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Submission date: 10-Oct-2022 09:51AM (UTC+0700)

Submission ID: 1921124399

File name: 28-Article_Text-396-1-10-20210225_2_-_Ratna_Frenty_Nurkhalim.pdf (301.61K)

Word count: 3480

Character count: 18229

Student Problems During the Covid-19 Pandemic and the Role of Educational Institutions to Overcome It

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ARTICLE INFO

IAKMI IPHJI use only:

Received date : 21 August 2020

Revised date : 30 September 2020

Accepted date : 3 November 2020

Keywords:

Problem
Problematic
Students
Pandemics
counseling

ABSTRACT

The Covid-19 pandemic that has entered Indonesia since May 2020 has had a physical and mental health impact on many people, not to mention student groups. Significant changes in the learning system and massive restrictions on social interaction cause new problems for students. This study aims to dig into the problems experienced by students during the Covid-19 pandemic. The Health and Counseling Service Center (PPKK) of the Bhakti Wiyata Kediri Institute of Health Sciences and the KKN Student Group in 2020 conducted a Focus Group Interview (FGI) activity. FGI is implemented by presenting students with Psychologists. FGI is moderated by counselors from PPKK IIK –BW Kediri. FGI results show that students face various problems in various fields amid this Covid-19 pandemic. The four main problems raised by the students are: 1) Lecture problems; 2) Romance problems; 3) Communication problems with parents; 4) Concerns about the future. PPKK-IIK BW Kediri as a civitas academica counseling center has an important role in digging and solving student problems. PPKK can bridge the problem-solving Between parents of students as well as institutions with students. In addition, PPKK can support the smooth running of student studies directly in student counseling activities.

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INTRODUCTION

The Covid-19 pandemic that entered Indonesia since May 2020 has had a physical and mental health impact on many people, not least the student group. Some studies have shown that during this pandemic, some young people have high levels of anxiety [1]. Student groups are groups that must experience significant changes in the learning system and social interaction restrictions. This of course brings new problems for students. Some of the problems faced by young people today are the potential for addiction to the use of the internet, the limitations of physical activity, and the pressure of online tasks during online learning [2,3].

In the face of these various problems, young people are often confused about how to behave and what to do and talk to whom. The Health and Counseling Service Center (PPKK) owned by the Bhakti Wiyata Kediri Institute of Health Sciences (IIK-BW Kediri) and a group of 40 KKN students in 2020 are aware of the anxiety experienced by its students, and strive to be part of the solution to these problems. PPKK at IIK-BW Kediri is responsible for formulating programs, coordinating the implementation and reporting of health service and counseling activities for educators (lecturers), students, and educational personnel. The role of counseling is considered by the IIK-BW Kediri institution as something that is very important for efforts to strengthen the direction of life of the younger generation, in various areas of life [4].

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To support the role of PPKK IIK-BW Kediri, PPKK collaborated with a group of 40 KKN students in 2020 to assess IIK-BW Kediri students in order to understand the problems experienced by this group of students. In this assessment activity, PPKK IIK-BW wants to get an idea of the source of student anxiety so that the relevant parties can know, and find a solution. In addition, the information from this assessment activity can be used by PPKK IIK-BW Kediri counselors as a basis in designing guidance and counseling service programs based on student needs, as has been done on other occasions. (5) Problems explored are not only related to problems academically, *damun* is also another problem that can indirectly affect their academic performance. By conducting assessments, PPKK can apply the function of understanding to IIK-BW Kediri students. With a good understanding of the client's problems, the counselor is able to take the right attitude and role to finally be able to provide guidance and counseling services well [5,6].

METHOD

This study is a qualitative research. The method used to collect data is the Focus Group Interview (FGI) method. FGI technique is a method in qualitative research used to gather information on a particular topic in depth [7]. Focus Group Interviews are usually followed by a small group of people (between 6-9 people). These FGI participants are grouped by trained moderators (researchers) to explore attitudes and perceptions, feelings and ideas about a topic. In this FGI, relatively homogeneous participants were encouraged to reflect on questions posed by the interviewer [8].

The first FGI involved 9 students aged between (19-21 years), who are currently taking semesters 5-6 at IIK-BW. They come from 2 different study programs, namely the S1 Nursing and S1 Public Health study program. Seven participants were female, the remaining 2 were male. All of these participants have not yet represented the entire program available at IIK-BW Kediri. IIK-BW Kediri itself also has a level of D3 education that has not been covered in this study.

