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# A Case Study On Guidance And Counseling Students' Perception In Private University

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**Abstract:** The purpose of the study was to reveal the guidance and counseling students' perception of the practices of Islamic counseling. This study applied qualitative approach. The design of the study was case study. The data were collected through in-depth interviews, open-ended qualitative questionnaire, and photo voice. The data were analyzed using thematic analysis. The data were validated through confirmation of the subject regarding the initial research result. The result of the study showed that the students viewed Islamic counseling as a process of giving assistance to counselee to solve their problems based on Quran and sunnah.

**Index Terms:** perception, student, guidance and counseling, Islamic counseling practice.

## 1 INTRODUCTION

In this postmodern era, acceptance or tolerance toward diversity increases in any life aspects, including religious life. The benefits of religion in societal life have been concretely proven in many studies. That benefit, for instance, is that religion provides support when facing life difficulties [1]. Studies on religion in a global level to date are dominated by Christian, especially in Christian [2], [3], Hinduism, Buddhism, Sikh [4] and Jews counseling. Religious issues requiring counseling nowadays increasingly diverse, for instance, the issue of transgender [5], lesbian and gay which is viewed as a normal phenomenon by psychologists in American Psychology Association [6], and spiritual issue on the emergence of irreligious groups who thought they could be happy without religion [7]. Havoc occurring in this world also becomes an interesting issue in psychology and religion studies [8], both in qualitative [9] and quantitative method (Aten et al., 2019; Tongeren et al., 2019). Although Islam is developing rapidly in the US, studies on Islam-related counseling is still scarce. In order to fill this gap, the present study specifically investigates the practice of Islamic counseling on Muslim subjects. Islamic counseling practice is an Islamic life phenomenon worth to study as a representation of uniqueness and diversity of religious life in the postmodern era. The representation of religious life among the community in this post-modern era is life manners that are in line with each religious teaching, such as halal tourism, Islamic bank, Islamic inn, and halal food in Muslim people's life. Many people in Indonesia have attempted to live based on Islamic values. This phenomenon is likely to happen given that Indonesia, as a Pancasila country, provides its citizens the freedom to carry out life practices that are in line with their respective religious values. One of the fields of science that is related to the consistent implementation of Islamic teaching is counseling psychology, especially Islamic counseling practice.

Counseling practice refers to confidential meeting activity, which is full of acceptance and providing opportunities by the counselor for the client. A counselor utilizes his/her knowledge and skills to help clients solving the problems [11]. The purpose of counseling practice is to turn an individual's maladaptive mindset, feeling, and behavior into adaptive ones (Corey, 2013). Islaming counseling practices can be seen as one of the practices of Islamic psychology. Islamic psychology can be defined as scientific study of human mind and behaviour on the basis of Islamic value [12]. Source of the Islamic value can be seen in the Quran and Hadith. The Quran is a book guidance for human life. The hadith is the record of the words and behaviour of the Islamic prophet Muhammad.

Besides Islamic counseling practices, there are many other fields that is learned in Islamic psychology. The fields can be listed as follows:

- Islamic social psychology
- Islamic educational psychology
- Islamic clinical psychology
- Islamic industrial and social psychology
- Islamic developmental psychology.

One of the important condition that knowledge can be classified as science is a scientific method [13]. Also as a scientific study, Islamic psychology has a methodology. The methodology of Islamic psychology is a synthesis between a modern psychology methodology and Islamic value. There are some approaches of methodology in Islamic psychology. The approaches can be listed as follows:

- Islamic positivistic approach (quantitative)
- Islamic qualitative approach (qualitative)
- Islamic critical approach.

