

## Revisiting Counseling Theory to Help Clients in the Industrial Revolution Era 4.0

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**Abstract:** This research revealed the phenomenon of Indonesia as a country with a demographic bonus of over 262 million population facing the challenges of the industrial revolution 4.0. There were different cases of people with the ability to catch up with this development thereby leading to shock and mental instability. Therefore, counselors need to understand this phenomenon and revisit their counseling theories in order to be optimal in helping clients (especially teenager and adult) deal with these problems. The library research method was used in this study. After the review of the works of literature as regards the concept, it was found that the flow of existentialism is being used to view humans. This, according to Albert Ellis, shows that it is not an external experience or event that causes emotionality but an understanding given to it. However, this means that the client's understanding of the challenges in the industrial revolution must be discussed in the counseling session so as to have the right perception and effective behavior. Therefore, counselors can use the life skill counseling model to help their clients.

**Keywords:** Revisiting, counseling theory, the industrial revolution era 4.0.

### INTRODUCTION

Humans and change are inseparable and this makes dynamic conditions happen every time on the face of the earth in form of challenges for humans to survive and carry out their duties as "Khalifah". However, the term that is often used to describe these fundamental changes in different areas of human life is a revolution (KKBI:2018).

One of these can be seen in the industrial sector in the form of The Industrial Revolution. The started through the use of water and steam power for the mechanization of production in the 18th century. The second revolution used electricity to create mass production in the 20th century. Then the third revolution used electronics and information technology to automate production starting from the early 1970s. Klaus Schwab (2016) revealed that we are now in the digital world which is the fourth industrial revolution. This began in the middle of the last century. Now, we found a combination of technologies that blur the lines between the physical, digital and biological fields.

The Industrial Revolution 4.0 is all about implementing automation and data exchange technologies in the industrial sector which has already been influenced by technological and internet developments or what is known as digitalization. Klaus Schwab (2016) was the first person to introduce this concept and according to him, it is characterized by supercomputers, smart robots, vehicles without drivers, genetic editing and nanotechnology that allows humans to maximize their brain function.

Billions of people are connected by mobile devices, with unprecedented processing power, storage capacity, and access to unlimited knowledge. This is probably going to be multiplying as a result of the emerging technological breakthroughs in different fields such as artificial intelligence, robotics, the Internet of Things, autonomous vehicles, 3-D printing, nanotechnology, biotechnology, materials science, energy storage, and quantum computing.

In this era, the quality of human life has increased. Rich people can now pay to access the digital world because technology has enabled the production of new products and services in order to increase the efficiency and pleasure of their personal lives. It is now easy to order a taxi, book flights, buy products, make payments, listen to music, watch movies, and play games. Transportation and communication costs will

decline, global logistics and supply chains will become more effective, and trade costs will decrease, all of which will open new markets and drive economic growth (Klaus Schwab: 2016). However, industrial revolution 4.0 also has a negative side, especially for unskilled and less educated people because every industrial activity will be carried out by machines and robots, so human physical power will no longer be used. Besides that, human life patterns are individualistic, materialistic and all quantified making compassion and cooperation alien to them. Declining human morality and high unemployment have become the major problems of this revolutionary era.

There is a phenomenon that over 262 million population of Indonesia would make them face some challenges as a result of the Industrial Revolution 4.0 that has surfaced with disruption of technology through the mixture of physical, digital and biological domains. It is important to point out that the technological readiness of the country is still low compared to Singapore, Malaysia, Thailand and Vietnam (WEF, 2017). There are many cases of people that are still in shock about the change in the global culture. They want to have good quality skill with digital technology but have a bad perception of the industrial revolution.

According to Albert Ellis's philosophical foundation of Rational Emotive Therapy (REBT), it was discovered that problem does not come by things but by how they are viewed and thought of (Gladding, 2012). The assumption is that logical thinking is difficult and that is the reason most individuals are experts in illogical thinking (Walen, 1992 in Gantina Komalasari, 2014: 204). Some examples of this include 'I have to be perfect', 'I made a mistake', 'it's stupid!' 'This is proof I am not perfect so I am not useful'.

This kind of thought is mostly found among teenage and adult clients during this industrial revolution 4.0. It happens because they worry about not being able to compete for jobs. Ellis (Nelson-Jones 2012: 27) explains that people create and maintain a lot of distress and unhappiness through various demanding and absolutist thoughts rather than through preferential thinking.

