

Adolescent Information and Counseling Center in the Digital Age Prosiding 2nd ICCS 2022

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Adolescent Information and Counseling Center in the Digital Age: Changing or Going Extinct (The Existence of PIK-Remaja at SMA IT Al Irsyad Purwokerto)

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ABSTRACT. Adolescents are an age group that has been often understood as a group that is in the phase of rebellion, the search for identity, synonymous with delinquency and so on so that it requires special education and supervision both carried out culturally in the family and society and structurally by the state. One form of institutionalization of supervision and education for adolescents is the establishment of an Adolescent Information and Counseling Center (PIK-R) in schools. The problem is that in today's digital era, the existence of PIK-R in schools is fading. The students in the target group are more often looking for information and even conducting "consultations" through various internet-based digital platforms. This research was conducted using qualitative research methods with data collection techniques through observations, documentation and review of literatures. To improve the validity of the data used techniques of triangulation of sources and theories. The results showed that PIK-R SMA IT Purwokerto has begun to transform using digital media. This can be seen from the use of social media such as Facebook, Twitter, Instagram, Youtube, and TikTok as a medium for disseminating information. The information content conveyed by PIK-R is no longer fixated on the TRIAD KRR material or the 8 GenRe substance but has accommodated the issues of adolescents in the digital era such as mental health, toxic productivity and so on. The management of PIK-R carried out by students allows PIK-R to adapt to the needs of today's teenagers, both in terms of content and digital platforms used. The aspect that needs to be improved is to find a solution to increase student interaction and engagement with PIK-R digital accounts, so that PIK-R SMA IT Al Irsyad Purwokerto not only exists physically, but is optimally utilized by all students.

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KEYWORDS: teenagers, adolescents, information and counseling center, peer counselling

1 INTRODUCTION

The discourse about adolescents as a vulnerable age group, seeking identity, unable to make the right decisions, synonymous with delinquency, needing more supervision from parents and so on has been accepted as a truth. The grand narrative then forms the dominant social construction in society which is then inherited and even culturally preserved by the family and society including the media. The image of adolescents as a problem-making community group is further strengthened by statistical data and reports about various forms of juvenile delinquency which often then boil down to crime. In some cases, this form of juvenile delinquency is then even classified as a form of moral damage to adolescents (Sumara, D; Humaedi, S; Santoso, 2017).

3 The depiction of adolescents as mentioned above, seems inseparable from various opinions that state that adolescence is a transition period from childhood to adulthood, where at that time, adolescents cannot be called children but also cannot be called adults. In that period, teenagers are said to have great curiosity, love adventures and challenges and tend to dare to take risks for their actions without being preceded by careful consideration (Anjani & Triana, 2021). Apart from various theories about the physical and psychological development of adolescents, socially the inheritance of values and various definitions of adolescents in the family, school, and society, will unwittingly ultimately help shape the identity of the adolescent himself. Related to this, Sociologist Talcott Parsons (in Barker, 2015) mentions that young people are not a biological universal category, but rather a changing social construct that arises over a certain period of time and under certain conditions. Parsons also said that the transition from childhood to adult autonomy usually involves one phase of rebellion, which in itself becomes part of a cultural tradition passed down from one generation to the next.

Based on the aforementioned description, the various juvenile delinquency that arises today, may actually be the result of the identity of the adolescent being constructed and then preserved by the adult group itself. Through the embedding of adolescent attributes as an immature transitional group and even frequently carrying out actions that could even harm themselves and their environment, adults then have the power to provide education and even provide extra supervision to adolescents. Teenagers then become objects for the application of adult authority. Based on the results of previous research, religious education, moral education, mental education in schools to parental supervision are often recommended as solutions to overcome juvenile delinquency (Sumara, D; Humaedi, S; Santoso, 2017).

