

# HOW IS EMPATHY AND JOB PERFORMANCE OF NOVICE COUNSELORS?

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## ABSTRACT

*This study is a correlation research with empathy and job performance variables. The subjects in this study were 45 guidance and counseling teachers alumni of the Ahmad Dahlan University guidance and counseling study program who worked in various regions in Indonesia (Central Java, West Java, East Java, Pangkalpinang and Tidore) who were taken by purposive sampling, namely guidance and counseling teachers who had working period of less than three years. The data collection tool in this study is to use an empathy scale and a job performance scale. Correlation data analysis using the Product Moment correlation formula. The result show that empathy of novice counselor was mostly in the medium category. The highest empathy is in the emotional concern aspect and the highest of Job Performance is result-oriented. The results of this study indicate that there is a relationship between empathy and job performance of novice counselor. This reseach able to give information for Ahmad Dahlan University about the condition of empathy and Job Performance for counseling teachers, especially alumni of guidance and counseling study programe and recommendations technique for developing empathy and job performance for prospective counselors.*

*Keywords: empathy, job performance, counseling*

## INTRODUCTION

The role of education in life is recognized as a force that determines one's achievement and productivity. Until now the quality of education is the most prominent thing in every effort to bring about the renewal of the national education system. Improving individual quality is a major problem in education. Because the

purpose of education itself is to develop the potential of human resources through the teaching process. The success of education is inseparable from the quality of system support from various components in an educational institution. System support includes institutional leaders/principals, employees and teachers as a source of labor in an

institution. The productivity success of educational institutions is strongly influenced by the job performance of the human resources in it. So that the job performance of each teacher plays an important role in the success of educational institutions.

Job performance is the level of a person's ability to carry out his duties in accordance with the responsibilities given to him which is shown by the results of work in quality and quantity. Thus good job performance should be owned by teachers in an educational institution. The realization of optimal job performance is the responsibility of every teacher in every educational institution. Because the productivity and success of an educational institution is greatly influenced by the job performance of every teacher and employee in it.

In the world of work, teachers are faced with tasks that must be carried out both personally and as team tasks. In carrying out these duties and responsibilities there is interaction between teachers. So that in order to realize good job performance, teachers must also have good moral capital in carrying out these social interactions. One of the most important moral capital is empathy.

Borba (2008) mentions seven main virtues that will maintain a lifelong good attitude in individuals, namely empathy, conscience, self-control, respect, kindness, tolerance and justice. Borba's statement shows that empathy has a very essential position to maintain a good attitude in children. Empathy is an activity to understand what other people are thinking and feeling, without the person concerned losing control of himself. Thus it can be interpreted that empathy is very instrumental in establishing social relations in social life. Rogers emphasized (in Jones 2012: 432), that empathy is one of the key elements in creating interpersonal relationships, including in the therapeutic process. So empathy is an important moral part that every guidance and counseling teacher has. In carrying out their duties and obligations, guidance and counseling teachers need to interact with students, counselees and fellow teachers. The harmony of the school environment is determined by

the empathy attitude of each teacher. Through empathy, teachers can understand the situations and conditions of students, as well as co-teachers who are part of their work team.

However, the reality shows that many guidance and counseling teachers have the role of school police. According to Rahman (2010: 4) the assumption of most students, BK teachers are transformed into haunted school police and the BK institution itself changes its function to become a student administration function which aims to discipline, discipline, and punish students who are considered "acting subversively". and disobeying school rules. This fact shows that the counseling teacher is less responsive to the problems experienced by students and focuses more on students who are indisciplined.

Sugiyarto (2018) in *Tribunnews.com*, reported that a guidance and counseling teacher at Madrasah Tsanawiyah Imogiri Bantul Yogyakarta had committed an immoral act, namely impregnating a student at his school. Based on this case, it is evident that the guidance and counseling teacher's empathy and work performance still needs to be developed.

Empathy is related to the job performance of employees or workers in an institution or company. According to Colquitt, LePine, & Wesson (in Rosman Bin Md Yusoff1, Azlah Md Ali, Anwar Khan, 2014) Job performance is one of several important elements in organizational behavior that has been studied and shown to have an effective role in the organization. Organizational success depends on the job performance of the workers. According to Yusoff, Khan, & Azam (in Rosman Bin Md Yusoff1, Azlah Md Ali, Anwar Khan, 2014). Like other fields, the education sector also depends on the good performance of the workers. The quality of the educational process is influenced by the job performance of educators. Thus the job performance of educators is important for developing the education system.