Participants were interviewed for 2 hours until and their responses were recorded. The FGI session was moderated by a Psychologist who is also a PPKK IIK-BW Kediri counselor. The questions and concerns raised in the interview were made from a literature review and approved by the PPKK IIK-BW counselor team. FGI is done online due to the pandemic. First, each student is asked to express the anxiety, anxiety, and problems that the moderator is facing, during this pandemic. Question and answer by the moderator is also done to expand the problem or further investigate the problems mentioned by the participants. The assistant moderator records the opinions and perceptions expressed by the participants during the interview.

Data analysis in this study uses thematic analysis, in which the researcher identifies themes that are patterned in a phenomenon. These identified themes are encoded from qualitative data of FGI results.

RESULTS AND DISCUSSION

In general, the problems experienced by IIK_BW Kediri students can be categorized into 4 outlines as follows.

Table 1. Problems faced by students

Problem Category	Common Problems	Comment Form
Education On Campus	1. Online College Task Stress	"I do not feel the spirit to attend college if the lecturer is not liked from the beginning"
	2. Friends Who Can Influence College Spirit	<p>"While learning online like this, I feel restless because in the morning I have been seen with many tasks. The collection hours are very busy so I feel a little complicated and also I have to complete homework (sweeping, etc.) and also teach my sister for her homework as well "</p> <p>"Lecturer who is very slow to respond when I am passionate about working on a thesis proposal during this pandemic"</p> <p>"Difficulty online because you cannot understand the material provided"</p> <p>Many friends are "very stupid" / <i>ngejibke</i>. Which sometimes also influences my enthusiasm for college. But if I follow, I fear my value is bad "</p> <p>"I get a group that I think people in the group are too ambitious even though I do not like people who are ambitious but it does not mean I am pessimistic I just do something according to my ability"</p> <p>"I always feel responsible in a group, even if in writing I am not the chairman, but everything seems to be charged to me. The others just come and go "</p>
Family	1. Parents Sick And Not Working	"My Dad Has Stroke Symptoms Make Everything Change From His Emotional Work, Then I Feel So Far Can't Make My Parents Proud And Happy"
	2. Difficulty Communicating Effectively With Parents	<p>"If There Is A Severe Problem, Who Should I Tell? Want to tell a story to a friend, afraid of a friend who does not trust. Who Should I Tell? "</p> <p>"Often I can play the same game. One of the reasons for the lecture is a bit far from home so that you can feel the same out "</p> <p>"If I Have A Problem, I Tend To Be Silent And Do Not Tell The Problem To The Family"</p>
Romance	1. Difficulty Communicating Love Stories to Parents	"Girlfriend family asks for fiancé first. Actually I Want To, But My Study Is Still Long, There Is Still A Profession Also. I Feel My Long-Term Engagement Is Not Ok Too. Afraid of Neighbor Talk "
	2. The Process of Finding True Love / Partner	<p>"Have a Mood Swing Girlfriend. So It Also Influences Me "</p> <p>"My father always asked who this guy was, where he lived, what was his activity? His age? Even though I am still motivated to be close to a comfortable guy. That's Enough. If I am Asked What Works Later, When Will He Get Married, I Don't Know "</p> <p>"I still do not want to date because I am still afraid to open my heart again. And I Am Ashamed Of My Parents, Because I Once Knew Someone To Them But It Didn't Happen "</p>

"I'm with him. He has no contacts. But His Parents Still Contact Me Often. It turns out that his parents do not know if my relationship is over. If I reply, I will not be as good as my ex "

Future	1. Worried about not getting a job soon after graduation	"Afraid About The Future, After Graduating What Work And Where"
	2. Worry Cannot Be proud of Parents And Become a Burden of Parents.	"Often Afraid Of The Future, Want To Be What It Is And Can Not Be Proud Of Parents, Desire Too High, Can Depart Family Hajj"
		"Often the parents are disappointed because the parents have high expectations of me, they still have a vision to see what happens after graduation"
		"Immediately Pass And Work Before Graduation. They want to alleviate the burden of parents over financial problems. Not to mention I should be a good example for my sister. "
		"After graduating, what do you want to do and where, the reason is that Lately Phk is also a lot, he is afraid in the future after graduating he cannot work"

Results

Education on campus

Since the Covid-19 pandemic, these live meetings have been replaced by online interactions. Thus, some explanations may be hindered and not fully understood by students due to constraint constraints and signal disturbances, then concentration constraints that may decrease, given that online lectures can be done while doing other things. Teachers, to ensure that students learn something new will give the task to deepen students' understanding. However, when studying online, lecturers give quite a lot of tasks with relatively short grace time. This triggers stress on students. Various studies prove that changes in students' learning environment that are not well conditioned will result in higher levels of stress that can lead to maladaptive behavior in adolescents [9].

