Characteristick Of Counselors In Cross-Cultural Counseling In The Society 5.0 Era

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ABSTRACT. Cross-cultural counseling is very important when a counselor and counselee come from different backgrounds. As a result, a counselor must understand, be aware of, and show sensitivity to the values generally accepted in society. It is undoubtedly important for both parties to understand each other's culture in cross-cultural therapy. A counselor needs certain traits or qualities to carry out the duties of a counselor in extraordinary cross-cultural therapy. For this reason, it is very important for a counselor to be culturally sensitive, free from prejudice, aware of cultural diversity, and able to adapt to different cultural contexts. This writing was carried out to explain and provide an overview of the competencies, guidelines, challenges, problems and characteristics of counselors in cross-cultural counseling in the era of society which are really needed in the period of society 5.0. This writing uses a library research approach. Based on the writing of this article, it was found that the possibility of counseling success is directly proportional to the extent to which the counselor and counselee share the same perspective on this problem (both psychologically and socio-culturally), and vice versa. The client is understood not only in purely psychological terms, but also as an active part of the culture in addition to being understood in those terms. It is believed that the cultural landmarks clients experience shape their identity, along with their sentiments and experiences.

Keywords: Society 5.0, Cross-Cultural Counselor, Counselor Characteristics.

INTRODUCTION

The emergence of advanced technological developments in automation and data exchange, such as the internet of things (IoT), cyber-physical systems, cloud computing, and cognitive computing, has significantly influenced the human experience, characterized by a state of turbulence, uncertainty, complexity, and ambiguity. In the era of society 5.0, everyone is faced with challenging living conditions that are characterized by tension, paradox and unexpected trials. Every individual will undoubtedly need a variety of life talents at some stage in their life to foster successful personal growth, increase productivity, and make a positive contribution to their own well-being and that of the environment around them. The cultivation of life skills requires a system of educational services within schools that goes beyond providing subject-specific learning opportunities tailored to individual interests, but also includes continuous adaptation to the evolving needs of contemporary society. This is necessary for individuals to acquire the life skills necessary to function effectively in everyday life. Education is the process of achieving the goal of equipping humans with organized and methodical knowledge and with soft skills. The system components have been arranged to provide responses to problems posed by knowledge and abilities that are adapted to life needs. As a result of recent technological advances, we now live in the era of civilization 5.0, which brings with it more complicated requirements for human life. (Wurianto, 2019). Apart from that, modern humans are expected to be able to coexist peacefully and cooperatively with various forms of technology used today.

In a society characterized by cultural diversity, individuals or collectives have broad interpretations and depend on each other for coexistence in different cultural contexts. (Akhmadi, 2020). It begins with the premise that culture exerts an influence on a person's perspective, cognitive processes, and personal behavior. In the context of guidance and counseling, especially from an Indonesian perspective, counselors must not ignore clients who come from various cultures. Therefore, it is vital for counselors to have a comprehensive understanding of several cultures outside their own, with the goal of cultivating cultural sensitivity, particularly in relation to their clients' cultural heritage. (Iswari, 2017). It is critical for counselors to have a comprehensive and unbiased understanding of the challenges clients face. The efficacy of counseling services depends on the counselor's skill in navigating the diverse cultural landscape that emerges in society. (Masruri, 2018). Counseling is a systematic procedure aimed at supporting individuals in overcoming various challenges that hinder their personal growth and facilitating the achievement of optimal development. (Elizar, 2018). If individuals' relationships involve effectively communicating their demands, displaying a strong level of enthusiasm, and presenting their different potentialities as problems requiring professional intervention, then the resolution process can be implemented appropriately.

Counselors need to be equipped with a significant set of skills, one of which is cultural understanding. It is important for the counselor to have this dimension in order to understand and be aware of the fact that the cultural aspects that the client brings to the table (such as race, gender, values, socioeconomic status, and so on) will influence the client's self. -development and ideas of themselves. Therefore, it is important for him to realize that the beliefs he holds and the choices he makes will affect other people. This will have a significant impact on both the counseling process and the person's growth (Gielen et al., 2008). Therefore, in the context of Society 5.0, individuals are required to have competencies that are in line with the demands of the 21st century. The qualities mentioned above are commonly referred to as the 4C skills, which specifically include effective communication skills, collaborative work, creative thinking, and advanced critical analysis. To effectively navigate the challenges posed by the emergence of Society 5.0, counselors must undergo a paradigmatic transformation in the execution of their service responsibilities.

