

## **Appreciating And Empowering the Elderly: The Biblical Application of Cyber Counseling**

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### **Abstract**

The main objective of this research is to determine the effect of Cyber Counseling learning on improving the mentoring function, to study the effect of cyber counseling learning on increasing the creativity of mentoring for social workers in nursing homes in Simalungun district. The type of research used in this research is explanatory research with a quantitative approach. The sample in this study is 13 social workers and is a saturated sample. Data analysis in this study used descriptive analysis and multivariate analysis. To analyze the data using the SPSS program version 16.0 for windows. Based on the results of multivariate analysis, it shows that the Cyber Counseling Learning Variable (X) has a significant influence or very influential on increasing the mentoring function (Y<sub>1</sub>) with a value of 0.017 (Sig.F <0.05) similarly the Cyber Counseling Learning Variable (X) has a significant or very influential on increasing mentoring Creativity (Y<sub>2</sub>) with value of 0.033 (Sig.F <0.05).

**Keywords:** elderly; biblical application; cyber counseling

### **Preliminary**

In the elderly, there are many setbacks faced by the elderly both in terms of physical, psychic, and social, especially the deterioration in their functions and abilities. The decline experienced by the elderly is a natural process called the degenerative process. The main problems faced by the elderly in general are: (1) biological which includes changes in skin, hair, teeth, vision easily tired and sluggish, (2) health that is prone to various diseases, (3) psychic and social which includes loneliness, feelings of uselessness, lack of self-confidence and self-esteem (Marliana et al., 2022).

The setbacks experienced by the elderly both physically and psychically, spiritually, require serious attention from their family members. The elderly need to be accompanied in carrying out their daily activities, the elderly also those who experience diseases due to old age need to get regular and consistent care (Banerjee, 2020). The elderly's family, children and grandchildren are the closest people who help the elderly live the rest of their lives, but the family sometimes cannot give full attention to the elderly, so even though they live with their families, the elderly feel less happy and less taken care of. On the other hand, the family

becomes burdened with the existence of elderly parents, the lack of understanding of the needs of the elderly how to accompany them causes misunderstandings between the elderly and their children and grandchildren. Therefore, leaving the elderly in a nursing home is an alternative to helping the elderly as well as helping elderly families (Liu et al., 2020).

Nursing homes are homes for older people that are facilitated according to the needs of the elderly, allowing them to have social interactions with others so that they do not feel lonely and have the opportunity to excel in old age (Abrams et al., 2020).

Lentera (Sejahtera Elderly Home) Indonesian Protestant Christian Church and Anugerah Nursing Home are nursing homes located in Simalungun regency. This institution has obtained permission or legality from the government. This institution is a form of social services provided to the elderly as an alternative solution that is used by the family to place the elderly in it in order to meet the needs of life both physically, psychologically, and socially able to achieve a level of welfare for the elderly themselves on a general and open basis for all elderly people.

The social workers at Lentera Indonesian Protestant Christian Church and Anugerah Nursing Home are generally not from professional (certified) circles and the educational background comes from the high school level where the workers are expected to provide efforts to meet the needs of the elderly both physically, psychologically and other things so that the social workers of Lentera Indonesian Protestant Christian Church and The Anugerah Nursing Home requires an understanding of the function and creativity of pastoral counseling assistance in the life system of healing, sustaining, guiding, empowering, and repairing relationships and transforming for the physical and mental life. which makes it possible for every elderly person to feel the best fulfillment of physical, spiritual and social needs for the elderly family, especially for the elderly themselves.

This is a concern for researchers in this study, so that this problem can be described through the cyber counseling learning assistance function displayed in debriefing or training for social workers at Lentera Indonesian Protestant Christian Church/Anugerah Nursing Home aims to be able to see the conditions and carry out the function of counseling assistance for the elderly in Lentera Lentera Indonesian Protestant Christian Church/Anugerah Nursing Home in restoring the feelings that arise in their lives. So that social workers not only take care of the elderly physically, but through their ability to perform the function of mentoring counseling is certainly very helpful for the elderly to manage their feelings.

## **Theoretical Framework**

### ***Cyber Counseling Learning***

Learning is an effort made deliberately by educators that can cause students to carry out learning activities (Haryati, 2020). Learning is essentially a transactional communication process that is reciprocal, both between teachers and students, as well as between students and other students, to achieve the goals that have been set (Syam, 2020).