The severe conditions of life in the industrial revolution 4.0 gave rise to many irrational beliefs as Ellis stated (Gantina Komalasari, 2014: 205). They include (1) being loved and approved by others is essential, (2) to be the person valuable, individuals must be competent and efficient, (3) people who are immoral, criminal and mischievous are the ones to blame, (4) the thing that is terrible and annoying is if things don't happen as expected, (5) people cannot control unhappiness results from an external event by themselves, (6) harmful things must be of concern and kept in the mind, (7) running from difficulties and responsibilities is easier than dealing with them, (8) there must be someone stronger to depend or lean on (9) the past determines the current level and some irreversible behaviors, (10) individuals handle problems and difficulties experienced by others, (11) there is always the right answer for each problem, thus failure to get them is a disaster.

It is obvious that there are irrational beliefs about the use of internet technology in the industrial revolution era 4.0 among Indonesia's young generation. For example, it is believed that the use of WhatsApp to share pornographic videos result in pregnancy among 12 students (Koran Pikiran Rakyat, 2018). It can be seen from Ellis's irrational analysis, as stated above, that the thought of being loved and approved by others is essential to infect the young generation to the extent that they do negative things for themselves.

Counselors need to understand teenage and adult clients in the 4.0 industrial revolution. They must also revisit counseling theories in order to be optimal in helping clients deal with their problems. Nelson-Jones (2012: 11) explains that counseling helps clients develop personal skills and inner strength so they can create happiness in their own lives and in others. The purpose of counseling according to him is for supportive listening, management of problematic situations and problems, changing bad skills that create problems, realizing changes in the philosophy of life.

Revisiting counseling theory is interpreted to be the effort of counselors at reviewing and adjusting to the present conditions of clients based on the happenings of the industrial revolution era 4.0. This paper was used to discover how counseling theories have been applied to tackling clients' problems in the Industrial Revolution Era 4.0 through the use of library research.

## **WHAT ARE CLIENTS' PROBLEMS IN THE INDUSTRIAL REVOLUTION ERA 4.0 IN INDONESIA?**

According to the Human Development Report (2018), Indonesia was pegged at 116, Malaysia at 57 and Philipina at 113 in their last ranking. Philipina and Indonesia are in the medium human development category. However, various reports show (CPHM GMU psychology, (2012), that the increase in life expectancy of age is accompanied by high mental health problems and behaviors in Indonesia (Desjarlais et al., 1995). These problems were found to include depression, schizophrenia, dementia, and other forms of chronic mental diseases. The increasing problems of alcoholism, drug abuse, and suicide followed the increase in the economic growth in prosperity as well as the decline in maternal mortality followed by violence against women and children. This is in line with the common global trend that economic progress

and improved physical health are mostly plagued by an increase in social, psychiatric, and behavioral problems.

The mental health community is very complex. (Desjarlais, et al., 1995) (in CPHM GMU psychology, (2012). First, individual mental health problems can be caused or manifested through various forms of social pathology such as drug abuse (Candra, D.P, 2012), violence in the community, against women and children.

Secondly, there are different physical health problems that also reflect the mental health condition of people in society (Butler, R.N, Lewis, M., & Sunderland, Y,1991). They include heart disease, depression, stress, and other chronic diseases that shows in behavior and lifestyle. Social factors and physical environments such as unemployment, poverty, education, gender discrimination, limitations, and stressful working conditions, are all factors that can aggravate mental health problems in a community. It is, therefore, to handle these problems and it is one of the responsibilities of counselors to see that people do not get affected by them through various therapeutic means.

Citizens and residents of Indonesia have been making use of technology to make their lives easy and increase their comfortability during this era of industrial revolution. The results of the survey conducted by Alvira Strategic Research in the year 2014 (in Octavia 2017:2), Ministry Kominfo (2014), reveal that individuals between the ages of 10-34 in the country are highly dependent on internet connection. However, excessive use of technology has negative effects on the social aspects of culture (Ngafifi, 2014), attitudes (Khairuni, 2016), and social behavior of individuals especially the teenagers (Sulidar, F, 2009).

According to Ellis (Corey; 2013: 238), humans are born with the tendency of pushing for the fulfillment of the desires, demands, and needs in their life. If you do not achieve what you want, you blame yourself or others. This creates a serious problem for poverty-stricken people making them become stressed and depressed.

Klaus Schwab's (2016) analysis revealed that industrial revolution 4.0 has the potential to "robotize" humanity and, thus, revoke human conscience. This will be evident in their social life, disturbed culture, privacy, understanding of ownership, consumption patterns, time devoted to work and leisure, developing a career in a competitive and low-skilled environment, efforts targeted towards developing skills amid high costs of education, meeting people, maintaining a relationship, and decreased religiosity. Humans have become hedonistic beings, pursuing mere life pleasures.

However, if human beings are viewed from the Islamic perspective, hedonism would be a misunderstanding because Allah gives us freedom (Surah Ash Shams, 91: 8) in managing our actions (Surah alqiyamah, 75: 13-15; Surah Al Mudatsir, 74: 38; Surah Al Isra ' , 17:36).