In Indonesia, supervision of adolescents is not only carried out by the family but also by the state. The large number of adolescent populations in the country makes the country pay great attention to the handling of adolescent problems. Based on data from the Central Bureau of Statistics, until August 2021 the total population of Indonesia in the age range of 15-19 years is 22,119,160 people or 10.7% of the total Indonesian population, which is 206,708,299 people. This number can be greater, if it follows the definition of the National Population and Family Planning Agency (BKKBN) about the age range of adolescents covering the age range of 10-24 years. Based on Law Number 1 of 1975 concerning marriage, it is stated that the minimum age limit for men to carry out marriage is 19 years and 16 years for women. These age limits are in line with various references to adolescent age limits. The World Health Organization (WHO) (in Anjani & Triana, 2021) and UNICEF (in Nursal et al., 2020) group adolescents are community groups in the age range of 10-19 years.

On the other hand, if you trace its history, the use of the phrase "teenager" in Indonesia, in fact, has not been too long. Referring to the writing (Sokowati, 2017) it is known that the use of the concept of teenagers was only used intensively in Indonesia during the New Order government. Previously in the era of President Soekarno, the term "youth" was more commonly used. The Great Dictionary of Indonesian itself defines teenagers as [a group of people who] begin to mature; have reached the age of marriage; youth. The New Order government standardized the term teenager, instead of youth with more political connotations, meaning activists or fighters, to keep young people away from political problems. Young Indonesians then transformed into apolitical teenagers with a consumptive, hedonistic, uncritical, anti-establishment lifestyle and others and made them objects of socialization and education about morality from adults (Sokowati, 2017). Through various regulations and policies, the state seeks to control adolescents, including the development of Adolescent Information and Counseling Centers (PIK-R) in secondary schools.

PIK-R is one of the forums developed in the GenRe program, which managed from, by and for teenagers to provide information and counseling services about maturation of marriage, eight family functions, TRIAD Adolescent Reproductive Health (KRR) namely sexuality, HIV / AIDS and drugs, skills life (life skills), and GenRe. GenRe itself stands for Generasi Berencana which is a program developed by BKKBN as a response to various problems faced by adolescents today, especially related to the TRIAD KRR.

Based on the 2021 PIK R/M BKKBN report, there are 12. 268 PIK R spread across 34 provinces in the country with 6,877 of them in public and religious high schools. The existence of PIK-R in these secondary schools shows that the government is seriously trying to solve the problem of adolescents. The problem is, in today's digital era, PIK-R must compete with various other sources of information that are abundantly available and easily accessible to teenagers. The research (Nursal et al., 2020) entitled Utilization of Adolescent Information and Counseling Centers by Adolescents at SMK Padang City in 2020, revealed that although 94.55% of adolescents stated that they needed reproductive health services, the use of PIK-R in schools was still very low. The results of the study stated that 52.3% of students who were respondents admitted that they had never visited or used PIK-R in their schools. More than half of respondents (53.4%) said they got reproductive health information from the internet. The respondents who did not take advantage of PIK-R turned out to be 61.4% also had a negative attitude towards PIK-R itself.

The research (Nursal et al., 2020) mentioned above, can be a form of initial mitigation for other PIK-R including PIK-R at SMA IT Al Irsyad Purwokerto to be able to continue to maintain its existence. The presence of the internet has brought a new culture in society. The abundance of information, ease of access, interaction and even anonymity of identity on the internet can be the determining factors for adolescents in deciding to choose internet-based digital media or PIK-R as their reference.

The negative attitude shown by the students towards PIK-R is also important to study further. Whether the negative attitude is really caused by the perception of students who see reproductive health problems as taboo or unimportant (Nursal et al., 2020) or because of the use of internet technology that makes it easier or that negative attitudes arise in response to other things, such as the emergence of awareness that as teenagers they actually have different abilities and resilience from the adult construction so far. Departing from that background, this research was conducted with the aim of knowing how PIK-R SMA IT Al Irsyad Purwokerto responded to changes and maintained its existence in the digital era. PIK-R SMA IT Al Irsyad Purwokerto was chosen as the research location considering that SMA IT AL Irsyad is the only private religious-based high school in Purwokerto that has PIK-R as part of the services provided to students.

