



Literatur Study: The Influence of Culture in The Effectiveness of Cross-Cultural Counseling

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Abstract

The influence of culture in the success of cross-cultural counseling because culture determines the method of understanding individuals. Culture also influences counselling service techniques, which depend on ideology, regional origin and beliefs. Culture influences an individual's perspective and behavioural patterns. Guidance and counselling with a cultural diversity approach are diverse, with the motto Bhineka Tunggal Ika. Cultural diversity challenges counsellors in implementing guidance and counselling activities based on a cultural approach. During the guidance and counselling process, a counsellor will not only meet clients with the same background and problems. As a counsellor, you must know the differences between yourself and your counselee. Counsellors must be aware that there is a theoretical quality in counselling. Counsellors must have the ability to develop skills. Later, the counsellor will meet with clients who have different backgrounds, characters, aspects of the problem and different thought patterns from each other. Understanding the counselee's background in depth will make it easier for a counsellor to solve problems experienced by the counselee even though they have a different background.

Keywords: *Cultural Influence, Cultural Counseling Theory, Factor Inhibiting Counseling, Implementation Process Counseling Success.*

A. INTRODUCTION

In an element of life that humans live in everyday life, it cannot be separated from the culture that has been adhered to since the beginning of human life. Culture is what makes each individual unique. Yuniardi and Dayakisni (Suwami, 2016) stated that culture is a set of attitudes, values, beliefs and behavior shared by a group of people.

Culture basically influences a person's perspective and behavior patterns. Sutirna (Hidayat, 2018) stated that guidance and counseling with a multicultural cultural approach is very appropriate if applied in Indonesia which has a plural culture with the motto *Bhineka Tunggal Ika*. This cultural diversity is a challenge for counselors in the process of implementing guidance and counseling activities based on a cultural approach.

Masturi (Suryadi, 2018) stated that the limitations of cross-cultural counseling life in the counseling relationship between two or more clients who have different backgrounds. This is in line with putra's opinion (Suryadi, 2018) who stated that the cross-cultural counseling approach includes traditions, habits, values, norm, language, beliefs and thought patterns that are inherited from generation to generation.

In the process of implementing guidance and counseling services, counselors are expected to be able to understand and be able to control themselves when carrying out the guidance and counseling process with different cultural backgrounds, customs, thought patterns and social conditions. This will speed up and support the effectiveness of the guidance and counseling service process. Therefore, with cross cultural counseling, counselors can understand cultural differences between clients, and this is the key to success in the guidance and counseling process.

B. RESEARCH METHODS

The method used in writing this literature study is a literature review. Where a literature review is a search and research of the literature by reading and reviewing various journals, articles and various other materials published related to the topic discussed. The literature review used was to look for references related to the influence of culture on the effectiveness of cross-cultural counseling. It is hoped that this written work will motivate readers to be able to prepare, organize and create a written work well.

C. RESULTS AND DISCUSSION

Based on the results of the literature study that the author has collected and analyzed, it was found that counseling carried out between counselors and clients is a meeting between two individuals who have different backgrounds to solve a problem. These differences can be seen from cultural background, race, ethnicity and beliefs. Therefore, the differences that exist between counselors and clients often result in miscommunication during the guidance and counseling service process. This often causes an attitude of mutual misunderstanding between the counselor and the counselee so that this can hinder the process of implementing guidance and counseling service activities.

There are many problems that cause guidance and counseling services to not be achieved due to misunderstanding between each other regarding culture, customs, race

and so on involving counselors and clients. Of course, this happens because of differences in opinions, view and assessments between counselors and clients regarding their respective cultural views. In terms of counseling, clients are seen as unique parties, where they have certain cultural elements. This also influences attitudes, behavior, language and norms. It is not just the counselee who is seen as unique, but the counselor is also seen as unique with the culture the counselor has. Therefore, the solution to this problem is that counselors are required to have sensitivity to the cultural diversity of clients in order to understand and help clients based on cultural context. And also, counselors and clients must be able to trust each other in understanding cultural beliefs and exchange information about their respective cultures in order to create harmony in the guidance and counseling process.