But in reality, there are still co-worker conflicts that lead to death. Banda Haruddin Tanjung (2016), an employee of the Pekanbaru branch of PT Indofood, Riau

province, died as a result of being stabbed by RA (32), his co-worker. Based on the results of the processing of the crime scene, the victim suffered 13 stab wounds to his body and other parts of his body. SindoNews.com

The case shows that the employee lacks empathy to the point of killing his own co-workers. Another fact that the researchers found in November 2017 from the results of interviews with five alumni of UAD BK study program who became counseling teachers at school, that they had complaints about the attitude of colleagues who tended to be individual. These individual tendencies such as being happy to show self-achievement and vilify other colleagues against leaders. There are also complaints that they are often offended by the words of one of their co-workers at their school. In addition, there are those who complain that they feel tired of competition between co-workers which they feel is unhealthy, namely bringing down other co-workers but favoring themselves before the leadership.

Based on the cases above, it shows that various efforts are still needed from educational institutions to be able to develop empathy for teachers, including guidance and counseling teachers. Teachers are expected to have excellence in job performance but also excel in emotional intelligence, one of which is empathy. Empathy is an individual's ability to understand and feel the conditions experienced by other people, whether they know them or not, without getting carried away by those feelings. Through empathy, interpersonal relationships will be more harmonious based on mutual understanding, mutual respect, and mutual respect. Therefore, the empathy crisis that is currently hitting Indonesian society is an important issue that must be considered and solutions sought both in the context of society and in educational endeavors.

Based on these various phenomena, the researcher has a desire to find out empathy and job performance in guidance and counseling teachers for guidance and counseling study program alumni at Ahmad Dahlan University. Empathy and high job performance from guidance and counseling

teachers can increase the comfort of learning for students and the comfort of teachers at school. If the teacher's work comfort is high, it is assumed that it can optimize the work performance of the teachers.

## RESEARCH METHOD

This study is a correlation research with empathy and job performance variables. The subjects in this study were 45 guidance and counseling teachers alumni of the Ahmad Dahlan University guidance and counseling study program who worked in various regions in Indonesia (Central Java, West Java, East Java, Pangkalpinang and Tidore) who were taken by purposive sampling, namely guidance and counseling teachers who had working period of less than three years. The data collection tool in this study is to use an empathy scale and a job performance scale. Correlation data analysis using the Product Moment correlation formula.

## RESULT AND DISCUSSION

Based on the results of empathy scale data analysis given to 45 novice counselors alumni of the UAD guidance and counseling study program, it showed that the category of high empathy was 84.44 percent, moderate empathy was 84.44 percent, lack of empathy was 4.44 percent and no counselor empathy was found. beginners who are in the low category.

Furthermore, when viewed from each aspect of empathy, it shows that the highest aspect of empathy in the taking perspective is in the medium category, namely 84.44%. In the highest fantasy aspect it is in the medium category which is equal to 86.67%, in the emotional concern aspect the highest is in the high category which is equal to 66.67% and the highest emotional concern is in the high category which is equal to 28.89% and in the highest aspect of personal distress is in the less category, namely 75.56%. Furthermore, the average empathy for guidance and counseling teachers when viewed from the average empathy for each item of the empathy component in figure 1.

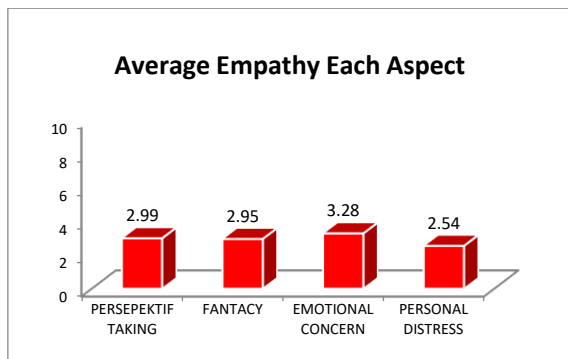


Figure 1

*The Average Novice Counselor Empathy In Each Aspect*

When viewed from each empathy component, the results of data analysis show that the highest component is emotional concern, which is equal to 3.95, then component number two is perspective taking of 2.95, then the fantasy component is 2.95 and the lowest is personal distress that is equal to 2.54.

Furthermore, the empathy of novice counselors when viewed from the perspective of the length of time worked that the teacher's working period of more than two years has a higher level of empathy compared to those who have worked less than two years. The average empathy for novice counselors who work for less than two years is at 136.4 and those for more than 2 years to 3 years are at 136.5.

An overview of the Job Performance of guidance and counseling teachers was obtained from the results of the distribution of job performance scales to 45 guidance and counseling teachers. Job performance data is expressed in terms of task performance and contextual performance aspects. Task performance includes: work quality, work planning, result oriented, work priority and work efficiently. Meanwhile, contextual performance consists of interpersonal components and organizational components. The interpersonal component includes: Taking initiative, Learning to receive feedback, being able to work with others, and communicating effectively. The organizational component includes: showing responsibility, customer/counselor/student oriented,

creative, and willing to take on challenging work assignments.