2 RESEARCH METHODS

This research was conducted using qualitative methods. Data collection was carried out using observations of digital media owned by PIK-R SMA IT Al Irsyad equipped with a review of relevant literature. To increase the validity of the data, a triangulation of sources was carried out by comparing data obtained from different sources, namely several digital media owned by PIK-R SMA IT Al Irsyad (Facebook, Youtube, Instagram, Twitter and Tiktok) and triangulation of theories by comparing the findings of the research results with previous theories or research. Data analysis was carried out using interactive data analysis techniques from Miles and Huberman (in Sugiyono, 2018) which included data collection, data reduction, data display and conclusion drawing.

3 RESULTS

1. PIK-R Technology Adaptation: Building a Service Space in Digital Media

PIK-R SMA IT Al Irsyad has been established since 2012. In the same year, precisely in October 2012, PIK-R SMA IT Al Irsyad Purwokerto already had a Twitter digital platform account with the account name @PIK_SMAIT (Figure. 1). Nevertheless, despite having a Twitter account for a long time, the use of the account does not seem optimal. This is at least apparent from, the number of followers owned (38 followers) as well as the number of tweets (89 tweets) (Figure. 2) and retweets made during the time the account existed.

The limited amount of information shared through twitter accounts @PIK_SMAIT have an impact on the lack of interaction and engagement that occurs between the account owner and followers. In each tweet shared, it only encourages interaction in the form of a counter-comment of no more than 3 reply comments (Figure. 3). This shows that the interest of teenagers, especially students of AL Irsyad IT High School, to take advantage of information services from PIK-R is still very low. It was even later discovered that the last tweet was made on December 30, 2014, and thereafter no more information was shared through the account.



Figure 1. @PIK_SMAIT Twitter Account



Figure 2. Tweets created



Figure 3. Tweets and Retweets

After the @PIK-SMAIT twitter account was no longer actively sharing information, in October 2014, the PIK SMAIT Al Irsyad Facebook account was present. Based on the first existing post, the account was created on October 13, 2014 (Fig. 4), with the last post being December 1, 2015 (Figure 5). Based on the duration of time, it can be concluded that the management of facebook accounts as a PIK-R information medium at SMAIT Al Irsyad has not been maximized. In a period of approximately 1 year, there were only 35 information posts divided on the account, with a total of 185 friends. When viewed from the interaction and engagement, it is more or less the same as the Twitter account, there is rarely any interaction between the manager and the teenage users of the service. The interaction that occurs is limited to giving a thumbs up (like) and re-sharing the post, which amounts to no more than 10 interactions in each post (Figure. 6).



Figure. 4 FB Account PIK SMA IT Al Irsyad



Figure. 5 Last Post

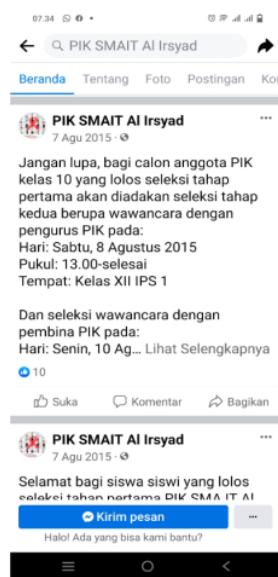


Figure 6. Interactions on FB

One year after the last post on Facebook, PIK-R SMAIT is present on Instagram under the account name @pik.smaait. Although the number of followers is not large, when compared to other platforms that have been used as a medium for spreading PIK-R information, it seems that the use of this Instagram account is quite good. There are 213 posts that appear on his Instagram account feed which are also equipped with a number of highlights that contain information on activities, open recruitment of members and administrators, and QnA. However, even though the information is shared more, the response and engagement of followers with account managers is not much different from the interactions that occur on other PIK-R SMAIT social media. Where followers only give likes and do not have conversations or questions and answers in the media.