Counseling refers to the provision of assistance services by trained professionals to individuals or groups, with the aim of improving their daily functioning and overcoming impairments in their daily lives. This is achieved through the use of diverse service modalities, with an emphasis on fostering personal autonomy and self-regulation. The goal of therapy is to assist individuals in developing functional daily routines and managing the challenges that arise when their daily lives are disrupted. In addition to instructional methods, it is important to provide additional activities that enhance the educational experience.(Kurniawati & Sa'adah, 2022; Prayitno & Amti, 1994; Sona, 2021). Due to the fact that counselors and counselees come from different cultural backgrounds, mistakes or prejudices often occur during the counseling process. This can lead to ineffectiveness in terms of providing poor counseling services. Because culture is communication and communication is part of culture, we need to understand that culture can be studied or observed through the way someone communicates. It is also important for us to understand that culture can be seen through the way a person communicates. (Triningtyas, 2019). Therefore, there is a form of counseling and assistance called cross-cultural counseling. In the field of cross-cultural counseling, it is very important for counselors to have a strong ethical foundation and demonstrate sensitivity to the cultural background of their clients. This requires a conscious effort to eliminate potential biases stemming from their own cultural perspective. Thus, counselors can effectively facilitate the counseling process.(Adhiputra, 2013).

The presence of a counselor has a significant impact on the development of individual behavior. Counselors play an important role in understanding the diverse possibilities of individuals throughout society. Therefore, the counselor's primary responsibility is to guide and

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cultivate the individual's unique abilities. Cultivating emotional resilience is essential for individuals to effectively navigate and overcome the challenges they face, thereby promoting beneficial behavioral outcomes. In the context of Society 5.0, the influence of social media and its applications on individual behavior and emotions, especially at the developmental stage, can be significant. The absence of appropriate filters to regulate these interactions with the digital realm can pose risks in terms of changes in individual attitudes. As a result, completely restricting individuals from engaging with the digital world may not be the optimal solution. Indeed, the temporary nature or momentary cessation of individuals' high curiosity about the digital era is caused by the ease of access to knowledge through one click. The search engine "Google" has proven to be very beneficial for individuals in their search to find the desired information. Not only individuals, but also all Android device users. An extraordinary counselor must have the ability to adapt to the dynamics of the 5.0 era. There are a series of procedural measures that can be used to facilitate the provision of services.

In carrying out their professional duties, counselors will always encounter individuals seeking guidance who come from diverse socio-cultural backgrounds. Therefore, achieving fair treatment is seen as unattainable. (Prayitno & Amti, 1994). This gap can give rise to mutual distrust, or other negative emotions. Individuals' understanding of prevailing values relating to their personal beliefs and the broader social context can result in a shared perspective on a particular issue. The equation or procedure in question is the initial stage for counselors to start and carry out counseling activities. As a counselor operating in the contemporary millennial period, it is very important to have a variety of skills related to the profession at hand. In order to effectively serve clients from various cultural backgrounds, it is essential for a counselor to have a comprehensive understanding and be proficient in using basic strategies and skills. Therefore, it is very important for a counselor to demonstrate adaptability in accommodating clients from various backgrounds and attitudes shaped by their respective cultural contexts. This discourse will explain the idea of culturally based counseling capabilities, which are based on the counselor's sensitivity to clients who come from different cultural backgrounds, with the aim of providing effective counseling services.

METHOD

Qualitative research methods were used for this investigation. According to (Arikunto, 2010), Qualitative research is defined as research that focuses on expanding pre-existing conceptions by highlighting the adaptability and validity of data. The research approach used is literature study (library research). (Zed, 2008) explains that literature study research is research by collecting, reading, processing and analyzing literature. Furthermore (Sugiyono, 2012) explained that literature study is research by collecting literature, then analyzing the literature to discuss a phenomenon or problem, and finding facts and solutions regarding the problem. Literature, such as books, scientific papers, scientific magazines, research reports, copies of regulatory documents, and other types of literature, is a source of data used in research carried out through literature review. This research aims to study, discuss and analyze the characteristics of counselors in cross-cultural counseling in accordance with the era of society 5.0. Literature related to cultural competency and the availability of guidance and counseling instructors in line with the society 5.0 period became the study data.