Based on the results of data analysis, it was found that most of the job performance of UAD BK alumni guidance and counseling teachers were in the medium category, namely 84%, the high category was 16%, and the less and low category was 0%. Based on this data, it shows that the job performance of guidance and counseling teachers for UAD BK alumni is still in the high category.

Furthermore, the average job performance of guidance and counseling teachers when viewed from the average job performance of each item in the aspect of job performance in table 1.

Table 1  
*Average Job Performance of Novice Counselor in Each Aspect*

No	Aspect Job Performance	Precentage
1	Work quality.	2,89
2	Work planning.	2,77
3	result oriented	3,22
4	Have work priorities.	2,54
5	Work efficiently	2,79
6	Take the initiative	3,07
7	Learn to accept feedback	2,32
8	Able to cooperate with others	3,11
9	Communicate effectively	2,94
10	show responsibility,	2,98
11	Customer/counselee/student oriented,	2,29
12	Creative	2,96
13	Willing to take on challenging job assignments	3,06

Based on the results of data analysis on the relationship between empathy and Job performance using the Product Moment formula, the following results are obtained:

Table 2  
*Correlations*

		VAR00001	VAR00002
VAR00001	Pearson Correlation	1	.680**
	Sig. (2-tailed)		.000
	N	45	45
VAR00002	Pearson Correlation	.680**	1
	Sig. (2-tailed)	.000	
	N	45	45

\*\* . Correlation is significant at the 0.01 level (2-tailed).

The data above shows that the person correlation value ( $r = 680$ ) with a significant value of 0.000. So it can be stated that the sign value is  $0.000 < 0.05$  and the  $r$  value is  $680 >$  from the  $r_t$  value for  $N = 45$  is 0.294. So that the results of the data analysis listed in the table above show that there is a relationship between empathy and the job performance of guidance and counseling teachers. The higher the level of empathy for the guidance and counseling teacher, the higher the job performance of the guidance and counseling teacher.

As individual and social creatures, humans must have cognitive intelligence and emotional intelligence to achieve success in life. Success in life will not be separated from other people. Empathy is an important aspect that greatly influences success in building relationships with others. Empathy contributes to individual harmony in building social relationships with other individuals. Therefore Empathy is an important attitude that every human being should have. The development of empathy in children is a task for educators, especially parents as the main and first educators for children.

The results of this study indicate that there is a relationship between empathy and job performance in guidance and counseling teachers. the higher the empathy score, the effect on the job performance level of the counseling teacher. The results of this study are in line with the results of research conducted by David Rosete and Joseph Ciarrochi (2005) showing that there is a relationship between emotional intelligence in which there are aspects of empathy with effectiveness in leadership. In addition, a study conducted by Mafuzah Mohamad & Juraifa Jais (2016) showed that emotional intelligence, which includes aspects of empathy, has an effect on the performance of administrative officers in Malaysian high schools.

Counselors should have high empathy, but based on research results show most are in the medium category. Based on this data shows that student empathy still needs to be developed. According to Decety (2012: 11) the development of empathy is based on a

reflective awareness of one's own emotions and the emotions of others, and intention is a key characteristic of the experience of empathy. The intuitive aspects of empathy available to infants evolve and develop; advanced forms of empathy are preceded by the ability to send and respond to emotional signals. Furthermore, Decety added that the ways that can be done to develop empathy for individuals are by 1) Sharing affects with others, 2) Developmental changes in perceiving the pain of others 3) The role of self-awareness in the development of empathy, and 4) Mentalizing and empathy.

Based on the above opinion, empathy can be developed if individuals are willing to practice sharing with others, increase their ability to be sensitive to the suffering experienced by others, practice self-awareness in empathy and develop mindsets, beliefs, and intentions to empathize. To develop empathy for the counseling teacher there must be self-awareness to develop through practice to learn to understand the conditions and situations of other people.

### **CONCLUSION**

Based on the results of the study, it was shown that the empathy of BK teachers to UAD alumni was mostly in the medium category. The highest empathy is in the emotional concern aspect and the highest BK Teacher Job Performance is result-oriented. The results of this study indicate that there is a relationship between empathy and job performance of guidance and counseling teachers. The higher the level of empathy for the guidance and counseling teacher, the higher the job performance of the guidance and counseling teacher. Provide useful information for Ahmad Dahlan University about the condition of empathy and Job Performance for counseling teachers, especially UAD BK alumni and recommendations for developing empathy and job performance for prospective counselors.

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