Figure 7. IG @pik_smail Account



Figure 8. QnA menu highlights



Figure 9. Interactions on IG

Instagram is one of the media that is still used by PIK-R SMA IT Al Irsyad for various information until 2022. In addition to Instagram, PIK-R SMAIT Al Irsyad also uses the PIK-R SMA IT Al Irsyad Youtube which was officially created on July 31, 2021 (Figure 10.) and the PIK-R TIKTOK SMA IT Al Irsyad PWT (Figure 11). If you look at the number of subscribers, followers and posts made, the use of Youtube and Tiktok accounts is also relatively not optimal but considering the age of the account is still new, its use still has the potential to continue to be increased (Table 1). Related to the use of Youtube, although officially the PIK-R SMA IT Al Irsyad channel was only created on July 31, 2021, but since 2012 there has been a Youtube video under the name PIK-R SMAIT even though it uses a personal Youtube channel (Figure 12).



Figure 10. PIK-R SMAIT Youtube Account

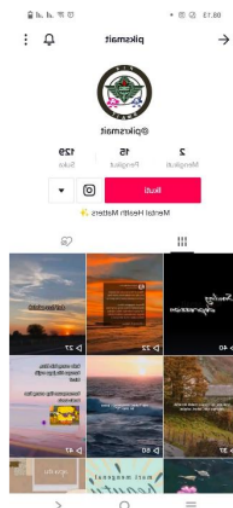


Figure 11. PIK-R SMAIT Tiktok Account

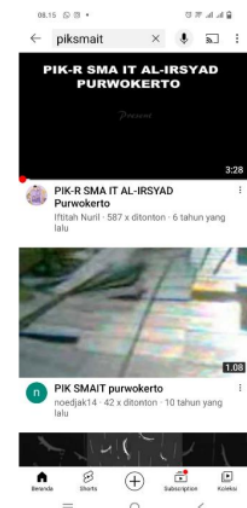


Figure 12. PIK-R Youtube Videos in 2012

Table 1: Akun platform digital PIK-R SMA IT Al Irsyad

| Type of Digital Platform | Year of Account Creation | Number of Followers / Friends / Subscribers | Number of posts/videos. Tweets | Last Post |
|--------------------------|--------------------------|---|--------------------------------|------------------|
| Twitter | 2012 | 38 | 89 | 30 December 2014 |
| Facebook | 2014 | 185 | 35 | 1 December 2015 |
| Instagram | 2016 | 177 | 213 | 6 May 2022 |
| Youtube | 2021 | 11 | 8 | March 2022 |
| Tiktok | 2021 | 15 | 15 | March 2022 |

Based on the track record of using digital media above, **it can be concluded that the** manager of **PIK-R** SMA IT Al Irsyad has actually tried to adapt to the development of existing digital technology. Information and consultation services are no longer only provided offline in schools as well as guidance and counseling activities that previously existed in schools but adapt to the needs of adolescents who are mobile and familiar with gadgets and social media. In the midst of a pandemic, the PIK-R meeting was also held using zoom meeting media. The PIK-KRR service room is not only a place but also a virtual space.

3.2 Exiting the PIK-R Standard Material: Adding Digital Youth Information

If referring to the initial purpose of establishing PIK-R in schools which focused on information and counseling services about the TRIAD KRR (sexuality, HIV / AIDS, NAPZA) as well as 8 GenRe substance materials, then the information shared by PIK-R SMA IT Al Irsyad has undergone quite innovative adjustments. The students as managers added materials that are familiar with the problems of adolescents in the current digital era so that PIK-R activities are not only limited to providing information and counseling about adolescent reproductive health, HIV / AIDS and drugs but rather lead to information sharing that is adjusted to the current trends in adolescent information needs.

