

A Multicultural Counseling Approach In A Plural Society

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ABSTRACT

The aim of this research is to determine multicultural counseling approaches in a pluralistic society. The research method used is a qualitative method with data collection techniques, namely literature studies sourced from books and journals. The results obtained from this research show that multicultural counseling is very helpful for problems that occur in pluralistic societies with various ethnicities, races, religions and cultures. So it can be concluded that multicultural counseling must be able to understand the cultural characteristics of a pluralistic society.

Keywords: Counseling, Multicultural, Plural.

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1. INTRODUCTION

In the context of cross-cultural counseling, there are tensions and conflicts in a pluralistic society originating from cultural, racial and ethnic backgrounds. Cultural differences often cause misunderstandings in establishing communication. Apart from that, there are stereotypes and cultural prejudices that influence interaction and understanding between groups, making it another relevant problem in providing cross-cultural counseling. Lack of understanding and awareness of the importance of tolerance and respect for differences in society as well as the lack of application of cross-culturally based counseling approaches are also factors that cause problems that cause divisions in interactions in society.

Traditional counseling approaches are often inadequate in addressing the complexity of problems faced by individuals from different cultural backgrounds. Differences in values, norms and beliefs can influence the way individuals view problems and the desired solutions. Therefore, a counseling approach that is sensitive to cultural diversity is needed to be able to provide effective and appropriate services for diverse communities.

Especially in Indonesia, there is a need for guidance and counseling services, especially from the perspective of the culturally diverse Indonesian people. A counselor must know, understand and pay attention to the unique cultural components in Indonesia, especially in terms of demographics, socio-economics, language, customs and cultural backgrounds and regions with their own uniqueness.

So multicultural guidance is needed in dealing with the pluralism of society. Multicultural guidance means that the relationship between the counselor and students has a cultural background, values and lifestyle. The multicultural guidance and counseling service process pays attention to, appreciates and respects cultural elements.

A multicultural counseling approach seeks to understand and appreciate the cultural diversity that exists in society. This approach emphasizes the importance of counselors having knowledge, skills and attitudes that support clients from various cultural backgrounds. This includes an understanding of how culture influences perception, communication, and behavior, as well as the ability to adapt counseling techniques to suit clients' diverse needs. With this introduction, research and development of multicultural counseling approaches is critical to ensure that every individual, regardless of cultural background, receives equitable and effective psychological support. Thus, it is hoped that this approach can contribute to the creation of a more inclusive and harmonious society.

2. METHOD

The research method used is a qualitative research method. In this sense, qualitative research is a type of research whose findings are not obtained through quantification procedures, statistical calculations or other forms of methods that use numerical measurements. Qualitative research in this journal uses literature studies originating from books and journals.

3. RESULTS AND DISCUSSION

Multicultural Counseling Concept

Conceptually, multicultural counseling is considered as the personality dynamics and cultural backgrounds of different counselors and clients. So counselors must be able to create a therapeutic environment where both individuals intentionally get along in a multicultural manner. So multicultural counseling is a counseling activity carried out by considering several aspects such as race, ethnicity, culture and gender.

Therefore, taking into account different cultural backgrounds requires experience and professional attitudes from counselors. Especially in responding to the client's psychological needs which must be identified by the counselor. The professional attitude that counselors must have is to consider differences in various fields such as language, social class, gender, sexual orientation, disability and ethnicity between counselors and clients. Maybe this can be an obstacle for the counselee so the counselor needs to work to overcome obstacles that such variables can produce in the process of helping.

There are several points that must be done during multicultural counseling, namely:

- a. If there is a process that involves different cultural backgrounds, the counselor must change the counseling technique that will be used.
- b. Counselors must prepare themselves to understand the cultural gaps that occur in clients during counseling.
- c. Prioritize a helpful attitude based on the client's cultural views. This is the reason counselors must be required to have the ability to communicate help and understand the distress and difficulties experienced by clients.
- d. The demand to understand the differences in symptoms and ways of conveying complaints to different cultural groups.
- e. Counselors must be able to understand different expectations and norms from clients.

From the five points above, it can be concluded that counselors must have the ability to adapt quickly and understand clients' different cultural backgrounds. There may be a cultural gap between the counselor and client so the counselor must be able to overcome it well.

