

UNDERSTANDING THE PROCESS OF SUCCESSFUL CROSS-CULTURAL COUNSELING IN THE CULTURAL DIFFERENCES OF COUNSELEE AND COUNSELORS

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ABSTRAK

The purpose of this research is to determine the competencies that a counselor must have in an effort to handle cultural differences between clients and counselors in a counseling process. Where the counselor and counselee hope that the counseling process will run smoothly and get results regarding the handling of the problem being addressed. The writing method in this article uses the concept of literature review technique. It was found in the literature review that there is a connection between culture and counseling. Culture influences several things, namely communication, characteristics, ethics, etc. In dealing with this problem counselors are required to have extensive knowledge about the culture that exists in Indonesia. The counselor is also expected to be able to make the client understand the counselor's own culture to eliminate any cultural bias between the counselee and the counselor. It is not only the counselor who deals with the client's culture, but the client is also expected to be able to understand the counselor's culture.

Key Words: culture, counseling, cross-cultural.

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1. INTRODUCTION

Human is God's most beautiful and best creation. Man was created to be a caliph and leader on earth, and perhaps the entire universe was created by God. What do the titles "most beautiful" and "best" mean? The essence of beauty means joy and happiness. Therefore, the most beautiful predicate for man means that nothing created by God is equal to human existence and can bring joy and happiness to both himself and other creatures at any time and place (Prayitno) & Amti, 1999: 9). Because human beings are created as individuals and social beings, they have unique traits that distinguish them from others. Therefore, people can be recognized by others by certain traits that they possess. Humans are members of society because they are social creatures. Family is the smallest factor that affects the pattern of human life. The individual then begins interaction with the surrounding community. This means that all human actions will be tied to the life of the surrounding society. This also means that the person lives together in a certain community group (Sulistyarini & Jauhar, 2014: 261). In the field of counseling science and psychology, cross-cultural approaches are seen as the fourth strength after psychodynamic, behavioral, and humanistic approaches. Cross-cultural issues also called multicultural increased in the decade of the 1960s (Hayat, 2011).

Cross-cultural definitions tend to emphasize race, ethnicity, and so on. However, there is also an argument that arises that cross-culture must also cover all areas of certain groups. Not only related to differences in skin color, gender, class, religion. But all the fundamental differences between other cultures. In relation to guidance and counseling, the concept of cross-cultural is the difference between counselors and counselors who have distinctive characteristics. That difference cannot be simply ignored. In order to maintain or obtain a successful counseling process that is completed. A counselor cannot ignore counsellors who have different backgrounds. The counselor must have a voluntary attitude without having who will be given help in alleviating the problem. In a cross-cultural context, it is possible that counselors will deal with different clients both in terms of personality, values, morals, and culture. A counselor can provide something that can make counseling comfortable in the form of appreciation and security. The counselor also needs to provide an assessment of the culture owned by the counselor without any element of dismissal and dropping.

Therefore, the counseling relationship is not simple. Counselors must have awareness of differences in nature, personality, values, ethics and culture between themselves and their clients and respect the uniqueness of their clients. These differences will interfere with the counseling process which is where counseling is needed. Cross-cultural perspectives such as counseling that help there is cultural variation among clients and counselors. Counselors learning from various cultures will reduce the possibility of counselor behavior that uses their culture (encapsulation of counselor) as a reference that occurs during the counseling process. In addition, cultural differences will result in unique understandings and approaches to establishing communication in the guidance and counseling process. Since a counseling situation is a cultural encounter between counselor and client, counselor must have cultural sensitivity in order to understand and assist client in his or her cultural context. This article discusses the cultural variations of counsellors, cultural differences in group counseling, intercultural communication and communication competencies of counselors. The purpose of discussing the article in general is to present insight into the effectiveness of guidance and counseling by understanding the skills of the process of intercultural counseling. In particular, this article is an effort to stimulate counselors and prospective counselors to be able to understand and master the skills needed to be able to organize the counseling process effectively and efficiently

2. METHOD

This research method uses a qualitative approach, where the method used is library research, which is a systematic, open and reproducible method for identifying, evaluating articles and research ideas developed by researchers and practitioners. By collecting data, looking for sources and constructing them from various sources such as books, literature, notes. This research was chosen based on several considerations made by researchers to gain an understanding of the cultural differences between clients and counselors in achieving success in the counseling process.

