

COMMUNICATION PATTERN "OMAHJIWA" COMMUNITY COUNSELOR IN HELPING COUNSELEE WHO HAVE ANXIETY DISORDER

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ABSTRACT

Mental health is an important thing for everyone to have. Because with a healthy mentality, individuals can do their days productively and can also maximize the abilities that exist in themselves. However, since the pandemic came, all activities have stopped and people also need to follow the changes caused by the pandemic. Because of this, people also feel lost and are also worried about what will happen in the future, which eventually leads to excessive worry. At that time the mental health of some people finally felled and along with this, several communities related to mental health issues emerged on social media to help everyone who had mental disorders. One of these communities is Omahjiwa which provides free counseling for everyone who has mental problems, one of which is anxiety disorders. The purpose of this study was to see the pattern of communication and also the effectiveness of interpersonal communication between a counselor and a counselee who has an anxiety disorder. This research uses a post positivist paradigm with a qualitative approach. The concepts used are Communication Patterns and Interpersonal Communication. The results obtained from this study are the Omahjiwa Community Counselors use 4 Communication Patterns (primary, secondary, linear, circular) and use Two-Way Communication Patterns. 5 directions for the effectiveness of Interpersonal Communication that occurs between counselors and counselees, but the most prominent are empathy, support, and positiveness.

Keywords: *Anxiety Disorder, Communication Pattern, Counselor, Interpersonal Communication, Mental Health*

INTRODUCTION

Mental health is very important thing for every individual, because somebody with a healthy mind could organize and also manage herself alone, like realize will his potential alone, able adaptable and productive in what is he work on. According to the KBBI, mental is something related with mind and character human, which is not bodily or power. So that this mentality can said something related with existing thoughts and

feelings in self. Anxiety and also feelings guilty certain will permanent feel even to everyone who has a good mentality or healthy, but what makes the difference is they could arrange feelings the so that no mastered or dissolved in anxiety, feelings guilty and low self-confidence (Dianovinina & Psikologi, 2018). On the other hand, healthy people with mentally disturbed tend ruled by feelings anxious and also guilty, then then there is a feeling of stress.

Unfortunately, no one can tell current problem about what they feel because a number of individual's reasons. This is probably will make it worse one's mental health because hid the problem won't easy healed with itself (Shabrina et al., 2021). Reported from Alodokter.com "To hide some emotion could cause bad for someone in between that is weakening system immunity body someone, caused excessive anxiety and cause impact negative on the physical (pain) head, trouble breathing, nausea and vomiting), resulting in depression and in this phase usually emotion negative will changed become empty, break up hope, or even feeling to end live ". From that issue, reveal what we are feel is very important to reduce the sense of burden that is owned. In this pandemic starts many communities emerging mental health media social to promote form campaigns and offers counseling, however naturally this thing is not ensure somebody want to with open tell a story to counselor about what is their feel or emotion aspect (Alexander et al., 2022).

Roles of communication is really important because communication is method every individual communicate with another individual as how to get socialize good in the environment surrounding nor outside environment that (Maria et al., 2016). Communication can also said as something interpretation or also the process of creation some definite message have something meaning or a certain meaning in accordance with what is needed, then make is sender and receiver message could interact one with the others. As mentioned before, that form of communication could help us to socialize with other people, because communication could become a bridge that connects somebody or individual with others and in communication we could convey some impression, give something expression self, or even to persuasion (influence) to other people. According to Ruben & Stewart (2013) said that in some groups, organizations, and society, communication is a means to meet our goals and self needs and purpose from the other party.

However sadly because Coved -19 virus detected appeared in Indonesia on March 2, 2020 result some obstacles in activity and one of them also hinders communication that takes place. For medical health, public need to stay distance one each other to prevent transmission of the virus. This circumstance will take effect in life our everyday. Things to do changed with follow moderate state happen to stay can endure from situation pandemic like this. An obstacle to make communication becomes limited and established communication becomes obstructed. Society must start fast to adapt self and about problems faced during this pandemic, because many people have to face lost good, it's their close person and also the business he owns before. However naturally not only adults are affected the pandemic impact , also teenager, students feel its impact through the changes that occur about method they learn and interact with teachers/lecturers and also their friends (Malik, 2021). According to Ruben & Stewart (2013:126) said that physical distance becomes one of great influence to attention our message certain submitted, because usually we will more focus on close source from far away. Due to limit communication that occurs, makes relationships and socialization becomes obstructed. Number of personality problems that appears because consequence from pandemic, make a number of people, especially students feel

burdened because also appeared some feelings of anxiety in undergo his daily life, they will need right information about the situation (pandemic) (Dianovinina & Psikologi, 2018b). Today, Student as millennial required to have many abilities and good result in academic or non-academic, this target becomes a burden on generations millennial. However, students start have a number of problems about anxiety and stress levels, which will become dangerous when problem is dissolved (Freese & Burke, n.d.).