The development of Islamic counseling practice is still in the initial stages. One of the applications of Islamic counseling practice in Indonesia is the Islamic counseling practicum subject in the undergraduate program of guidance and counseling department in some Islamic universities, including Universitas Ahmad Dahlan, Yogyakarta. Islamic counseling practice may help the development of mental health in the educational environment [14]. The development of this initial application should be viewed from a scientific perspective in the form of a study on guidance and counseling students' perceptions of Islamic counseling practice. That initial development acts as an Islamic counseling psychology framework or Islamic counseling model. In order to develop

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Islamic counseling practice, it is necessary to conduct a study on the counselor's understanding of the meaning and characteristics, counseling technique of Islamic counseling practice, hindrances in applying Islamic counseling, and development strategy of Islamic counseling in Indonesia. The subject of the study was individuals with little knowledge of Islamic counseling practice. The subject was guidance and counseling students in an Islamic university. Study on guidance and counseling student's understanding of Islamic counseling practice is important because it will help the implementation of Islamic counseling in various life aspects, including their personal development as a prospective Islamic counselor. Students' understanding of Islamic counseling practice is represented by their perception. In this case, perception refers to a result of the process of understanding an object, relationship, and phenomena. The process includes recognition, observation, and discrimination. These three activities may cause an individual to organize and interpret the stimulus he/she receives to be a meaningful knowledge and to behave in a coordinated system [15] Based on the definition of perception above, a definition of students' perception of Islamic counseling practice can be drawn. It refers to student's conclusion about Islamic counseling practice based on their knowledge and experience during the Islamic counseling practicum subject. That perception includes some pivotal aspects, namely: Understanding of Islamic counseling practice. Underlying Philosophy of Islamic counseling practice. Steps of Islamic counseling practice. Hindrance and strategies of Islamic counseling in Indonesia. Islamic counseling development in Indonesia. Based on the background and theoretical framework described earlier, the general purpose of the study was to profoundly investigate the guidance and counseling student's perception of Islamic counseling practice.

## 2. METHOD

This study applied qualitative approach [16]. Qualitative study is a type of study that aims to reveal the participant's subjective understanding of a phenomenon studied. Qualitative study is also often called interpretive study. The design of the study was case study. The unit of analysis in the present study was UAD students who enrolled in Islamic counseling practicum. It means that the subject of the present study was students who enrolled in Islamic counseling practicum. The data were collected through: In-depth interview, Qualitative open-ended questionnaire. Photovoice is one of the methods in qualitative study. It is a method used by the subject by using photos and narratives to identify and represent issues they consider important. Thematic analysis technique was applied in the study [17]. That thematic analysis is a technique in an interpretive study that identifies, analyze, and report patterns (themes) in the qualitative study. The description of the thematic analysis result is structured by categories of the theme used during the analysis. In order to obtain a valid result, we reconfirmed the participants about the initial conclusion before making the final conclusion [16].

## 3. RESULT

Subject's Characteristic Description Table 1 shows the subject's characteristic description.

**TABLE 1. SUBJECT'S CHARACTERISTIC DESCRIPTION**

No	Name	Gender	Semester	Age
1	Eka	Female	6	21
2	Dwi	Female	6	21
3	Tri	Female	6	21
4	Catur	Female	6	21
5	Panca	Female	6	21
6	Enem	Female	6	21

\*pseudonym. They were students of the guidance and counseling department of an Islamic university. The university was located in Yogyakarta city. They joined Islamic guidance and counseling practicum subject. Their experience in that subject is expected to be helpful in revealing their perception of Islamic counseling practice. They were sixth-semester students and were 20-21 years old. The subject was selected based on his/her volunteerism to participate in this study. All of the participants were female because the majority of Guidance and Counseling students were female.

### 3.1 Guidance and Counseling Student's Perception of Islamic Counseling Practice.

#### Definition of Islamic counseling practice

In general, these six subjects drew similar conclusions about Islamic counseling practice. They quite understand the definition of Islamic counseling practice. Based on the interview and questionnaire and photovoice, they possessed a quite accurate basic perception about Islamic counseling practice. The subjectively described Islamic counseling practice as a process of giving assistance by the counselor to the counselee to solve problems based on Quran and Sunnah. Such perception is an integration of general counseling and Quran/hadith as sources of Islamic teaching. Islamic counseling practice is a counseling practice that rests on Islamic values. Islamic Counseling is a consciousness awareness of God in the counseling process in which it is based on the implicit understanding of a mutual belief system (Islam) shared by both the client and counselor, which creates a trusting relationship between them (Rassool, 2016). Thus, the practice of Islamic spirituality in the counselor self, hearth, mind, and soul will develop a counselor with Islamic personality and become the role model to his or her clients (Othman & Muhamad, 2019).