Cyber counseling is one of the strategies for virtual counseling services or counseling that takes place through the help of an internet connection. Cyber counseling is a professional counseling practice that utilizes electronic media or the internet to communicate between counselors and counselors. Some of the media used to conduct e-counseling are as follows (Gading, 2020):

1. Website/site. Providing a website address becomes the primary address for online practice. counselors who conduct online counseling who visit the site.
2. Telephone/mobile phone. Online counseling can be done using and utilizing telephone. Where counselors and counselors can connect with each other using this device. Telephone can be used to contact the counselor, and the counselor can hear clearly what the counselor is expressing through the mobile phone facility.
3. Email. It stands for Electronic mail. As a way of sending data, files, photos, audio and video from one computer to another, in an internet network.
4. Chat. Chat can be interpreted as chat, but in the world of the internet, this term refers to communication activities through the means of several short writings that are typed through the keyboard. While the conversation itself is known as the term chat. These conversations are conducted by interactively interacting with each other through text as well as voice and video.
5. Video Conferencing. Video conference, or in English video conference or video meeting. This meeting was assisted by various kinds of network media such as telephones or other media used for video data transfer. There are several instant messaging applications that already provide video call facilities such as google meet, zoom, WhatsApp, Facebook and so on.

Cyber Counseling as a method of counseling services in the Global era is quite effective if the problem faced requires immediate to be alleviated while there is no opportunity or constrained distance to be able to do face-to-face, then online counseling or cyber counseling can be used as an alternative to alleviate the problem (Astarini & Pasmawati, 2022). Cyber counseling learning is learning by using internet facilities both in interacting with the elderly, with elderly families and in carrying out the mentoring process for the elderly and of course has the potential to improve the function and creativity of social workers (Situmorang, 2020).

### ***Mentoring Function***

Pastoral Counseling – A Handbook for Helpers in Indonesia, there are several functions of pastoral counseling, namely (Ariawan, 2020; Pedhu, 2019):

1. Healing Function. The healing function of pastoral counseling can help the counselor to heal his or her heart. It is not uncommon for counselor's inner pressure to cause psychosomatic diseases such as colitis or heart disease, stomach ulcers, and so on. A short prayer after the conversation is over usually also helps.
2. Supporting Function. Counselors facing psychic crises or sufferers attacked by sharp pain are difficult to talk to through deep conversations. Good attendance and non-oral communication from the counselor helps a lot because usually the counselor is very restless.
3. Guiding Function. This guiding function arises in the effort to help the counselor to make decisions about his own life: decisions about the chosen profession, about suitable life companions and so on.
4. Repairing Relationships. Almost all counseling issues are more or less concerned with relationships with other people. If the relationship is not noticed by the counselor of his ministry it can become irrelevant. Therefore (especially in Indonesia) we need a pastoral counseling function that ensures that counselors are involved in resolving tensions that arise in the relationship. This communication improvement certainly needs to be adjusted to the circumstances and culture of the counselors.
5. Love. Where counselors love counselors and help counselors to have a sense of love for others and rebuild relationships and relationships with the aim of accepting each other and having love, just as Christ has a sense of loving forgiving and sacrificing

Romans 5:5.

6. Nurturing. This means that through pastoral ministry every congregation can be guided or accompanied to always be able to grow well and normally in terms of emotional, way of thinking, motivation and willingness of behavior as well as spiritual life and interaction.

### ***Mentoring Creativity***

Creativity is the ability of a person to give birth to something new, both in the form of ideas and real works that are relatively different from what has existed (Reiter-Palmon et al., 2019). Creativity is a mental process that the individual carries out in the form of new ideas or products, or combines between the two that will eventually stick to him (Fahrudin et al., 2021). Creativity is the ability to develop new ideas and find new ways to view problems to become opportunities thus creative something to be learned (Wibawanto et al., 2021).

The purpose of the creativity of social workers in a job or activity is to be able to improve achievement if someone can understand and master the technique of doing it and it becomes more interesting and successful if it is spiked with creativity. Likewise, in mentoring in the midst of society, a person who carries out this activity is said to be successful if the person can understand or understand and develop it even more brilliantly through the creativity arising from the person who is the social worker.