RESULTS AND DISCUSSION

CROSS-CULTURAL COUNSELOR COMPETENCE

Kartadinata & Sunaryo (2005) suggests that to be able to function as a psychological educator, counselors are required to have competence in the following areas: a) Acquire an understanding

of the complexity of individual-environment interactions in various socio-cultural settings, b) Have a strong understanding of various types of psychological interventions, both between and intra-personal and international, c) Gain an understanding of the process of human growth, both at the individual and societal/environmental levels. d) Maintaining a firm commitment to professional regulations that are firmly embedded in a person's particular professional ethical strength, e) counselors must be able to understand human development and human complexity which includes various individual and sociocultural settings.

Sue (Neukrug, 2011) stated that this competency emphasizes the significant skills possessed by counselors. a) Perspectives and beliefs: Proficient cross-cultural counselors have a comprehensive understanding of their own cultural heritage and proactively cultivate a heightened awareness of their personal prejudices, assumptions, and values. b) Academic Revision: A skilled cross-cultural counselor has a comprehensive understanding of the client's cultural background and refrains from making hasty assumptions about the client's cultural practices. Additionally, he has a tendency to gain a deeper understanding of diverse cultural collectives. c) abilities: Proficient cross-cultural counselors have the ability to utilize and modify general interviewing and counseling skills, while also demonstrating expertise in using specific skills and effective interventions when working with individuals from diverse cultural backgrounds.

GUIDELINES THAT COUNSELORS NEED TO HAVE RELATING TO DIFFERENCES IN VALUES

It is important for counselors to have cultural awareness so that they can effectively deal with clients whose values differ from their own. This is one of the factors that determines how successful the counseling process will be carried out by the counselor. Bishop (Kertamuda, 2009) put forward guidelines that counselors need to adhere to in relation to differences in values, including the following guidelines: a) counselors strive to make their clients feel as if their core beliefs and principles are validated and respected. b) The counselor conveys to the counselee the view that values, namely religious beliefs, must be possessed not only as part of the problem but also as part of the solution to the problems the counselee is experiencing. c) Counselors are expected to grow and learn about culture, religious values, beliefs, and traditions. d) Counselors engage in community-based initiatives aimed at encouraging increased interaction with individuals from diverse religious and cultural backgrounds. e) Counselors have the capacity to engage in examination and assessment of the individual principles they uphold. f) Counselors must be aware of the reluctance or resistance they feel towards the challenges facing their counselees. g) To facilitate effective communication about religious values between counselors and counselees, it is critical for counselors to develop proficiency in articulating ideas in a clear and understandable manner, which includes both their own beliefs and those of the counselee.

COUNSELOR CHALLENGES IN THE SOCIETY 5.0 ERA

Although the growth of the digital industry presents opportunities for society in various fields (Abdullah, 2019; Muliawanti, S., & Kusuma, 2019; Rizkiyah et al., 2021), it also poses challenges for the field of guidance and counseling. Due to the lack of adaptability and slowness to adopt new technologies, the counseling guidance profession risks falling behind other rewarding occupations and being gradually abandoned by society and the market (Abacan et al., 2019; Alfaiz, 2018; Bohecker, L., & Eissenstat, 2020). Difficulties arise throughout this year, especially for counselors (Br Sitepu et al., 2020; Hartono, 2019; Supriyanto et al., 2020), specifically include the following: a) The unwillingness of counselors to keep up with the times and gain access to them, as well as the lack of skills that counselors have to face the growth of the industry. b) Advances in computer-based technology, including hardware and software, as well as programming and the push for innovation in various industries c) Counselors need to develop their literacy skills and talents in the areas of data, people, and technology. d) Changes in human

behavior and lifestyle. These changes need to be taken seriously because they will have an impact on the next generation. e) Counselors should be lifelong learners, imaginative, creative, and motivating, collaborative, wise, and client-centered.

