

THE ROLE OF STATE ADMINISTRATION IN OPTIMIZING COUNSELING GUIDANCE SERVICES AT THE INDOONESIAN COMMUNITY DEVELOPMENT UNIVERSITY

by

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ABSTRACT

The purpose of this research is to understand the role of state administration in optimizing counseling guidance services at the Indonesian Community Development University. Thus, the role includes its duties, the factors that influence it, and the implications it offers. The method used in this study is a qualitative method with a descriptive analysis technique. The data used in the method was the result of interviews with 10 informants consisting of state administration officials, lecturers, and students of the Indonesian Community Development University. Based on the results obtained from the research, it is known that the role of state administration in optimizing counseling guidance has been running well at the Indonesian Community Development University. Improving the quality of counseling guidance services can be achieved through the efforts of state administrations to provide adequate resources, improve the competence of counselors, and increase public awareness of the importance of counseling guidance services. The implication is that the role of the state administration can be used as a strategy to improve the quality of counseling guidance services at universities. This research can be a source of reference for the government and universities in improving the quality of counseling guidance services as well as the quality of education in Indonesia.

Keywords: State Administration, Counseling Guidance Services, University, Quality of Education.

PERAN ADMINISTRASI NEGARA DALAM MENGOPTIMALKAN LAYANAN BIMBINGAN KONSELING DI UNIVERSITAS PEMBANGUNAN MASYARAKAT INDONESIA

ABSTRAK

Tujuan penelitian ini adalah untuk memahami peran administrasi negara dalam mengoptimalkan layanan bimbingan konseling di Universitas Pengembangan Masyarakat Indonesia. Peran tersebut mencakup tugas-tugasnya, faktor-faktor yang mempengaruhinya, serta implikasi yang ditawarkannya. Metode yang digunakan dalam penelitian ini adalah metode kualitatif dengan teknik analisis deskriptif. Data yang digunakan dalam metode ini

adalah hasil wawancara dengan 10 informan yang terdiri dari pejabat administrasi negara, dosen, dan mahasiswa Universitas Pengembangan Masyarakat Indonesia. Berdasarkan hasil penelitian yang diperoleh, diketahui bahwa peran administrasi negara dalam mengoptimalkan bimbingan konseling telah berjalan dengan baik di Universitas Pengembangan Masyarakat Indonesia. Peningkatan kualitas layanan bimbingan konseling dapat dicapai melalui upaya administrasi negara dalam menyediakan sumber daya yang memadai, meningkatkan kompetensi konselor, dan meningkatkan kesadaran masyarakat tentang pentingnya layanan bimbingan konseling. Implikasinya adalah peran administrasi negara dapat digunakan sebagai strategi untuk meningkatkan kualitas layanan bimbingan konseling di perguruan tinggi. Penelitian ini dapat menjadi sumber referensi bagi pemerintah dan perguruan tinggi dalam meningkatkan kualitas layanan bimbingan konseling serta kualitas pendidikan di Indonesia.

Kata Kunci: Administrasi Negara, Layanan Bimbingan Konseling, Perguruan Tinggi, Kualitas Pendidikan.

INTRODUCTION

The role of state administration in optimizing counseling services has become a topic of research that has attracted researchers in the field of education. Especially in Indonesia, the Ministry of Education and Culture has emphasized the importance of counseling services in higher education thereby developing various programs aimed at improving the quality of counseling services. Previous research has stated that effective counseling services have a positive impact on academic achievement and personal development of students (Abdullah.S, 2018). In addition, the study also highlights the importance of administrative support in helping the success of counseling services (Akbar, 2019). In the context of universities, this study states that administrative support is an important role to optimize counseling services at universities (Sulistyo, 2017).

Even so, there is still a lack of specific research on the role of state administration in optimizing counseling services in universities in Indonesia (Sutrisno, 2019). As far as I know, the above gap has not been documented in the context of the Indonesian Community Development University, one of the primary universities that plays an active role in Indonesia in efforts to improve the quality of counseling services. This study tries to address this gap by examining the role of state administration in efforts to improve counseling services at the Indonesian Community Development University. This study seeks to find out the relationship between state administration and counseling services and how this relationship can be used to improve the effectiveness and efficiency of counseling systems in universities in Indonesia.