3. RESULTS AND DISCUSSION

Something related to cross-culture will certainly be related to an emphasis on race, ethnicity, knowledge, beliefs, arts, morals, laws, and customs. Culture is a set of attitudes, values, beliefs, and behaviors owned by a group of people, however, there is a degree of difference in each individual and is communicated from one generation to the next (Dayakisni & Yuniardi, 2012: 7). Culture is universal and unique, where universal culture means that it has values that are shared by all people who are upheld by all humans. While culture that is unique is something that has characteristics or differences that are not owned by others. It can be seen that there are differences in one nation from another. Cross-cultural counseling includes research discussed in Indonesia such as discussing counseling relationships in different cultures between counselors and counselors (Hamzanwadi, 2020; Rostini, Ruhyadi, Miftahurrazikin, & Fauzi, 2022).

(Hansen, L. S., 1997:41). This explains the view that a new approach to life is needed in the 21st century, both in the scope of education for ordinary people and professionals in cross-cultural fields and diversity. Education should emphasize the dimensions of diversity and difference. In other words, the tendency of cross-cultural education is needed in human life in the 21st century. Cross-cultural counseling occurs because of the difference between counsellors and counselors. We know that counsellors and counselors have fundamental differences. Differences in values, attitudes, views. So what is standard in cross-cultural counseling is where you have the interaction generated in the counseling relationship and how the interaction is felt and lived by the counselor and counselee. If in the counseling process there is an interaction that is felt to cause or foster cultural differences, then the interaction is called cross-cultural counseling. In this case, the differences that exist in counsellors and counselors are not only related to national differences but also the existence of linkages that cover broader cultural aspects.

a. Cross Cultural Counseling

Cross-cultural counseling is the existence of a relationship in the counseling process between counselors and counsees who have different cultures. Intercultural counseling is a consultation consisting of counselors and clients from different cultures, so the counseling process is very vulnerable to cultural bias from the consultant, so that counseling is ineffective. The essence of culture in cross-cultural counseling is that the cross-cultural counseling process occurs between the counselee and counselor from different cultures. It is known that each individual is unique, where they have different characteristics from their uniqueness, so automatically the client's culture will not be the same as our culture, so that in The counseling treatment or process needs to be implemented or use cross-cultural

counseling and understand the culture adopted by the counselee and counselor.

The aim of cross-cultural counseling is so that the counselor can be aware of the existence of the client's culture and be sensitive to the client's culture, so that he can appreciate differences and this can make the counselor feel comfortable with the differences that exist between himself and the client in the form of race, ethnicity, culture and beliefs. And counselors can understand how race, culture, ethnicity, and so on might influence personality structure. increase understanding, positive attitudes, and basic skills of participants in helping individuals through cross-cultural guidance and counseling.

b. Factors Influencing Cross-Cultural Counseling

Locke in Brown (1988) put forward three main elements in cross-cultural counseling, namely:

1. Individuals are important and distinctive
2. Counselors bring values originating from their cultural environment
3. Couselees who come to see the counselor also bring a set of values and attitudes that reflect their culture

The factors that influence success in the process of providing assistance/counseling are greatly influenced by language, values, culture and social factors. Success arises from the understanding and awareness that a counselor has regarding the way the counselor tries to understand the culture that counseling has. A counselor must have a broad understanding of a client's culture.

c. Counselor and Counselee Relationships in Cross-Cultural Counseling

Counseling is essentially a helpful relationship. Efforts made by the counselor to increase the client's involvement and openness with the aim of improving the counseling process and achieving the goals desired by the client with the help of the counselor are known as counseling relationship development. Personal meetings with other people (counselors) driven by the environment are the main form of counseling relationships. Cross-cultural insight counseling is defined as counseling in which the advisor (counselor) and the client are culturally different because they have different socialization in their culture, subculture, race or socio-economic environment. The consequences of a cross-culturally knowledgeable counselor include cultural sensitivity, the ability to avoid cultural bias, the ability to understand and appreciate cultural variations, and the ability to be culturally responsive. Thus, cross-cultural counseling is basically a cultural encounter between counselors and clients who come from different or the same culture as the one they serve. During the cross-cultural counseling process, each counselor and client will use their own culture as initial capital to solve problems. After this investment, the counselor and client will expand their investment into other areas to help solve the problem.

d. Cross-Cultural Counselor Competency

Sue and Sue (1990) divide counselor characteristics into three dimensions:

1. A culturally skilled counselor is someone who actively processes his or her assumptions about human behavior, values, biases, personal limitations, and so on.
2. A culturally skilled counselor is someone who actively understands his or her views on the client's cultural differences without negative judgment.
3. A culturally skilled counselor is someone who actively understands his views on cultural differences.