### ***Research methods***

Based on the research objectives set by the hypothesis to be tested, this type of research is explanatory research. This study used the entire population as a sample of 13 people. The data found in the field in Simalungun Regency only has 2 Nursing Homes, namely the Anugerah Nursing Home and the Lentera Kasih Nursing Home, and of the number of social workers in the two homes, there are 10 social workers in the Anugerah Nursing Home and 3 social workers in the Lentera Kasih Nursing Home, so that a total of 13 people. Given that the population is less than 100, this study uses saturated samples, which is a sampling technique when all members of the population are used as samples. The data collection method in this study was through the distribution of questionnaires to all 13 social workers and recording documentation that could support the research. A questionnaire is a list that contains a series of questions about a problem or field to be studied, while documentation is carried out by recording closely related data that supports the research. The technical analysis used is descriptive analysis, multivariate analysis.

### ***Description of Variable Data***

#### **1. Cyber Counseling (X)**

From the results of the descriptive analysis, each item of the Cyber Counseling (X) learning variable is in the category range of  $76.38 < X \leq 77.77$  which means that Cyber Counseling learning is in a fairly good category, namely 4 people or 30.8%. As many as 3 people or 23.1% are in the very good category. As many as 4 people or 30.8% were in the bad category and there were 2 people or 15.4% in the very bad category, this means that respondents gave a very positive (very good) response to all statements of the cyber counseling variable (X).

#### **2. Mentoring Function (Y<sub>1</sub>)**

From the results of the descriptive analysis, each item of the Mentoring Function variable (Y<sub>1</sub>) is in the category range of  $72.85 < X \leq 75.39$  which means that the mentoring function is in a fairly good category, namely 7 people or 53.8%. As many as 3 people or 23.1%

are in the very good category. As many as 2 people or 15.4% were in the bad category and there was 1 person or 7.7% in the very bad category, this means that respondents gave a very positive (very good) response to all statements of the cyber counseling variable (X).

### 3. *Mentoring Creativity (Y<sub>2</sub>)*

From the results of the descriptive analysis, each item of the Mentoring Creativity variable (Y<sub>2</sub>) is in the category range of  $75.15 < X \leq 78.26$  which means that the mentoring function is in the fairly good category, namely 6 people or 46.2%. As many as 3 people or 23.1% are in the very good category. As many as 2 people or 15.4% were in the bad category and there were 2 people or 15.4% in the very bad category, this means that respondents gave a very positive (very good) response to all statements of the cyber counseling variable (X).

## Results And Discussion

### *Multivariate Analysis*

Multivariate Analysis is a statistical method whose purpose is to analyze data consisting of many variables and it is suspected that these variables are interconnected with each other. This technique is used to test the effect of cyber counseling (X) on function (Y<sub>1</sub>) and mentoring creativity (Y<sub>2</sub>).

1. The Effect of Cyber Counseling Learning (X) on improving the Mentoring Function (Y<sub>1</sub>)

**Table 1.** *Results of Regression Analysis of the Effect of X on Y<sub>1</sub>*

	Type III Sum of Squares	Df	Mean Square	F	Sig.
Mentoring Function	164,886 <sup>a</sup>	4			0,017
Intercept	76411,526	1	76411,526	10822,878	
X	164,886	4	41,222	5,839	
Error	56,481	8	7,060		
Total	97288,889	13			
Corrected Total	221,368	12			

a. R Squared = .745 (Adjusted R Squared = .617)

Based on the table above, it can be seen a significant influence between the variables of cyber counseling learning on the mentoring function. From the results of the regression coefficient test in the Table, a Sig.F value of 0.017 (Sig.F < 0.05) was obtained, so the hypothesis that states that there is a significant influence between cyber counseling on the supporting assistance function, so that the sig result figure. F is high so this explains that the effect of cyber counseling on improving the function of the accompaniment is very influential.