Based on journal with title "Impact Distance Learning on Stress and Anxiety Levels Student During COVID-19 pandemic" written by Rifa Fauziyyah in 2021 "The COVID -19 pandemic and it's continuous effects has becomes primary causes stress and anxiety for student, also occur to another research on university student in Medical Studies UPN Veteran Jakarta (Nur Cita, 2020). The stress rate for students in Indonesia during study long distance, the average is 55.1 %, while the students outside Indonesia by 66.3%. Anxiety rate students in Indonesia during study long distance is average of 40 %, while in students outside Indonesia by 57.2%." because of pandemic problems, they are started have anxiety and stress. If there is not have information supplies about mental health issues, those feelings would be negative occur to someone (Fauziyyah & Citra Awinda, 2021; Zulfia et al., 2021).

Regardless, environment is also very influential to people who are experience that anxiety and stress, unfortunately there are many people underestimate and even give scorn that is made some people choose to be silent and hide what is their feels. Hidden something or to keep silence is become worse to social people. Depression and also anxiety that is one the symptoms that show that existence prevalence from emotional mental disorder, reported via EGSAUGM from the Riskesdas (=basic research Indonesia) shown data that research health base showing that symptoms from anxiety and depression that is one of form from mental disorders and experienced by the age of 15 years above is 6.1% of amount residents in Indonesia or same with 11 million people and 6.2% is at the age of existing youth stretched ages 15-24 years. Reported from Kejardream.id, Benny Prawira a coordinator community prevention suicide, *Into the Light*, says in Indonesia bad/negative stigma is occur to people who has problem with mental issue.

Sufferers' disturbance soul would feel isolated and hopeless. Fatally, they were afraid to search help and want to end his life with suicide. Negative impact of that mental disorder alone is very dangerous for someone who experiences it, anxiety that reaches because depression could cause trend hurt self alone, until part the worst is decided to end his life. There are many this case in Indonesia, reported through EGSAUGM, there is more than 10,000 suicide cases which is equivalent with occur every hour, and of course suicide case is triggered from anxiety and depression near to 80%-90%. Depression experienced teenager naturally came by several factors including is a family factor, field academics, victims of bullying, and others. According to expert Suicidologies, in Indonesia about 4.2% of students ever thought about ending their life, college student around 6.9% and its 3% had try to suicide. The number shown that percentage level of stress and anxiety faced, indeed communication process have important role in help people who are experiencing the problems. However the communication not as simple as talk, in communication there is a number of step or procedure, especially in this case, strong, deep and intense communication becomes the most powerful way because people trust and comfortable to tell stories with other is not easy to do.

Quarter Life Crisis also known as a trigger caused, this crisis occurs to people who experience disturbance anxiety at the age of 15-24 years or 20-30 years. According

to psychology studies that *Quarter Life Crisis* is emotional unstable and arose, quick changes, overthinking, also panic and powerless. These people will haunt by excessive fear and worry to what will occur in the Future, which is career, education, relationships, also life social. It is also usually started with a lot negative emotions that arise like anxiety too much until lost direction in his life, apart from that's a lot of quarter life crises impact to millennial generation that feel un comfortable, depressed, lonely and also anxious in their life. In research conducted by Dini Diah who says that *Quarter Life Crisis* in other words is age quarter this century is term psychology about state usual emotional experienced by people aged 20-30 years, who usually followed by doubt, anxiety, worry, and confusion in determine their goal. In this age, someone will stout experience change when build structure stable life for the future (Zwagery & Yuniarramah, 2021) , (Aini & Muti'ah, 2022) ; Fazira, 2023).