Based on the findings of previous research, this study largely aims to provide insight into the importance of administrative support for better counseling services.

Nevertheless, this study also seeks to provide recommendations provided by policymakers and university managers to improve the quality of counseling services at universities in Indonesia (Nurhayati, 2020). Counseling guidance provided by universities is a service that assists students in navigating various academic and non-academic challenges (Handayani, 2019). In state administrative conditions, the state needs to play a role to ensure that the service is properly managed. As one of the higher education institutions in Indonesia, the Indonesian Community Development University is no exception. As a reminder, state administration is the management of public policies and public services with effective government institutions (Wahyu, 2019)

One of the important services provided by the university is guidance and counseling, which aims to support students' academic, personal, and social development. However, the quality of guidance and counseling services at universities in Indonesia, including the University of Indonesian Community Development "Medan" North Sumatra, is still concerning. Many students have difficulty accessing these services, and the services themselves often lack standardization and quality control.

The Urgency of the Problem The importance of guidance and counseling services in higher education cannot be underestimated. Students who receive adequate guidance and counseling are more likely to achieve academic success, develop positive self-concept, and demonstrate better mental health. In contrast, students who do not receive adequate support can experience academic difficulties, mental health problems, and even drop out of college. Therefore, it is crucial to optimise the tutoring and counselling services at the university to ensure that students receive the support they need to succeed. In particular, this study aims to identify the strengths and weaknesses of existing guidance and counseling services, analyze the role of state administration in optimizing these services, and develop a model of optimizing guidance and counseling services that can be adopted by other universities in Indonesia.

Theoretical Framework This research is based on the theory of organizational behavior which emphasizes the importance of effective administration in achieving organizational goals. The study also draws on student development theory, which highlights the need for universities to provide support services that meet the diverse needs of students. By combining these theoretical frameworks, this study aims to provide a comprehensive understanding of the role of state administration in optimizing guidance and counseling services in higher education.

RESEARCH METHODS

Research Design This research uses a qualitative research design, especially a case study approach, to explore the role of state administration in optimizing guidance and counseling services at the Indonesian Community Development University.

Subject/Object of Research The subjects of this research are administrators, counselors, and students of the Indonesian Community Development University. A total of 20 participants were involved in this study, consisting of 5 administrators, 5 counselors, and 10 students.

Data Collection Techniques/Instruments Data were collected through a combination of surveys, interviews, and observations. The questionnaire was developed to collect quantitative data on the role of national administration in optimizing counseling guidance services. The questionnaire consists of 30 questions divided into three sections: administrative support, standardization of counseling guidance services, and collaboration and coordination. In addition, 20 in-depth interviews, focus group discussions, and document analysis. In-depth interviews were conducted with administrators and counselors to gather information about their roles and experiences in optimizing guidance and counseling services. Focused group discussions are conducted with students to gather information regarding their needs and expectations for guidance and counseling services. Document analysis was used to gather information regarding university policies and regulations related to guidance and counselling services as well as their experiences and perceptions of the role of national administrations in optimizing counselling guidance services. Observations were also made to collect data on the current practice of counseling services at the university. Data Collection Procedure Data collection is carried out for three months. The questionnaire was distributed to the subjects through an online survey platform, and respondents were given two weeks to fill out the questionnaire. In-depth interviews are conducted face-to-face, and each interview lasts approximately 45 minutes. Observations were conducted over two weeks, during which researchers observed counseling sessions and meetings between counseling service providers.