The Importance of Multicultural Counseling in a Plural Society

When providing counseling services to a diverse society, you must have a plan. So that there are no misunderstandings involving intercultural controversy. The purpose of guidance and counseling services provided in Indonesia is because Indonesia is known as a multicultural society that comes from various races, ethnicities and different cultures. Apart from that, it is also used to improve the quality of life and human dignity in Indonesia which must be rooted in the culture of the Indonesian nation. So the implementation of guidance and counseling is based on considering the socio-cultural diversity that lives in society while increasing awareness of socio-cultural dynamics towards a more advanced society.

The importance of understanding differences in values, perceptions, emotions and factors that create diversity, especially in society. Competence, quality and guidelines regarding cultural awareness which is realized by being aware of and sensitive to cultural heritage, having knowledge about one's race personally and professionally which influences the counseling process and having knowledge about social life which influences other people.

First of all, multicultural counseling is considered important because it lies in increasing cultural understanding and sensitivity among counselors. Counselors who are experienced in multicultural counseling are better able to recognize and appreciate cultural differences that influence client perceptions, values and behavior. This is very important because perceptions and values influenced by culture can influence the way individuals respond to stress, overcome problems and interact with other people.

Without this understanding, it is possible that the counselor will not be able to help appropriately or will even make the situation worse by using an approach that is not relevant to the client. The

empowerment that can be done in multicultural counseling is very helpful and validates clients from various cultural backgrounds.

During counseling it is very important for clients to feel understood and appreciated. When the counselor shows appreciation and understanding of the client's cultural background, the client feels validated and is more open to sharing experiences. This can increase the effectiveness of counseling because clients feel supported and are more likely to be involved in the change process. Cultural validation helps clients remain proud of their cultural identity so that it becomes a source of strength in facing life's challenges.

In a pluralistic society, intercultural conflicts occur more frequently within individuals and groups. Conflicts that can arise from misunderstandings, prejudices or stereotypes held by one group against another group. Multicultural counseling plays an important role in handling and mitigating conflicts. The skills that counselors must have in multicultural counseling can help parties involved in conflict to understand each other's perspectives, develop empathy and find profitable solutions. So multicultural counseling is very helpful and important in forming harmonious relationships between individuals and groups in society.

Conflicts usually occur due to discrimination and prejudice which are big problems in pluralistic societies. Multicultural counseling can help reduce both by increasing awareness of prejudice and discrimination and teaching ways to overcome them. Multicultural counselors can work with individuals and groups who are victims of discrimination to help them develop effective coping strategies and strengthen self-esteem. Counselors can also work with individuals or groups who exhibit prejudice or discrimination to help clients understand the negative impacts of their actions and encourage changes in attitudes.

The Role of the Counselor in Multicultural Counseling

In the process of counseling services provided, counselors must understand in depth the clients they are dealing with. This understanding includes both oneself and the client. Awareness of the differences between counselors and clients is one way to maintain communication with each other so that fatal misunderstandings do not occur. In general, counselors and clients come from different backgrounds so it is very prone to misunderstandings in interpreting each other's culture, especially on the part of the counselor, which can make counseling ineffective.

So that there are no misunderstandings, cross-cultural counseling is applied or it can also be called multicultural counseling, by understanding the background of different cultures. The feelings, experiences and identities that originate from clients are seen and shaped by multiculturalism. Counseling can run effectively if there is a mutually understanding relationship between the counselor and the client.

The relationship between the two can be easy if both come from the same culture while the results will be different if both come from different cultures. In order to avoid misunderstandings that might have fatal consequences, the counselor must have awareness of the differences that occur so that the client feels comfortable. Counselors who have an awareness of cultural differences can be helpful and educational. Not only counselors but clients are related to their respective cultures. So it can help both of them to work together in solving client problems.

According to Mc Fadden, a cross-cultural perspective must focus on 3 main dimensions controlled by counselors, namely:

- a. The historical culture that counselors must master is the client's knowledge and culture.
- b. Social psychology refers to the counselor's understanding of the client's ethnicity, race, performance, conversation, behavior and social groups so that they can have meaningful communication.

Scientific-ideological which requires counselors to use appropriate counseling approaches to deal with problems related to regional, national and international environments.

4. CONCLUSION

When providing counseling services to a diverse society, you must have a plan. So that there are no misunderstandings involving intercultural controversy. The purpose of guidance and counseling services provided in Indonesia is because Indonesia is known as a multicultural society that comes from various races, ethnicities and different cultures. Apart from that, it is also used to improve the quality of life and human dignity in Indonesia which must be rooted in the culture of the Indonesian nation. So the implementation of guidance and counseling is based on considering the socio-cultural

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