Based on a number of posts that can be found on the Instagram account @pik.smail and the Tiktok account @PIK SMA IT Al Irsyad Purwokerto, there are a number of different themes from the PIK-R standard curriculum. Some of these themes include: information about Down syndrome, mental health, mental illness, characteristics and tips for becoming a Tough Muslimah, mental intake, toxic productivity, Monday blues, and others. If you look at the posts on the digital platforms used by PIK-R (Instagram, Tiktok and Youtube) even directly, there will be no information posts about reproductive health, HIV / AIDS and drugs in 2022. The last post about HIV/AIDS on Instagram was made on December 2, 2020 in the form of a comic as shown in Figure 13 below,



Figure. 13 Posts with HIV/AIDS theme

The same condition is also found in posts on Tiktok accounts (Figure 14), where 100% of the information shared is information that is in the mental health category, such as burning out, insecure, beauty bullying, self-love and there is absolutely no information that falls into the TRIAD KRR category. Similarly, a post on the PIK-R Youtube account of SMA IT Al Irsyad (Figure 15) where, during 2022 there are only videos about mental health, including: 5 Kinds of Mental Disorders, Academic Burnout, Bipolar, and . Avoidance Personality Disorder.

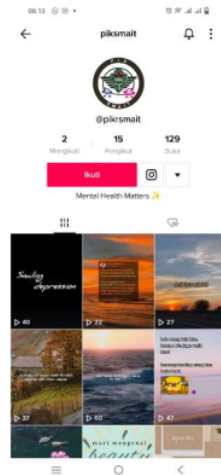


Figure 14. Video Posts on tiktok

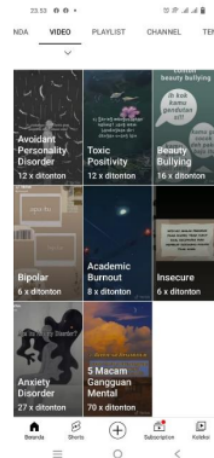


Figure 15. Post videos on Youtube

3.3 From Teens To Teens: The Power of PIK-R To Survive

Based on the findings of research on **int**ervations made by students in terms of the type of information provided at PIK-R, it can be said that **the existence of** students as **PIK-R** managers **in schools is** a strength **in** itself for PIK-R SMA IT AL Irsyad to continue to exist. Through adjustments to the theme of information and counseling provided, PIK-R will always be up to date with the type of information students need. If students already feel that their information needs are met by PIK-R, they will continue to have a connection with PIK-R. On the other hand, if on the one hand the PIK-R manager is very strict with the existing curriculum, while on the information needed by adolescents it has grown, it is possible that students will leave PIK-R, and PIK-R in schools is only a signboard.

Observing the posts of the students' activities in managing PIK-R at AL Irsyad IT High School, it seems that in fact the students, although dominated by young women, have a great interest in becoming members of PIK-R. The requirements for the establishment of PIK-R which requires the existence of a structure of administrators, peer educators and peer counselors have been fulfilled by the students properly. PIK-R SMA IT AL Irsyad has a management structure that meets the **3**eds for the running of the organization. PIK-R also conducts open recruitment and even selection of **students who are interested in joining the PIK-R** management (Figures 16, 17 and 18).



Figure 16. Open recruitment of PIK-R members



Figure 17. Announcement of selection results



Figure 18. Selection process for the chairman of PIK-R

Not only equipping PIK-R with a complete organizational structure, SMA IT Al Irsyad also carries out training for peer educators and peer counselors in order to improve information and counseling services for their peers at school. With the presence of peer educators and counselors, it is hoped that service delivery can be provided by meeting the criteria for adolescent-friendly services. These criteria are a requirement in the implementation of PIK-R.

4 DISCUSSION

Based on the research findings that have been described in the results section, Instagram is currently the most widely used media by PIK-R managers to convey information, especially during the pandemic. Based on research on the use of Instagram by young women in Bandung (Maryani et al., 2020), Instagram is widely used by teenagers because of the completeness of its features so that it is seen as more comfortable to use than other social media. As of September 2017, Instagram has been used by 800 million users with almost 60% of them aged 18-29. The study also cited Chase's statement (in Maryani et al., 2020) about Instagram's diverse functions, "Social media has a variety of functions that attract users, where users can have conversations, build identities, group and maintain their reputation." Instagram is also widely chosen because as a social media Instagram is able to integrate various media content platforms such as text, images, and even videos, efficiently in terms of time because information can be quickly spread and shared by its users synchronously, even users can converse directly through chat features or live IG, users do not need hard efforts or special skills to be able to use it, social media users can edit and revise information, the wrong and useless information in social media will be filter out. This use of human's creativity and the regular of intelligence itself makes the whole social media information more valuable (Hu & Lin, 2013).