Nowadays, community has raised to provides campaigns, webinars and also open service counseling on social media Instagram. Counseling services provided by community is intended to be able to help their clients feel and find a place to tell stories about their problem and complain about life that they feel to a Counselor (Nainggolan et al., 2019). Term counseling originated from the Latin " *Counsellium* " which means "together" or "with" which is then connected with " understand " and " accept ". Counseling is a process or effort a counselor who is done to direct counselee in order to undergo situation or condition in peace, counseling aims to tackle a problem and offer solution. In a counseling, someone that giving services called Counselors and Counselors, for teenager this is an urgent process to avoid negative behavior (Zaini, 2013), also the process could use their circle (peer counseling) to reduce addiction on game (Prasetiawan, 2016). According to the KBBI, the counselee is someone in need instruction or the best advice given guidance and direction so that they can return spirit his life back. In Nainggolan Journal, counselee is someone who get service counseling and the word comes from English term meaning *Clients*. According to Latino also said that *client* is someone who has anxiety coming to counselor in the situation is not congruent. This article is focus on a counselor, as a communicator and listener from counselee (client). Become a counselor naturally must have a knowledge or experience in communicate with a counselee. A counselor must attach importance to quality connection among both so that the counseling held reach goal and be effective. Naturally in effective counseling, counselor need have interpersonal skills. A counselor need to have and are able to communicate, empathize, listen, sensitivity to reaction, responsive to expression emotions, using language, and others. Role that a counselor become important inside a counseling, because their duty is to help counselees to tell a story when they are comfortable, trust, and open to counselor. However of course to achieve success above there are same specific skills, also used a communication pattern in help counselee and inside this thing is counselees who experience disturbance anxiety. This communication pattern work as method or customized based on needs and conditions from client problem. Communication pattern carried out could operate as plan with hope or smoothly through, without pattern communication will not match method or pattern used in resolve communication in specific situation.

Communication Pattern

Existence various communication models and parts can be found in the appropriate and matched pattern for easy used to communicate, it's a model of a communication process called as pattern communication. Activity in delivery message will receive feedback between both of them is a communication process in which it is identical with pattern communication, and emergence patterns, shapes, and also some

part very relatable little with the communication process that generated of that process alone. The process of sending and receiving some message by appropriate or a shape / pattern connection among two people or more, messages that can be understood in accordance with goal could also know as pattern communication, known from Devito (2007, p.30) which are Primary, Secondary, Linear, and Circular Communication Patterns (Ronaldo et al., n.d.). In pattern communication, includes is communication one direction, two directions and also multi-way, according to Effendi (1989).

Interpersonal Communication

In a process of interpersonal communication, there is two type that message will delivered by communicator that is Verbal and Non-Verbal messages. It means, when communication is in progress, communicator not only will convey what is he feel through speech or words, however communicators can also express it with a body language, symbol or sign language Interpersonal Communication known as communication that is done by intense or close and with recognize individuals involved in a scale small. Because of that most effective communication to express or share some opinion, attitude or behavior man, stated by Object - centered communication social to use knowing a meaning from the stimulus in the form of message or information called as interpersonal. Communication Inter Personal occur among individual with individual other meet by stare face and with method that every individual can see direct reaction that occurs by straight away (Nihayah, 2016) . This communication is also will occur among two people. As for Inter-communication this person is illustrated as a window or porch because with open self, someone will open one by one that is hidden things from in their self (Hartley, 1999). Four (4) windows or porch area which is open, blind, hidden, and invisible aware. Intercommunication Personal also has conflict that can damage communication. From the situation that as a listener as well as someone who want to be trusted must have skills of Cognitive, Affective, and also Psychomotor. In communication interpersonal has effectiveness so that communication has result (Hariko, 2017). Kumar and De Vito view about characteristic features from an effectiveness communication interpersonal which includes openness, empathy, support, positivity, and equality. De Vito also stated that the communication process within a counseling have a separate process, such as active listening, shape verbal & non-verbal communication, encouragement, and challenging (Ronaldo et al., n.d.).