Basically, guidance and counseling are an effort to provide assistance to someone so that they are able to direct their potential to develop optimally independently. In Indonesia, guidance and counseling services are provided in formal educational institutions. This shows that guidance and counseling services are very important in efforts to develop students optimally.

Nuzliah 2016 stated that globalization can give birth to universal culture, but on the other hand it encourages every cultural group to struggle to strengthen its cultural identity so that cultural diversity continues to develop. Liliweri (Suwarni, 2016) stated that culture is the entire body of knowledge that is shared with other people and influences everything that is made, the time of day and the food that is eaten.

Jumarin (Suwarni, 2016) explains that culture colors and influences the counseling system, including that culture will give color and direction to the subsystem of basic counseling concepts which include philosophical foundations, counseling goals and principles counseling. Culture provides color to each counselor subsystem, both related to qualifications, education and training. Culture will give color to the subsystem of the subject being guided. Culture also determines and colors methods of understanding individuals and counseling methods. Culture will provide direction for counseling programs. The programs will be provided in counseling services depending on the culture of the community.

When the counseling process takes place, the influence of culture on personality will be visible in the individual through his behavior. In its implementation, of course the counselor will face the cultural diversity of clients. The success of counseling can be influenced by the uniqueness of the client's culture. Several cultural factors influence the counseling process, including the individual's perspective on humans, relationship with nature, population science issues and social status.

Cross cultural counseling itself is counseling between a counselor and a client. Masruri 2016 said that in order for counseling to run smoothly, counselors are required to be culturally sensitive and free themselves from cultural biases and to be culturally responsive.

A counselor in implementing cross cultural counseling must understand and pay attention to several aspects that including:

1. Aspects of the similarity of goals between counselors and counsees in implementing cross cultural counseling.
2. Counselors can provide direction to clients regarding communication skills.

3. Aspects of cultural background that counselors need to understand and know.
4. The counselors aspect of understanding the clients culture.
5. Aspects of understanding the effectiveness of cross cultural counseling that occurs.
6. Aspects of the counselors sensitivity to the clients communication style.

Apart from several aspects that need to be understood and paid attention to by counselors, there are other important elements including that can carry out counseling with a cultural background at the counselor's place, because counselor and counselee have different cultural backgrounds. Can carry out counseling with a cultural background at the counselee's place, because counselor and counselee have different cultural backgrounds.

In cross cultural counseling there are also various competencies that including.

1. As a counselor, you must be aware of the differences between your self and your counselee.
2. Counselors must be aware that there is a theoretical quality in counseling.
3. Counselors must have the ability to develop skill.

In the application above, it is clear that the cross-cultural counseling process cannot be separated from the influence of each culture, both between the counselor and counselee. And of course, these cultural elements influence the counseling process. The success of cross-cultural counseling depends on the accelerated adjustment between counselor and counselee. If this is viewed from communication, culture is understood as the act of producing meaning and negotiating this meaning system by individuals in culture.

D. CONCLUSION

Counseling is a process of assistance provided to individuals who experience obstacles in order to develop optimally. In Indonesia, guidance and counseling is provided in formal institutions. Guidance and counseling is not only about solving individual problems but also for cross cultural counseling to run effectively.

A cultural value that grows from local wisdom in society always takes root. Culture based strategies are an alternative way to help counseling. Culture based counseling cannot escape itself. Where there is the principle that humans as individuals have all goals in every step to achieve change. Of course, culture influences the individual's perspective, thought patterns and behavior. The existing diversity creates challenges for counselors in carrying out the guidance and counseling process. To achieve this success, a counselor must also be aware that there are theoretical qualities in counseling and the counselor must have the ability to develop skills. So that with this effectiveness will be created in the process of implementing cross cultural counseling activities.

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