Related to the use of Instagram by PIK-R SMA IT Purwokerto, it appears that the manager has used the features that Instagram has to the fullest. The use of stories, highlights, feeds with attractive looks has been done, it's just that it still needs harder efforts from the manager to increase the involvement of other students in the activities carried out, especially through interactions on social media. Student engagement in this context can be aligned with the concept of customer engagement because the teenage students are customers of PIK-R. The concept of customer engagement has a variety of definitions. One of them is the definition given by Vivek (in Trunfio & Rossi, 2021) who sees customer engagement as the intensity of an individual's participation in an organization's offerings or organizational activities. Based on the definition of Vivek, it can be estimated what aspects cause student participation in PIK-R activities is still not optimal. One of the answers is because during the pandemic, offline student activities are limited, so they have to move online. However, the problems

that are of concern to PIK-R are generally not problems that can be publicly consulted on social media by the person who experiences them. In response to this, what the manager of PIK-R SMA IT Al Irsyad did was appropriate, where social media was more widely used as a means of disseminating information while counseling was still carried out offline.

The findings of this study also strengthen the involvement of students as PIK-R managers in schools as a force. When the manager of PIK-R SMA IT Al Irsyad prefers to share more information about mental health and not information about TRIAD KRR, for example, it could be because that problem is what is being faced by students at IT Al Irsyad High School, especially than the problem of sexuality, HIV / AIDS and drugs. In this context, adults often think that they know the problems and important things that teenagers need to know, even though the ones who know the real problems best are those who are in the situation directly. The psychology of adolescents who are looking for their identity, do a lot of activities outside the home, are at a distance from their parents, have also made the role of adolescents in PIK-R very strategic as peer counselors for their peers. Salmiati, et al (in Salsabila et al., 2020) said that peer counselling affects adolescents to open up more easily because they have the same problems, making it easier to find solutions to these problems. Peer counsellors in the form of assistance are provided in the form of various kinds of the same life experiences, such as work, life problems, or peers in various things experienced by the individual. Thus, the ongoing management of PIK-R SMA IT with students as the main movers is believed to make PIK-R SMA IT Al Irsyad Purwokerto will continue to exist in the future.

5 CONCLUSION

Based on the results of this study, it can be concluded that, in the midst of cultural changes that have arisen due to the presence of digital technology, PIK-R at AL Irsyad IT High School can still continue to maintain its existence. Efforts to maintain the existence of PIK-R are carried out through the adaptation and use of digital platforms as a medium for providing information services and adolescent counseling. The digital media platform used is also adjusted to follow the trends and characteristics of the targeted teenagers. At the beginning of its establishment, the media used were twitter and facebook. Currently, the digital media that are still used are Instagram, Youtube and Tiktok and are equipped with Zoom Although they have used digital media that is in accordance with the target character, the level of engagement and interactivity of service users with PIK-R managers still needs to be built and improved. Efforts to maintain PIK-R are also carried out by managers through providing variations of information that not only focus on the TRIAD KRR but also on topics that are of concern to adolescents in the current digital era, namely about mental health. The existence of PIK-R at SMA IT Al Irsyad is also supported by the existence of a management structure and members from teenagers to teenagers, from students to students. So that opportunities for PIK-R to continue to adjust to the needs and character of adolescents will be more likely to occur. The study also concluded that teenagers are not always a rebellious group synonymous with various forms of juvenile delinquency and even criminality. When given the opportunity, as in this PIK-R, adolescents can also play a significant role in creating a better life.

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