Apart from the description above, the characteristics that must exist in the counselor are seen from how the counselor will be aware of personal values. Aware of these values will be upheld, aware of existing norms and enforced accordingly. The counselor as someone who will be in the cross-cultural counseling process really needs to pay attention to the rules in counseling so that it aims to be able to help counsellors solve problems. The counselor should not force or encourage the counselor to follow or understand the counselor's culture. But a counselor must be able to understand the culture that exists in the counselor. Counselors in carrying out the counseling process must be aware of the influence of liking and must have attention to their environment. Counselors in cross-cultural counseling practice should be able to use eclectic counseling where, is an approach in counseling that tries to develop or combine several approaches in counseling, eclectic counseling can be in the form of combining existing counseling approaches with approaches extracted from indigenous communities.

e. Ethics of Cross-Cultural Counseling

Ethics serves as a tool to differentiate right and wrong actions, depending on our environment. A counselor must consider ethics when conducting counseling, especially if they come from a different background to the counselee. A neutral counselor must understand and understand the ethics that apply in general society, global society, or certain customs and cultures. Cross-cultural counseling ethics is a framework or guideline used by counselors in the process of helping individuals understand and clarify

their clients' views.

f. Cultural Dimensions in Counseling

When viewed from the cultural dimension related to the counseling dimension. So all cultural dimensions color the course of the counseling process. According to Jumarin (2002:61-63). Explain how the cultural system colors the course of the counseling process. That is:

1. Culture will provide color and direction for the basic concept of counseling that includes physiological foundations. The basic physiological foundation of counseling is basically cultural values. The goals of counseling to be achieved must be in line or colored with culture and value orientation.
2. Culture gives color to a counselor's subsystem. That is good in terms of qualifications, education, and training. All are intertwined with cultural effects wherever counselor education is held.
3. Culture will give color to the subsystem of subjects to be guided. The concept of a problematic person will differ from one another. So every process of alleviating the *malasah* will not be the same in the process of living it.
4. Culture also determines and colors the method of understanding individual counseling methods/techniques. Culture also colors the provision of counseling service techniques. There are differences in society about scientific understanding. Where some people believe in animism, religious methods, and some use the scientific method.
5. Culture will provide direction for counseling programs. What program is given in the counseling process depends on that counseling culture. For example, a meditation program would be suitable for a counsellor who has a culture of meditation. Programs of prayer, remembrance, fasting are certainly suitable to be applied to counsellors with religious culture. Training programs or comparative studies are certainly suitable to be applied to counsellors with scientific culture.

From the description above, it is concluded that in the process of cross-cultural counseling, it cannot be separated from the respective cultures that exist in counselors and counselees. Even culture can also influence counseling service techniques, depending on which region, what kind of ideology, and intellectual level.

g. Cross-Cultural Counseling Approaches and Models

One of the main ways of conceptualizing the principles of cross-cultural psychology is through a three-term approach.

1. The ethical approach refers to findings that appear consistent or fixed across cultures. The ethical approach refers to truths or principles that are universal. While the Emic Approach is the opposite.
2. The emic approach refers to findings that look different for different cultures. Thus, it can be said that the emic approach refers to truths that are culturally specific (Matsumoto, 2004).
3. The third approach is an inclusive or transcultural approach. An inclusive approach or transcultural counseling is understood as an approach that uses an emic approach; Because of the factoring point of the torso its literature describes the characteristics, values, and techniques for working with specific populations that have dominant cultural differences.

Supriatna (2009) mentions three counseling models; Intas Budaya. That is:

1. Culture Centred Model The characteristics of this approach are: Culture takes center stage. The main focus is a proper understanding of the cultural values that have become beliefs and patterns of individual behavior. The discovery and understanding that counselors and counselees have of cultural roots is a very important aspect. Counselors and counselees can evaluate themselves so that there is an understanding of their identity and unique perspective.
2. Integrative Model The integrative model can be understood from a conceptual guide consisting of four classes of variables as follows: Reaction to racial pressures. The influence of majority culture. The influence of traditional culture. Individual and family experiences and graces.
3. Ethnomedical Model Ahmed and Fraser (1979) were the first to propose the ethnomedical model. In its development, this model was continued by Alladin (1993). The ethnomedical model is a

paradigm-oriented transcultural counseling tool facilitating therapeutic dialogue and increasing transcultural sensitivity. This model has 9 dimensional models and places the individual in the conception of pain in culture.

4. CONCLUSION

Based on the above material, it can be concluded that counselors are a process of helping a person overcome challenges and obstacles in their development. Counseling helps a person understand their relationship and their needs. Cross-cultural counseling can occur if there are cultural differences between counselor and counselor. Cultural differences can be values, beliefs, and behaviors, among others. Cross-cultural counseling can also take place between Batak and Javanese if they are from two different ethnic groups. Cross-cultural counseling includes in terms of the differences possessed by counselors and counselors then there is an understanding of the differences in each culture. There is mutual respect and tolerance. And counselors have competencies, skills, characteristics that exist in themselves in an effort to achieve the goals of alleviating problems that exist in counseling through the differences that exist in counsellors and counselors.

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