CROSS-CULTURAL COUNSELING PROBLEMS

The phenomenon of counselor encapsulation is observed. Encapsulation relates to the inherent human tendency to have a high degree of certainty regarding the validity of one's subjective understanding of reality. This certainty arises because of the inherent constraints of human cognition, which limit individuals to an incomplete and imprecise understanding of objective circumstances. In our society, there are groups of individuals who prioritize their own perspectives, often coming from a derivative viewpoint or respect for ancestral traditions. Unfortunately, these ideas have little significance in terms of advancing educational progress for future generations. The definition above is usually called "taklit" which relates to concepts that arise independently or spontaneously, not from discussions or study findings. As a result, the concept of taklit always clashes with reality. This phenomenon can be referred to as encapsulation, especially when observed from the perspective of individuals who have a traditional tendency to promote its benefits to the wider community.(Yarmis Syukur, 2009). Based on the discussion above, it can be concluded that counselor encapsulation refers to the counselor's tendency to limit his perspective to the beliefs and values of his own culture, thereby creating resistance to the recognition of other cultural perspectives. Providing Cross-Cultural Counseling Services requires counselors to have cultural sensitivity to ensure that there is no bias in the interpretation of counseling content.

In providing guidance and counseling services, especially in the context of Indonesian society which is characterized by diverse cultures, counselors are required to have knowledge, understanding and attention to the various components of the Indonesian nation. These components include demographics, socio-economic factors, language, customs and cultural background of each region, each of which has its own characteristics. The direction of cultural values adhered to by Indonesian society, which Koentjaraningrat calls "mentality", is an important cultural component that needs attention from counselors. On the problems of cross-cultural counseling in Indonesia (Koentjaraningrat, 1993) noted four prominent mentalities possessed by the Indonesian people, namely: a) The development of temporal perception is anticipated to influence both attitudes and perceptions, leading individuals to believe that the challenges they face are the same and therefore do not require external assistance. This confidence comes from recognizing that others have faced similar circumstances and consistently finding repeating patterns. b) The meeting of cultural values originating from agricultural societies, and socio-economic conditions resulting from poverty, has given rise to a mindset that relies on the concept of destiny. c) Most individuals in Indonesia show a tendency to demonstrate a lack of compliance with less tangible entities, such as rules and regulations. Instead, they emphasize more on abstract concepts, namely ideals.

When implementing culturally based therapy services, various challenges may arise that can hinder the effectiveness of the counseling process. In the context of a culturally diverse nation like Indonesia, counseling practices face many challenges and have the potential for inherent bias. As stated by Masturi (2015) The phenomena under consideration arise from a variety of nuanced factors, some of which may operate at a subconscious level. These factors include socioeconomic class, regional background, and gender, as well as more overt elements such as linguistic diversity, stereotypes, and instances of prejudice, racism, or ethnocentrism. These various variable differences can be explained as follows: a) Stereotypes. Stereotypes obey Hidayat et al. (2018) is The opinion expressed is devoid of complexity and does not include supporting comments. For example, counselors tend to allocate more treatment resources to clients who come from affluent backgrounds in contrast to clients who come from lower-middle socioeconomic strata. Additionally, counselors show a higher tendency to accept clients who

share the same ethnic or religious background, compared to those who hold different religious beliefs. b) Prejudice refers to the manifestation of negative attitudes, such as hostility, suspicion, and irrational dislike, towards certain ethnic groups, races, and beliefs. For example, individuals who demonstrate strong prejudice tendencies in their roles as counselors may face challenges in changing their behavior, even when presented with knowledge that conflicts with their prejudices. c) Racism and ethnocentrism are considered more dangerous than prejudice because their tendencies are accompanied by a high focus on marginalized minority groups. This kind of attitude can hinder effective communication and inhibit the exchange of ideas and skills between individuals. To fulfill their role effectively, a cross-cultural counselor must have the ability to overcome and transcend any racially biased beliefs.