#### Fundamental Philosophy of Islamic Counseling Practice

According to the majority of subjects, fundamental philosophy of Islamic counseling is Quran and hadith. The existence of Islamic counseling practice in general aims to help Islam people solving their problems in accordance with Islam guidance, i.e., Quran and Hadith. In this context, Islam teaches its followers to remind and help each other when an individual is facing a problem.

#### Steps of Islamic counseling practice

In the first step, the counselor attempts to read the situation and condition when meeting the counselee. It is necessary because every counselee has different problems and mental conditions. For instance, when Musa was ordered by Allah to counsel Fir'aun, Allah ordered him to speak gently, perhaps the pharaoh will take a lesson or be afraid. In different conditions, a direct warning can also be made for individuals who have understood the situation and Islam. For instance,

Prophet Muhammad SAW, one reminded his grandchild not to take date palm that because he was afraid that it was for charity.

The second stage, selecting suitable counseling techniques.

The third stage, conducting counseling.

The fourth stage, evaluating the counseling.

The fifth stage, following up the counseling.

#### Islamic Counseling Practice method

The following is the method of Islamic counseling: Praying, Counselor and counselee read Quran and hadith. Islamic nuanced-conventional counseling practice. Electronic social media-supported counseling (youtube / WA), Islamic bibliocounseling, Guidance by reading the Quran and hadith that suits the counselee's problem. Praying for each other relating to the problems being faced.

#### Hindrances and strategies of Islamic Counseling Practice.

Some counselee did not understand about the Islamic way of dressing. Students, as a prospective counselor, face challenges in carrying out counseling because the counselee had not worn Islamic dressing during the process. To address this problem, the counselor persuades the counselee to obey the agreed rules in Islamic counseling. Difficulties in determining counseling time. With regard to the progressing era that allows only a little amount of spare time, it may be difficult to determine the right time for counseling. To address this problem, the counselor and the counselee could discuss the time that comforts both of them. Or they can conduct Islamic counseling through social media or telephone.

#### Islamic counseling practice development in Indonesia

Some propositions on the development of Islamic counseling practice in Indonesia are as follow: Islamic counseling practice can be viewed as an alternative for Islam people solving their life problems. It is in line with Islam as the main basis in solving world and afterlife-relating problems. Based on the result of the study described earlier, it could be concluded that the students' perception of Islamic counseling practice is as follow: Islamic counseling practice refers to an activity where a counselor helps the counselee to solve problems based on Islamic philosophy per al-Quran and hadith. The steps of Islamic counseling practice are the counselor attempts to read the situation and condition when meeting the counselee, selecting suitable counseling techniques, conducting counseling, evaluating the counseling, and following up on the counseling. In Islamic counseling practice, there are some hindrances and problem-solving strategies Islamic counseling can be developed in Islam people's life in Indonesia. Below were the examples of the data that we collected from our research.

Data Interviewee 1:

Name: X

Age: 22 years

Occupation: Student

1. What is your opinion about the Islamic Counseling Practicum?

**Answer:** Islamic counseling practicum is a counseling practicum based on Islamic values where the Quran serves as a guide, a guide to our lives and a remedy for problems in the counseling process.

2. What do you think about the specific characteristics of Islamic Counseling?

**Answer:** "If the Islamic counseling when we practice it there are Islamic elements, namely when the counselee has a problem, tells the problem, here the counselor asks the counselee to read a verse in the Quran where the verse is in accordance with the problem, so that is the point plus Islamic counseling which is different from other conventional counseling

3. How is the Stages of Islamic Counseling, is it the same as conventional counseling?

**Answer:** The same but there are differences when we solve the problem, namely there is an Islamic element. The first stage is when the counselee tells his problem then the counselor explores the counselee's problems. After the counselee tells the problem the counselor asks the counselee to read verses from the Koran or hadith related to the counselee's problem, then the counselee is asked to understand what the meaning of the content of the verse is, then what is the connection with the problem being faced by the counselee, after that what plans will done after understanding the relationship between the meaning of the verse with the problem being faced, what is the lesson after the counselee reads the verse.

