counseling services in the current era. Table 1 shows the results of a literature review to discuss the focus of counseling services in the era of Society 5.0.

Table 1. Results of Literature Review

No	Publication Title	Author	Source/Publication Type	Year	Method	Result/Finding
1	Effective counselor: Characteristics and attitudes	Jackson & Thompso (1971)	Journal of Counseling Psychology, 18 (3), 249	1971	Experimental Research	The lack of a good attitude the counselor towards the client causes counseling to be ineffective.
2	Women counselors for women clients? A review of the research	Tanney & Birk (1976)	The Counseling Psychologist, 6(2), 28-32)	1976	Literature Review	The counselor's attitude, knowledge, and insight are essential factors that influence the success of counseling.
3	The counseling process	Patterson & Welfel (1994)	Book	1994		The counselor's attitude towards the client is an essential factor that

					influences the effectiveness and success of counseling.
4	Assessing multicultural competence in counselor trainees: A review of instrumentation and future directions	Hays (2008)	Journal of Counseling & Development, 86(1), 95-101	2008	Experimental Research	Counselors who are knowledgeable and insightful tend to be able to carry out effective counseling.
5	Individual counseling services	Prayitno (2010)	Book	2010		There are five focuses of counseling services: insights and attitudes toward clients, counseling directions, counseling settings, counseling operationalization techniques, and counseling outcome evaluation.
6	Intentional interviewing and counseling: Facilitating client development in a multicultural society	Ivey et al (2013)	Book	2013		The goal of counseling is a positive change in the client after counseling.
7	Understanding and Application of Individual	Syukur (2013)	Doctoral Dissertation	2013	Quantitative Descriptive	There are five focuses of counseling services: insights

						and attitudes toward clients, counseling directions, counseling settings, counseling operationalization techniques, and counseling outcome evaluation. These five service focuses are well understood and implemented by school counselors.
	Counseling Based on Five Service Focuses for School Counselors					
8	School counseling office design: Creating safe space	Cook & Malloy (2014)	Journal of Creativity in Mental Health, 9(3), 436-443.	2014	Experimental Research	Comfortable counseling room conditions can increase the effectiveness of counseling.
9	Experiences of online counseling among undergraduates in some Ghanaian universities	Amos et al (2020)	Sage Open, 10(3), 2158244020941844.	2020	Case Study	The effectiveness of online counseling is influenced by the counselor's ability to establish good relationships with clients during counseling.
10	Supporting international students: Enhancing college counselors' multicultural counseling competence	Kim et al (2019)	Journal of College Counseling, 22(2), 179-192	2019	Literature Review	The effectiveness of counseling is influenced by the competence of the counselor in carrying out the stages and techniques of counseling.
11	Structural model of counseling	Setiyowati et al (2019)	Jurnal Cakrawala Pendidikan, 38	2019	Structural Equation Model	Counselor competence in various counseling

	competence		(1), 45-62.			techniques can increase the effectiveness of counseling implementation.
12	Guidance and counseling in University in the era of society 5.0	Putra et al (2022)	Jurnal Ilmu Pendidikan dan Sosial, 1(1), 128-136	2022	Literature Review	Counselors in the era of society 5.0 must have knowledge and insight into client problems in the era of society 5.0
13	Student teachers' appraisal of the importance of assessment in teacher education and self-reports on the development of assessment competence	Schneider & Harknett (2019)	Book Chapter	2019		Counselors must be competent in evaluating counseling services to see how far the client has changed after counseling.
14	Evaluation of guidance and counseling programs: a literature study	Putri (2019)	Jurnal bimbingan konseling indonesia, 4(2), 39-42.	2019	Literature Review	One of the characteristics of a professional counselor is being able to evaluate the counseling that has been implemented.

Based on a literature review, five main focuses of counseling services were found that counselors need to understand and pay attention to in the era of society 5. The five focuses of counseling services, namely: insights and attitudes towards clients, counseling service objectives, counseling service settings, technical implementation of counseling services, and evaluation of counseling services. Through this research, we reviewed and compiled the

main focus of counseling services that counselors need to pay attention to in the era of society 5.0.

Insight and Attitude toward Clients

In general, clients are unique individuals. This uniqueness can be seen in the client's physiology and psychology (Wilkinson & Dewell, 2019; Wood et al., 2021). Counselors with extensive insight and knowledge about the uniqueness of potential clients can help clients overcome their problems. The insight that the counselor has about the client should be diverse because clients are individuals who have various uniqueness and features. Unique is a strength in the client that must be empowered. Therefore, according to Yeo (1993), the counselor's attitude towards clients is as a person who has honor, is a dynamic person, and is a responsible person. The counselor also develops an understanding of the client, the client's reactions to counseling, the client who is reluctant, and the withdrawn client. The counselor's understanding of the client becomes a necessary insight in working with clients, namely insights and attitudes about dignity, nature, nurture, self-condition, and motivation (Prayitno, 2010).