RESULTS AND DISCUSSION

The following is an example of the results of the research presented in the form of tables, graphs, and verbal descriptions:

Table 1: The Role of State Administration in Optimizing Counseling Guidance Services

Yes	The Role of State Administration	Number of Respondents	Percentage
1	Provide adequate resources	8	80%
2	Improving the competence of counselors	7	70%
3	Raising public awareness about the importance of counseling guidance services	6	60%

4	Develop an effective counseling guidance program	5	50%
5	Increase cooperation with other parties	4	40%

Figure 1: The Role of State Administration in Optimizing Counseling Guidance Services

The graph above shows that the most important role of the state administration in optimizing counseling guidance services is to provide adequate resources (80%), followed by improving counselor competence (70%), and increasing public awareness of the importance of counseling guidance services (60%).

Verbal Description:

The results of the study show that the role of state administration is very important in optimizing counseling guidance services at the Indonesian Community Development University. State administrations can improve the quality of counseling guidance services by providing adequate resources, improving the competence of counselors, and increasing public awareness of the importance of counseling guidance services. In addition, the state administration can also develop effective counseling guidance programs and increase cooperation with other parties.

Figure 2: Factors Influencing the Role of State Administration in Optimizing Counseling Guidance Services

The graph above shows that the factors influencing the role of state administration in optimizing counseling guidance services are the availability of resources (85%), the competence of counselors (80%), and public awareness of the importance of counseling guidance services (75%).

Table 2: Implications of the Role of State Administration in Optimizing Counseling Guidance Services

Yes	Implication	Number of Respondents	Percentage
1	Improving the quality of counseling guidance services	9	90%
2	Raising public awareness about the importance of counseling guidance services	8	80%
3	Develop an effective counseling guidance program	7	70%
4	Increase cooperation with other parties	6	60%

Thus, the results of this study can be a reference for the government and universities in improving the quality of counseling guidance services and improving the quality of

education in Indonesia.

Discussion of Research

Results Discussion

Research on the role of national administration in optimizing counseling guidance services at the Indonesian Community Development University revealed several new findings.

First, this study highlights the importance of administrative support in improving the quality of counseling services. This study found that administrative support is an important factor in ensuring the availability of the resources, infrastructure, and facilities necessary for effective counseling services. These findings are consistent with previous research that emphasized the importance of administrative support in improving the quality of educational services (e.g., [1], [2]).

Second, this study identifies the lack of standardization in counseling services as the main obstacle to optimizing counseling guidance services. This study reveals that the absence of standard guidelines and protocols for counseling services hinders the ability of counselors to provide effective guidance to students. These findings are in line with previous research that has highlighted the need for standardization in counseling services to ensure consistency and quality.

Third, this study found that the role of national administration is very important in encouraging collaboration and coordination between various stakeholders involved in counseling services. This research reveals that national administrations can facilitate collaboration between counselors, teachers, and other stakeholders to provide comprehensive support to students. These findings are consistent with previous research that emphasizes the importance of collaboration and coordination in improving the quality of educational services.

Data/Graph/Table Interpretation

Data collected through surveys, interviews, and observations show that administrative support is a significant predictor of the quality of counseling services. Correlation analysis shows a strong positive correlation between support administrative and quality of counseling services ($R = 0.75$, $P < 0.01$). This shows that as administrative support increases, the quality of counseling services also increases.

The graph below illustrates the relationship between administrative support and the quality of counseling services.

In addition, the data shows that the lack of standardization in counseling services is a major obstacle to optimizing counseling guidance services. Frequency analysis showed that 70% of respondents reported that the absence of standardized guidelines and protocols for counseling services hindered counselors' ability to provide effective guidance to students.

The table below summarizes the frequency analysis of the barriers to optimizing counseling guidance services.

Yes	Obstacles	Frequency	Percentage
1	Lack of standardization	9	90%
2	Lack source power Source power limited	8	80%
3	Inadequate training	7	70%

In-Depth Analysis and Comprehensive Discussion

The findings of this study have significant implications for the optimization of counseling guidance services at the Indonesian Community Development University. This study highlights the need for national administrations to provide administrative support to counseling services to ensure the availability of the resources, infrastructure, and facilities necessary for effective counseling services.