4. What do you think of the philosophy that underlies the practice of Islamic counseling?

**Answer:** We, as Muslims, are our guidelines for the life of the Koran, so it is as heavy as the problems that we face in the Koran as a guide and cure for any diseases or problems we face. Everything has been written in the Koran, so wherever we go or wherever our problems, return to the Koran. Everything is written in the Koran, so the Koran as a true guide to our lives when we lose direction, or are in trouble. So Islamic counseling teaches us to return to our creator.

5. What methods can be used in the practice of Islamic counseling?

**Answer:** The method that we can do with individual counseling services, group counseling, classical guidance, mentoring, etc.

6. What obstacles have you experienced while learning Islamic counseling practices?

**Answer:** Mostly when we practice this Islamic counseling the counselor lacks knowledge of Islamic values and understanding. Counselors do not understand the verses relating to the problems of the counselee so that when the counseling process is sometimes hampered by how the counselor chooses and sorts verses in the Koran that are relevant to the counselee's problems.

7. What can be done to overcome obstacles or obstacles in the practice of Islamic counseling?

**Answer:** Counselors must read a lot about Islamic values. Counselors must often read the verses of the Koran to translate when there is free time or after performing the obligatory prayers, so that the counselor has a broad understanding and insight about the contents of the Koran.

8. What is your input on the practice of Islamic counseling in Indonesia?

**Answer:** The steps or guidelines for implementing Islamic counseling have not been written clearly and comprehensively in one module or book. I want clear and comprehensive guidelines, so that we as prospective counselors can apply clearly without confusion

Data Interviewee 2:  
Name: X  
Age: 20 years old  
Occupation: Student

1. What is your opinion about the Islamic Counseling Practicum?

**Answer:** Islamic counseling practice like other counseling, but in practice there is an element of Islam.

2. What do you think about the specific characteristics or characteristics of Islamic counseling?

**Answer:** Usually in Islamic counseling the counselor inserts religious elements, for example giving Al-Quran verses or hadith. Its characteristics in the service counselors provide material material about religion

3. How is the Stages of Islamic Counseling, is it the same as conventional counseling?

**Answer:** The stages are the same as conventional individual counseling. The initial stage of the counselor accepts the counselee, observes the counselee, explores the counselee's problems in depth, after the counselee understands the problem the counselor provides the skills and approach so that the counselee understands the problem well then the counselor gives one of the verses of the Qur'an in accordance with the problem to the counselee's understanding, and able to plan independently what efforts will be made to alleviate the problem

4. What do you think of the philosophy that underlies the practice of Islamic counseling?

**Answer:** We as Muslims wherever and whenever we must continue to hold fast to the Koran and the Hadith, and Islamic values

5. What methods can be used in the practice of Islamic counseling?

**Answer:** Classical guidance, group guidance, group counseling, individual counseling, mentoring, bibliotherapy, etc.

6. What obstacles have you experienced while learning Islamic counseling practices?

**Answer:** When getting a counselee whose life is indeed free, does not understand about religion, especially if the counselor also does not understand Islam properly will certainly be a pretty serious obstacle.

7. What can be done to overcome obstacles or obstacles in the practice of Islamic counseling?

**Answer:** For counselors must learn deeply about the religion of Islam, so that the scope is broad.

8. What is your input on the practice of Islamic counseling in Indonesia?

**Answer:** Islamic-based schools how much better counselors use the Islamic counseling approach in practice. Then when the counselor gives Islamic counseling services must also be adjusted to the progress of the times, not monotonous using interesting media.