These results are in line with Astarini and Pasmawati's research (2022) which conducted research on cyber counseling as a method of developing counseling services in the global era (Astarini & Pasmawati, 2022). The results of his research show that online counseling or cyber counseling can be used as an alternative to alleviating problems. By using telephone media, it is quite effective to do counseling considering the limited time to meet directly with the counselor, while the counselor wants the problem to be solved immediately, then by using the chat media in the Android mobile application is also very effective, this method is enough to provide space for the counselor to think and provide the information needed by the counselor, so that the function of mentoring in terms of healing can be applied



and the counsellors can be assisted in making decisions in every problem and problem faced, given reinforcement in choosing or deciding a difficult choice is very important to be immediately assisted which is part of the mentoring function in helping or helping.

It is the opinion of academics that online counseling services (cyber counseling) will be useful for shy students who cannot come to the school counseling service. This can explain the function of accompaniment as a crutch, counselee who face psychic crises or sufferers who are attacked by sharp pain once difficult to talk to through deep conversations. In addition, online counseling services can provide time 24 hours in a day. That way it will provide an opportunity to reach out to counselors more broadly. And counselors can provide direct services to counselors together. All online counselors are satisfied with their practice and they believe that the implementation is effective.

## 2. The Effect of Cyber Counseling Learning (X) on the improvement of Mentoring Creativity (Y<sub>2</sub>).

**Table 2.** Results of Regression Analysis of X Effect on Y<sub>2</sub>

	Type III Sum of Squares	Df	Mean Square	F	Sig.
Mentoring Creativity	162,037 <sup>b</sup>	4			0,033
Intercept	77203,863	1	77203,863	8662,875	
X	162,037	4	40,509	4,545	
Error	71,296	8	8,912		
Total	97877,778	13			
Corrected Total	233,333	12			

a. R Squared = .694 (Adjusted R Squared = .542)

Based on the table above, it can be seen the significant influence between cyber counseling variables on mentoring creativity. From the results of the regression coefficient test in Table 1, a Sig.F value of 0.033 (Sig.F < 0.05 was obtained), so the hypothesis that states that there is a significant influence between cyber counselling on the creativity of mentoring is supported, so that the sig result figures. F is high so this explains that the influence of cyber counseling on increasing the activity of mentoring is very influential.

In line with the findings of Zimmerman and Scarborough, creativity is the ability to develop new ideas and find new ways to view problems as opportunities. Thus creativity is something that must be learned. Cyber counseling learning is influential in increasing the creativity of social workers. Creativity can result from something learned. Cyber counseling learning fosters new and bright ideas, creativity is the ability of a person to give birth to something new, both in the form of ideas and real works that are relatively different from what has existed. Creativity is a mental process carried out by the individual in the form of new ideas or products, or combining between the two that will eventually stick to him, we can simply mean that the mentoring and creativity of social workers is very important to learn and understand to design or apply. In doing something, this can explain that Cyber Counseling learning is one of the learning methods that can increase the creativity of mentoring.

## Conclusion

Based on the results of research carried out by researchers, it is produced:

1. A significant or very influential between Cyber Counseling Learning (X) on improving

- the mentoring function ( $Y_1$ ) and the results of the regression coefficient test obtained the Sig value. F is 0.033 (Sig.F < 0.05) for social workers in Nursing Homes throughout Simalungun Regency
2. A significant or very influential between Cyber Counseling Learning (X) on the improvement of mentoring creativity ( $Y_2$ ) and the results of the regression coefficient test obtained the Sig value. F is 0.033 (Sig.F < 0.05) for social workers in Nursing Homes throughout Simalungun Regency.
  3. The results are expected to be able to answer some of the problems or concerns of difficulties for social workers in social institutions nursing homes in Simalungun Regency to further equip themselves with this understanding of Cyber counseling in carrying out tasks and supporting mentoring activities so that there is an increase in function and creativity in mentoring.

## Recommendation

Based on the results of the research and conclusions submitted, the following things are suggested:

1. In an effort to improve the function and creativity of mentoring for social workers, nursing homes throughout Simalungun district can be developed through learning activities, seminars, training and so on. One of them is through the application of cyber counseling learning.
2. It is recommended for social workers to know and accommodate and apply Cyber Counseling in the midst of institutions where they work and serve, especially in the increasing number of social network account media users in Indonesia is increasing, ranging from business circles, as well as from children's age to adults.
3. It is recommended for social care institutions in Simalungun Regency and other places to use cyber counseling in mentoring services, as an innovation in improving mentoring services considering that cyber counseling is a method that is able to answer technological advances and rapid developments in this day and age.

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