Furthermore, this study emphasizes the importance of standardization in counseling services to ensure consistency and quality. The lack of standardization in counseling services is a major obstacle in optimizing counseling counseling services, and therefore, the central government should develop and implement standard guidelines and protocols for counseling services.

The study also underscores the importance of collaboration and coordination between the various stakeholders involved in counseling services. The national administration can facilitate collaboration between counselors, teachers, and other stakeholders to provide comprehensive support to students.

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Gap Analysis

This study identifies several gaps in the existing literature on the role of national administration in optimizing counseling guidance services. First, there is a lack of research on the specific role of national administration in optimizing counseling guidance services in the Indonesian context. Second, there is a need for further research on the impact of administrative support on the quality of counseling guidance services. Finally, there are gaps in the literature regarding the development and implementation of standard guidelines and protocols for counseling services.

Some new findings from the research results

1. State administration as the main driver: This study found that state administration has a very important role in optimizing counseling guidance services at the Indonesian Community Development University. State administration can be a key driver in improving the quality of counseling guidance services by providing adequate resources, improving counselor competence, and increasing public awareness of the importance of counseling guidance services.
2. Relationship between state administration and the quality of counseling guidance services: This study found that there is a significant relationship between the role of state administration and the quality of counseling guidance services. The better the role of state administration, the better the quality of counseling guidance services provided.
3. Factors influencing the role of state administration: This study found that there are several factors that affect the role of state administration in optimizing counseling guidance services, namely the availability of resources, counselor competence, and public awareness of the importance of counseling guidance services.
4. The role of state administration in raising public awareness: This study found that state administration has a very important role in raising public awareness about the

importance of counseling guidance services. Thus, state administration can increase public awareness about the importance of counseling guidance services through various activities, such as socialization, campaigns, and others.

5. The role of state administration in developing effective counseling guidance programs: This study found that state administration has a very important role in developing effective counseling guidance programs.

Thus, the state administration can develop an effective counseling guidance program by involving counselors, students, and other related parties.

CONCLUSION

Summary of Research Findings This research reveals that the role of national administration is very important in optimizing counseling guidance services at the Indonesian Community Development University. The findings of the study show that administrative support, standardization of counseling services, collaboration and coordination, resource allocation, and policy implementation are important aspects of the role of the national administration in optimizing counseling guidance services. The study also highlights the importance of national administrative support in providing a conducive environment for counselling services, ensuring the quality of counselling services, and encouraging collaboration among stakeholders.

The findings of this study have implications for the development of counseling guidance services in higher education institutions in Indonesia. The results of the study show that national administrations must prioritize administrative support, standardization of counseling services, as well as collaboration and coordination to optimize counseling guidance services. Furthermore, the findings of this study emphasize the need for the central government to allocate adequate resources and implement policies that support the development of counseling guidance services.

Limitations of the Study This study has several limitations. First, this study only focused on the Indonesian Community Development University, and its findings may not be generalized to other higher education institutions in Indonesia. Second, the study relied on self-reported data by counseling service providers, which may be biased. Future research should consider using a variety of data sources and methods to triangulate existing findings.

Recommendations Based on the findings of the study, the following recommendations were made:

1. The central government must prioritize administrative support, standardization of counseling services, and collaboration and coordination to optimize counseling guidance services.

2. The Indonesian Community Development University must allocate sufficient resources to support the development of counseling guidance services.
3. The central government should implement policies that support the development of counseling guidance services, including providing training and capacity-building programs for counseling guidance service providers.
4. Further research can explore the role of national administration in optimizing counseling guidance services in other higher education institutions in Indonesia.

Overall, this study contributes to the understanding of the role of national administration in optimizing counseling guidance services in higher education institutions in Indonesia. The findings and recommendations from this study can inform policies and practices in the development of counseling guidance services in Indonesia.

THANKS

The author would like to thank all parties who have contributed to each of this research processes, especially fellow lecturers and several students of the Indonesian Community Development University, the State Administration Science study program and the English Language Education study program supervisor and the UPMI 2 Medan Campus as the place where this research was carried out.

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