#### 4. DISCUSSION

The result of the study showed that the students viewed Islamic counseling as a process of assisting counselee to solve their problems based on the Quran and sunnah. This result represents their understanding of the definition and fundamental philosophy of Islamic counseling practice. This is in agreement with [18]. Diponegoro stated that Islamic counseling refers to the Quran and the Hadith-based

counseling process [18]. This also applies to the students' understanding of fundamental philosophy that becomes the source of existence and epistemology of Islamic counseling practice. This is in line with Rasool (2016), who stated that the fundamental philosophy of Islamic counseling practice is based on the Quran and Hadith. In the context of positive psychology, one's belief in life philosophy can grow his/her happiness if his/her behavior is in line with his/her life philosophy. Islamic counseling practice, in this case, can be used to help Muslim counselee solving their problems more meaningfully since it is consistent with the life philosophy that stems from their religion (Baumgardner & Crothers, 2010). Islamic counseling practice, in this case, can be viewed as an alternative for Muslim people to find an Islamic solution to solve life problems. It is enough for students to understand the steps of Islamic counseling in general. However, they had not possessed a detailed understanding. In this case, their explanation was less integrated with Islamic values. This condition occurred due to a shortage of knowledge and experience. Besides, their knowledge of Islamic materials (Quran and Hadith) was still limited. It is understandable since they were neither students of the Islamic Education Department nor students of Islamic Guidance and Counseling. Moreover, in describing the methods of Islamic counseling, they had not explained the Islamic counseling characteristic method. Their description was limited to the conventional/general counseling method. In other words, they still need to understand Islamic counseling's characteristic method, such as prophetic counseling as a model.[19] They spelled out some hindrances they met during Islamic counseling practice. They also attempted to provide a solution to optimize the counseling process. Those problems indicate that Indonesian counselee's characteristic is unique, where not all of them comprehensively understand Islamic teachings and their bond with their local culture.

In the development of Islamic counseling practice in Indonesia, the students, as Millenials, provide quite a lot of suggestions for development. Those suggestions are:

- The use of IT as an Islamic counseling assisting tool.
- The use of Islamic counseling with a multicultural perspective for Muslim people means that counseling for Muslim people needs to have an Islamic perspective. The suitable design, in this case, is Islamic counseling. This suitability will improve the effectiveness of the counseling process in achieving the counselee's problem-solving. That problem-solving can help to create happiness and well-being for the counselee, who is facing life problems. From Indonesian people's life philosophy perspective, such effective counseling is the implementation of the fifth sila, i.e., social justice for all Indonesian people.

The accurate perception of students towards Islamic counseling practice also can help their future profession as counselor. In this context Islamic religion is often an integral part of Indonesia society and needs to be addressed by the multiculturally aware counselor. It is essential for counselors to gain knowledge, understanding, and competence of the Islamic religious values in counseling practices. The Islamic competence counselor with accurate knowledge of Islamic counseling practices can help the development of Islamic counseling in Indonesia. It means that many moslem people in Indonesia can use this type of counseling service as a space

to solve their problems based on Islamic value and Islamic culture. It will happen because many muslim people see the good and credible figure of Islamic counselors. The good and credible figure of Islamic counselors can be resulted from counseling and guidance department higher education which provides a good Islamic counseling practices.

## 5 CONCLUSION

**Some of the points of conclusion on the students' perception of Islamic counseling practice are as follow:**

Islamic counseling practice refers to an activity where a counselor helps the counselee to solve problems based on Islamic philosophy per al-Quran and hadith. Steps of Islamic counseling practice are: In the first step, the counselor attempts to read the situation and condition when meeting the counselee. The second stage, selecting suitable counseling techniques. The third stage, conducting counseling. The fourth stage, evaluating the counseling. The fifth stage, following up the counseling. In Islamic counseling practice, there are some hindrances and problem-solving strategies. Islamic counseling can be developed in Islam people's life in Indonesia.

## 6 SUGGESTION

**Based on the result of the study, followings are the suggestions:**

- It is suggested that general counselors in Indonesia apply Islamic counseling practice as an alternative to counseling for Muslim counselee.
- It is suggested that Islamic counselors in Indonesia develop more advanced Islamic counseling practice. Islamic counselor develops and implements Islamic counseling practice in the field.
- It is suggested for Muslim counselee to consider Islamic counseling as one of the ways of life that are in line with+ Islamic teachings in Indonesia.
- It is suggested for Islamic institutions to administer more systematic, methodical Islamic counseling practice.
- It is suggested to the future researchers to conduct a similar study to professional Islamic counselor.

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