RESEARCH METHODS

Researcher use paradigm *post positivist*, because to build understanding and want develop real and relevant opinion with based on concept that being used namely Communication Patterns, Interpersonal Communication, and also counseling. Methods in this research is Qualitative Research conducted use approach descriptive analysis, to explain about type of individual or group focused social to whom and how, also specific about an image on a reality. Summarize literature and review finding are data analysis of this research, which using of the interpersonal communication context (Allen, 2002). Unit of analysis in this research is individual which will analyzed or researched and the unit of analysis in this study is working individual as counselor at Community Omah Jiwa. 3 (three) informants are based on their educational background (bachelor of Psychology) and had experiences working in Omah Jiwa minimum 2 times handling counseling. The informants are Anggi Citra Alfrloh. S.Psi from UIN Malang (on studying Magister Clinics) had handling 5 people; Avisena Ksatriatama. S.Psi from Universitas Paramadina had handling 30 people in Omah Jiwa; Maria Gracia Amara, S.Psi from Universitas Gadjah Mada had handling 5 people. For data triangulation, Psychology

Lecturer at the University of Pancasila as informant addition as someone who gives view other as someone who works direct in the world of psychology. Her name is Anindya Dewi Paramitha M.Psi had experiences 6 years as a lecturer and as co Founder Psikolog diLenting.

In this research, researcher using semi structured interview to respondents. Interview technique semi structured chosen because researcher want to know the depth of communication process interpersonal, question that will be discuss is flexible to the topic. Study qualitative role researcher is as instrument key. Techniques used in this research is based on data analysis which are data reduction, datapresentation, and withdrawal conclusion. Researcher using data triangulation to re-examine the results of interview data that have been carried out with informants, triangulation is also carried out using the interview method which consists of different informants regarding their insights and experiences. Then checking is carried out on the informant by checking the data and rechecking the information that has been obtained until it has been confirmed so that there are no error.

RESULTS AND DISCUSSION

As for research regarding Counselor Communication Patterns Community OmahJiwa with Counselees who experience disturbance anxiety made in counseling OmahJiwa obtained results interview that has been conducted to research informants already define previously consisting of of 3 Counselors Community OmahJiwa that is Anggi Citra Alfiroh as Founder and Counselor, Avisenna as Counselor and Grace as Counselor.

Disturbance Worry

Disturbance Worry is a disturbance where somebody feel afraid or worry will something things to be happened that even Thing the sometimes not yet of course happen. Feeling worried the usually originated from a fear ever experienced previously or of course not yet once he natural. This anxiety disorder or anxiety problem can actually be experienced by anyone and also from children to adults, but those who experience anxiety disorders the most are early adults. Disturbance majority anxiety experienced by adults this beginning is also considered by some counselor caused by several things in between is not who somebody in step on time mature. Because in age the emotion somebody still not enough stable and the majority at age those are medium people busy thinking education or even his career.

Tabel 4.1 Analisis konsep Pola Komunikasi, Komunikasi Antar Pribadi, dan Konseling yang dilakukan dalam Konseling Komunitas OmahJiwa

No	Konsep	Indikator	Aktivitas yang diterapkan dalam konseling di komunitas OmahJiwa
1.	Pola Komunikasi	a. Pola Komunikasi Primer	Terdapat Lambang Komunikasi Verbal dan Non Verbal
		b. Pola Komunikasi Sekunder	Menggunakan sarana Media Online (Google Meet/Zoom) dalam melakukan Konseling
		c. Pola Komunikasi Linear	Konselor selalu dan diharuskan membuat suatu persiapan sebelum memulai konseling dengan konseli

		d.Pola Komunikasi Sirkular	Para Konseli memberikan Feedback yang Positif terhadap Konseling yang sedang atau telah dilakukan
		a.Pola Komunikasi Satu Arah	Komunikasi yang dilakukan tidak berbentuk satu arah, karena diperlukan sebuah feedback.
		b.Pola Komunikasi Dua Arah	Komunikasi yang dilakukan pasti berbentuk dua arah karena memberikan feedback satu sama lain.
		c.Pola Komunikasi Multi Arah	Komunikasi yang dilakukan tidak bersifat Multi Arah, karena hanya terdiri atas 1 Konselor dan 1 Konseli.
2.	Komunikasi Antar Pribadi	a. <i>Openess</i> (Keterbukaan)	Adanya kemauan yang muncul dari dalam diri Konselor untuk membantu para Konseli.
		b. <i>Empathy</i> (Empati)	Empati yang diberikan berupa Afirmasi Positif dan Konselor tidak boleh telat dalam masalah Konseli.
		c. <i>Supportiveness</i> (Dukungan)	Orang tua memberikan bentuk dukungan dengan cara menunjukkan rasa terimakasih, saran, dan juga memperhalus afirmasi, agar konseli tidak merasa takut untuk bercerita dengan terbuka.
		d. <i>Positiveness</i> (Sikap Positif)	Sikap positif yang diberikan berupa sikap ramah guna membangun sebuah kenyamanan dan kepercayaan, memperhalus Bahasa agar konseli tidak merasa terintimidasi, dan memvalidasi apa yang dirasakan konseli untuk mencerminkan perhatian konselor.
		e. <i>Equality</i> (kesamaan atau kesetaraan)	Dalam konseling, konselor memiliki kesetaraan dengan konseli. Konselor tidak boleh bersikap sok tahu, karena di khawatirkan akan membuat konseli merasa di hakimi.