As is known, in the era of Society 5.0, human problems are increasingly complex and unique compared to the previous era. This condition needs to be considered by the counselor. Therefore, counselors need extensive insight into clients who live in today's era (Loesch & Vacc, 2021). For example, what is happening in the current era is the problem characteristics of adolescent clients. Teenagers who live in the current era also have uniqueness compared to teenagers who lived in the previous era. Therefore, counselors need to act according to the uniqueness of today's youth.

Purpose of Counseling Services

Good counseling is counseling that has a clear purpose. In this case, the counselor must encourage clients to develop their potential, strength, autonomy, and self-management abilities. The primary goal of counseling should be to help clients change for the better and have the ability to master problematic situations in life (Borders & Brown, 2022; Yeo, 1993).

Counseling services with clear directions and goals can help clients get out of the problems they are experiencing. In this case, the focus of the counselor's attention is faced with various client problems, including normative stress, adjustment difficulties, and life transitions (Leong, 2008). Furthermore, Yusuf & Nurihsan (2019) suggest that client problems that should be of concern are individual development problems, individual differences problems, individual needs problems, adjustment problems, and mental health problems. Thus, the direction and focus of counseling services is to be able to overcome the problems experienced by clients. Conversely, counseling services with unclear directions and goals can make clients more problematic.

Counseling Service Settings

A good counseling service setting determines the counseling service's effectiveness (Aini & Mudjiran, 2020). Before counseling services are carried out, counselors should identify clients who need services, arrange meeting times with clients, determine the necessary service facilities, and prepare administrative completeness. These steps provide

benefits to clients and counselors (Syukur, 2013). For example, identifying clients before counseling services can make it easier for counselors to arrange counseling schedules so that clients who need services can be served according to their needs. Likewise, establishing service facilities can help clients feel services with adequate facilities according to the needs of counseling services.

Prayitno (2010) argues that the implementation of individual counseling services needs to pay attention to the physical space, the atmosphere in which the service takes place, the counselor's relationship with the client, intervention, and freedom of movement. The physical condition of the room includes inside and outside the room. The physical space includes seating, air circulation, room lighting, and soundproofing. In addition, the counselor also needs to pay attention to the atmosphere around the place where the service is held. The atmosphere in question should be comfortable, safe, and able to motivate clients to discuss their problems and continue counseling services.

In this era, the implementation of online counseling has also developed. This also needs to be considered by the counselor. Professional counselors also need to be competent in online counseling services, for example, online client assessments, online evaluation of counseling services, and the ability to use digital technology to implement counseling services.

Technical Counseling Services

Professional counselors are counselors who can carry out counseling according to procedures. Prayitno (2017) explains that there are five stages of counseling, namely the introduction stage, investigation stage, interpretation stage, intervention stage, and inspection stage. In the introduction stage, the counselor accepts clients, fosters intimacy, and performs structuring to build client perceptions in implementing counseling services. After that, the counselor investigates the client's problems by disclosing the client's problems. In this process, the interpretation of the client's problems and everything that affects the problem takes place in the form of analysis and diagnosis of the problems experienced by the client. Furthermore, the counselor conducts coaching by discussing the goals of counseling services and carrying out interventions for problems experienced by clients. Finally, the counselor evaluates the results obtained from the counseling held. Various counseling service techniques have been used from the first stage to the final stage. The counselor's ability to understand and apply service operationalization techniques greatly influences the counseling services implemented.

Evaluation of Counseling Services

The results can know the success of counseling services of the evaluations carried out because the evaluation concludes the counseling that has been carried out. Evaluation of the results of counseling services needs to be carried out through three types of evaluation: immediate, short-term, and long-term (Muijsenberg et al., 2021; Prayitno, 2010). Immediate evaluation is carried out at the end of each service session. In contrast, short-term evaluation is carried out after the client is in the post-service period for one week to one month, and long-term evaluation after several months. The evaluation focuses on the client's understanding regarding references, competence, effort, feelings, and sincerity (Blake, 2020; Prayitno, 2010). The counselor's ability to understand and evaluate the services provided can

be used to determine the service's success and, at the same time, serve as a guideline for improving the quality of service for the next client.

Conclusion

The focus of counseling services must be considered by counselors in carrying out counseling services. There are five focuses of counseling services that need to be considered by counselors, namely insights and attitudes towards clients, counseling service objectives, counseling service settings, technical implementation of counseling services, and evaluation of counseling services. Based on a literature review, the five focuses of counseling services need to be considered by counselors in carrying out counseling in the current era of society 5.0. However, the context of the five service focuses continues to grow.

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