CHARACTERISTICS OF CROSS-CULTURAL COUNSELORS IN THE SOCIETY 5.0 ERA

The acquisition of cultural sensitivity is an important competency for counselors, as it allows them to reduce personal cultural biases, understand and appreciate cultural diversity, possess a repertoire of culturally responsive skills, and proactively engage in efforts to understand the cultural backgrounds of their clients.(Masturin, 2017; Yulita et al., 2021). A culturally skilled and effective counselor can be described as follows: a) The ability to adapt counseling techniques to align with the value composition of various small groups is essential to promote flexibility in therapeutic interventions. b) One can modify and adapt the overall methodology in counseling and psychotherapy to address cultural variations effectively. c) Able to effectively send and receive signals reciprocally. d) Capacity to provide care "outside the confines of the office" when deemed appropriate is understood within the scope of his or her responsibilities as a consultant and catalyst for change. (Lestari, 2018).

Sue dalam Gumilang (2017) suggests Counselors hold the assumption that it is very important to engage in sharing diverse cultural values, tendencies, beliefs, and attitudes, including but not limited to: a) Having knowledge and understanding of abilities related to cultural origins and experiences, behavior , as well as the diverse beliefs and prejudices that impact the field of psychology. b) Understanding the limits of one's abilities and knowledge, c) The aim is to build an environment that increases comfort and avoids all forms of discrimination based on race, ethnicity, culture and beliefs. Sue (Ramadhoni & Bulantika, 2020) also explained that culturally competent counselors have attributes that can be categorized into three different domains: a) Counselors have an understanding of cultural values and biases. b) The counselor has knowledge of the client's perspective on the world. c) Modifying one's behavior in accordance with cultural norms. The three domains cover three distinct areas of specialized knowledge: a) Attitudes and beliefs include counselors' attitudes toward their own culture, as well as their approaches to cultural, racial, and sociopolitical differences among others. b) Understanding cultural diversity. and c) Acquisition of skills through active involvement in multicultural training and experience gained through working with diverse communities.

It is important for counselors working with clients from different cultures to avoid placing undue pressure on their clients to fully understand their own habits and beliefs (this is point number four). In certain contexts, a set of prescribed guidelines, usually referred to as standard operating procedures (SOP), exist, which mandate compliance by all counselors. Counselors are required to adhere to a code of ethics, which includes concepts that explicitly prohibit counselors from imposing their personal preferences or desires on their clients. It requires cross-cultural counselors to use a variety of counseling modalities when working with their clients in the provision of counseling services. A client can benefit from receiving therapy that uses an eclectic approach if the therapist uses a variety of approaches to help clients solve the problems they face and to help clients find answers to those problems. This combination is carried out with the aim of helping clients who live a variety of different lifestyles. (Abu Bakar Luddin, 2010). Based on the explanation above regarding culturally based counselor skills, it turns out that the abilities

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possessed by competent multicultural counselors are very useful in facilitating productive interactions with individuals seeking counseling services from diverse ethnic or cultural backgrounds. Achieving successful cross-cultural counseling outcomes across diverse client cultures requires the counselor's comprehensive understanding of the dynamics of functioning, ethnicity, culture, and individual uniqueness, beyond the limited group context..

CONCLUSION

Counselors involved in cross-cultural counseling have a responsibility to learn and understand the various cultures from which their clients come. This includes counselees who come from Java, Madura, Bugis, Sundanese, Batak, and so on. A specialist in the field of guidance and counseling will not only encounter clients and counselees who consistently struggle with the same problems and thoughts throughout their work in this field. Instead, you will interact with clients who represent a variety of perspectives, whether it be in terms of their thoughts and feelings, their culture, their personalities, the norms of their community, the way they speak, etc. In this situation, a counselor needs to have skills or personality that enable him to adapt to the client's situation. The only way for counselors to understand the culture of the people they are counseling is to have a strong understanding of certain characteristics of their own culture. The counselor is obliged to choose a counseling process method that is in accordance with the client's original culture and must do so independently. Cross-cultural counselors must possess a number of qualities, among which are the following: a) individuals who wish to work as cross-cultural counselors must be aware of their own personal beliefs and current assumptions about human behavior. b) those working in cross-cultural counseling need to have a solid understanding of the qualities that define counseling in general. c) those who wish to work in cross-cultural counseling need to be aware of the impact that one's ethnicity can have, and they also need to care about their surroundings. d) a cross-cultural counselor may not encourage clients to understand their culture (the counselor's values), which is potentially detrimental to this type of counseling. e) when conducting therapy sessions, cross-cultural counselors are required to use a variety of different approaches.

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