Sumber: Data Olahan Peneliti

Communication Pattern

a. Body language and dialogue as primary communication patterns

In a Counseling, a Counselor needs to carry out an interaction using Verbal and Non Verbal symbols to the Counselee, because Verbal is used for dialogue and Non Verbal is usually done to help the counselor to make a bond in counseling so that the Counselee feels comfortable and feels given a sense of empathy. . Counselors also need to see the Non- Verbal Symbols given by their Counselors to be used as Counselors' data, so that the Counselors can find out and analyze the problems that occur to the Counselors. The non- verbal symbol that is usually done by the counselor to analyze the counselee is to read the counselee's movements and also the facial expressions displayed. The techniques used by the counselor to the counselee if needed, such as asking the

counselee to take a breath first or asking the counselee to close his eyes while calming himself down.

b. Google Meet and Zoom Meeting as Secondary Communication

Today in convey order already often use media use help in communicate and especially if have a constraint good in amount or great distance. In the counseling held by OmahJiwa uses teleconference with Google *Meet* media tools or zoom. Because of the distance every distant counselor would look up that apprentice the counselor at OmahJiwa is open recruit to everyone in any area in Indonesia, as there is a network services.

c. Counselors always make preparations before Counseling

In the counseling at OmahJiwa, based on interviews conducted with the three informants, it was shown that the three of them definitely and had to make preparations that they prepared themselves or even prepared by OmahJiwa's side, in order to find out the counselee's background. This is done in order to make the counselor more prepared to face the counselee who will later be in the counseling session.

d. Feedback is given during counseling and after counseling

Bait return (feedback) is also considered as success from a communication, based on definition from pattern communication circular that if there is a bait back what happened between communications the so can said that communication the successful. In the counseling OmahJiwa, counselors give and share the experience in the counseling they have been do. Of the three informants who become counselor at OmahJiwa, get bait enough return good from counselees who have they help in counseling. Bait this return is obtained moment counseling ongoing (there is feedback from counselee) and also after counseling through the form provided by the party OmahJiwa.

Direction of Communication Pattern

This research found that Two Communication Patterns Direction that occurs in counseling, especially in the OmahJiwa Community, is not one-way. This was confirmed by the Counselors who said that there was a need for feedback from a Counselor in responding to the counselee's story. At first, the Counselor gave the counselee an opportunity to tell stories, but after the counselee was deemed sufficient to express all his problems, the counselor continued to provide a response to the counselee. Based on interview conducted to three informants working as Counselor at OmahJiwa, says that the communication carried out certain character two direction. At first Counselor of course give opportunity to the counselee to tell stories, however after that Counselor certain ask or give something clarification and validation about what is the counselee feel. So that with Counselor give a bait back, hope counseled feel that During Counseling, Counselor notice counselee.

Communication Inter Personal

a. Self-will to become a Counselor

Based on the interviews that have been conducted, the researcher found that there is a personal willingness from the Counselors to help people or communities who experience mental health problems. As for the reasons related to academics, where they are willing to become counselors because they want to donate and apply their knowledge in the field of psychology to those in need. One of the informants said that the role of someone who works in the world of psychology is still considered small and some of them are underestimated.

b. It is important to provide an Empathy

But not to be dissolved in the problem of the counselee. Empathy is a skill that must be possessed by a counselor, this is because a counselor can understand what the counselor is experiencing. Empathy is only given in certain situations or moments,

because according to the informant, giving an excessive sense of empathy to the counselor is not allowed. This is because a counselor should not be carried away by the atmosphere or feelings felt by the counselee, a counselor must be able to act professionally by providing adequate and necessary empathy.