Family

Learning through the online system has been implemented from March until now, this triggers anxiety in adolescents. In addition to online lectures at home and students do not understand what they have learned online they benefit that communication in the family feels less. According to an interview through FGI conducted by PPKK on some students, stated that Informant 1 felt that communication with parents is lacking, confused and do not know

who to talk to if there is a problem with disagree with Freire (2005) who stated that communication empowers people and aims to build trust and consensus. Informant 2 mentions that it is often not allowed to go out to play, so that teenagers feel less close friends, when the teenager can go out and play because it is far from home, and have to return home due to pandemics. This causes anxiety for the teenager. Intense togetherness should strengthen the bond, especially when problems arise in the family. The togetherness of the child and the parent in this case is so far that it creates a distance between the parent and the child [10]. Informant 3 mentions that whenever there is a problem, the informant should keep quiet and keep it to himself, because the informant is confused about who to tell the story to. According to Muftie, effective communication built between parents and children affects the child's psychology [11]. This shows that the role of parents is very important to cultivate trust and openness in the family.

Romance

In matters of romance and matchmaking, children tend to find it difficult to be open to their parents and prefer friends as comfortable talking companions [12] Therefore, if parents want to know about their child's romance

problems, they need to understand how to communicate well with teenagers.

Future

Learning online is not an easy task for students, this difficulty can be obtained from various aspects. In addition, students are not familiar with the online system that they usually meet face to face and this must be done online or online. The problem of skills becomes one of the factors of anxiety according to wardani (2012) states that large companies not only need highly educated human resources but also competent who have good hard skills and soft skill. According to Informant 1 said "afraid later after graduation want to work where and so what" informant 2 said the same thing that is "Often afraid of the future, want to be what and can not be proud of parents, desire is too high, can leave the family pilgrimage". Situations like this that still make the final level teenagers feel more stress what else in some conditions they find it difficult to remove the papa that is the problem. Uncertainty about what they want to take after graduating from college becomes a major trigger for a student to become anxious [13]. Students with anxiety usually do not yet have an idea for their future, according to Chaplin, anxiety in the future is an unpleasant condition that affects in terms of cognitive, behavioral, affective [14]. According to the 3rd informant, he said that "I am often afraid that my parents will be disappointed because my parents have high expectations of me, I still have no idea what they want to do after graduation." The average opinion of the informant states that he is still confused about his future. This is in line with previous research which found that out of 70.5% of students complained that they could not think about their future after graduation, they still felt not ready to work after graduation [15]. Moreover, this pandemic period makes students feel more anxious about their future, because they feel from soft skill and hard skills are still less fulfilled. In addition, according to other studies revealed that students began to think about competition in the world of work and they felt that their skills were lacking, fear of not being accepted for work and working in inappropriate fields [16].

The role of educational institutions to solve student problems

Research shows that the two most important "teachers" in adolescent life are their parents and teachers. That is why it is important for parents to be able to communicate effectively with adolescents. Communication skills are crucial to creating quality relationships between parents and adolescents to enhance understanding and discussion related to topics that are important to their relationships [17]. IIK-BW Kediri has PPKK and Garuda Bhakti Wiyata Youth Information and Counseling Center (PIK-R) which can accommodate students' grievances. PPKK plays a role in collecting information for institutions to perform to counsel students who have difficulty in completing their studies. While PIK-R in many studies is considered to contribute in preventing adolescents to have free association, improve life skills, increase participation as a messenger agent of the planned generation, and prevent drug use [18 - 22].

CONCLUSIONS

In general, the 4 main problems experienced by students during the pandemic are: 1) Lecture problems; 2) Romance and boyfriend problems; 3) Communication problems with parents; and 4) Concerns about the future. PPKK-IIK BW Kediri as a civitas academica counseling center has an important role in digging and solving the problems of students who have problems related to their studies. PPKK can bridge the problem-solving Between parents of students as well as institutions with students. In addition, PPKK can support the smooth running of student studies directly in student counseling activities. We recommend assessment activities by PPKK periodically so that the results can be reported periodically and get appropriate follow-up by the institution.

ACKNOWLEDGMENT

Thanks to IIK-BW Kediri for supporting and funding this research.

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IAKMI Public Health Journal Indonesia 1 (2) pp 83-90 © 2020

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