c. Showing gratitude and advice to the counselee

Counselors usually provide a form of support to the counselee by giving a positive affirmation and this affirmation is usually in the form of thanking a counselee for being willing and brave to tell a story, then the counselor also usually gives a suggestion that is felt to help ease the burden on the counselee, and also refine the language. Which is used so that the counselee does not feel judged and also does not feel hurt when he hears it.

d. Friendly attitude as a first impression to the counselee

The counselor also forms an impression at the beginning of the meeting to the counselee by being friendly. So that the counselee feels confident. According to Counselors, in certain cases such as anxiety disorders, usually they will be more careful because usually people who have anxiety disorders will be more susceptible to being triggered by things that can disturb their emotions and have trust issues.

e. Counselors can't act like they know

From the three research informants, they do not agree that in a counseling session, a counselor feels that he knows everything and then acts like he knows everything. This can make the counselee feel uncomfortable, do not feel heard and cared for, and then feel judged. According to the informants, in a counseling, they have the same equality because they are interlocutors. As for the Counselor have duty to listen, give advice, and also as a speaking lead in counseling (fishing and directing the counselee in order to speak).

Health in mentally is play important part in life, as physic which everyone can see from outside. Anxiety and feeling guilty is a normal behavior, the problem is on how to control and manage. The dangerous of over capacity and control which would made serious problem such as depression and as fatal as suicidal tendencies. Studies on teenager's depression (Dianovinina & Psikologi, 2018a) has shown that multiple effect will occur such eating habit and sleeping habit become un-orderly and un healthy body. As pandemic had increase stress for students as Rita Fauziyah's research on effect of Pandemic Covid 19. Research on 2021 also had shown that age of 16-24 found to have anxiety disorder, which are separation anxiety disorder and selective mutism, said Anindya (Psychology Lecturer). This community Omah Jiwa play specific role to students to help their anxiety problems, their approach and their ability of interpersonal communication had shown that their counselee feel more comfortable which is the point of this research.

CONCLUSION

Based on the results of research that has been carried out under the title Communication Patterns of Omah Jiwa Community Counselors with Counselee who have Anxiety Disorders, to see the communication patterns and effectiveness of Interpersonal Communication conducted by Counselors through semi-structured interviews, it can be drawn a conclusion that has been obtained by researchers. The informants that researcher could conclude that disturbance worry is a disorder that exists in everyone because of fear or worries too much or overthinking about their life and future, and those problems disturb activity or not function correctly, known as Disturbance Anxiety. This disorder is experienced by teenager to an adult. Process of become adult and also other factors both internal and external, known as *Quarter Life Crisis*.

Based on results from analysis that has been obtained, researcher knowing that there is a pattern of communication that occurs in Counseling that takes place in the

Counseling Community Omah Jiwa. As for the Communication Pattern are Primary, Secondary, Linear, and Circular Communication Patterns. Of the four Communication Patterns that, Community Omah Jiwa use everything. Then the pattern of direction of communication that occurs in this counseling is also a two-way communication pattern direction. Then there is effectiveness in Counseling in the Community Omah Jiwa, as for this effectiveness is seen from Communication Inter Personal counselor to counselee. Effectiveness of Communication between This personality includes is openness, empathy, support, positivity, and equality. However from fifth effectiveness that stands out the most in this counseling is Openness, Empathy, and Positive Sense.

From one an example of the feedback form provided by Omah Jiwa for counselee to Counselor, can see that counsees who experience disturbance worry feel helped with feeling relieved and calm. In handling Counselee who experienced disturbance this anxiety, counselors need be careful that the counselee will not feel worry or even feel afraid to tell to Counselor. Skill of an attitude and knowledge from Counselor in handle a counselee is the important and main thing to have, as for the attitude in question includes the attitude of the counselor and also the treatment given moment to do counseling, then knowledge in question is understanding counselor in handle every counselee with different problems and also deepening knowledge about Mental Health problems. Based on research that has been done, hope and guidance in-depth work done by counselors because of the role they are very important in a counseling. Expected society also started realize that the urgency of crisis in lack of mental health could considered adjacent eye and shown empathy.

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