God gives humans the freedom to make their own choices, but each of us is responsible for the choices we make. Therefore, people must make optimal use of the potentials given by God and endure the consequences of His actions to humans, nature, world, and in the afterlife. In Islamic teachings, the client's problem is that faith is not functioning as a determinant/controller of cognitive, affective and psychomotor. Hedonic clients are unhealthy people. They do not take advantage of the potentials given by God, they are mostly despotic, infidel, polytheistic, hypocrite, always follow lust, and always damage and above all, they forget their God.

## **REVISITING COUNSELING THEORY USED IN HELPING CLIENTS IN THE INDUSTRIAL REVOLUTION ERA 4.0**

Counselors understand clients' problems and irrational beliefs from various perspectives. Locke, D.C. (1998) reveals that helpers must have an increasing multicultural understanding to do their best. Therefore, counselors must revisit counseling theory and understand the real problems of their clients. Here, Humanistic, Existential theory and the theory of Rational Emotive Therapy are all founded on the belief that individuals should be able to improve themselves. Existential, according to Palmer (2011: 221), emphasizes one's existence in facing the challenges of death, suffering, change of meaning, isolation, and freedom.

It is interesting to build these three theories in counseling and also in helping clients in the industrial revolution era 4.0. Nevertheless, preference could be given to a counseling model established by Nelson Jones (Palmer, 2011), Life Skills counseling. This model assumes that clients are everywhere and that they are mostly faced with appropriate illustrative problems of learning, relations, work, health, and sports.

This model has an educative approach which is the starting point of problems experienced by lay people with the exception of those experiencing serious emotional disorders. Therefore, the purpose of life skills counseling is to make clients have an effective life and confirm their existence.

According to Nelson Jones (Palmer: 2011: 223), life skills are a set of choices made by people within some specific skills. On the positive side, it can be seen as those that affirm the psychological life of an

individual. In counseling, the skill means thinking and talking about the problems faced by clients regarding the strengths and shortcomings of their life skills.

The purpose of life skills counseling, according to Nelson Jones (Palmer: 2011: 229), is to help clients manage and change their problems. Counselors using this model are developmental and friendly coaches. They help individuals become skilled through the use of 5 R-affirmation of their psychological life: (1) Responsiveness; showing existential and feeling awareness, having an inner motivation, and sensitivity to anxiety and feelings of guilt. (2) Realism; affirming self-talk and visualization. (3) Relationships; skills of expressing, listening, friendship, affirming, and managing anger. (4) Rewarding is the identification of interests, work and learning skills, free time use skills, and caring for physical health. (5) Right and Wrong which includes social interests in their immediate environment and ethical life.

According to Nelson Jones (Palmer: 2011: 231) the life skills counseling practice is structured in 5 stages which are termed DASIE:

#### **DEVELOP: the process of developing relationships and clarifying problems**

This stage begins with pre-contact with the aim of developing supportive counseling relationships and work with clients to identify and get a more complete picture of their problem(s). The initial phase includes meetings, greetings and sitting, and giving clients permission to talk about their problems.

The counselor can use the following statement:

You have informed me of the reason for coming to this counseling session. Now I want to ask a few questions to clarify your problem. Based on what we find, I will suggest some skills to help you deal with the problems better. Once we agree on what skills might help you, we can see ways to develop them. Does this method sound reasonable to you?

It was recommended that, at this stage, the counselor should negotiate the session agenda. For example, he or she can depart from checking whether the client has a very important current agenda, review the last task assigned, focus on one or more skills and/or problematic problems in the client's life and check if the client has changed for better during this session.

The techniques used in this stage include reflecting, concluding, and confronting. The counselor monitors the client's life skills through their "homework" because it is the hallmark of life skills counseling.

#### **ASSESS: the process of assessing and restating a problem in skill terms.**

At this stage, the counselor builds a bridge between describing and actively addressing the problem and the underlying skill deficit. He can use visual presentations to make it easy for the client to remember the core points of the session. At the end of this stage, there is a re-statement of the main problem or the most severe skill in the client.

#### **STATE: stating objectives and planning interventions.**

At this stage, the counselor ensures that the client understands and agrees with the goals set.

#### **INTERVENE: developing the necessary life skills.**

This stage focuses on summarizing the main learning points of the session, negotiating homework assignments, strengthening commitment between therapy sessions, and practicing skills outside counseling.

#### **EMPHASIZE: emphasizing home assignments and ending counseling**

At this stage, the counselor develops self-instructions for the client, works with the real-life situation during counseling and uses the time between productive therapy sessions to listen to audio recordings made and practice the skills. Counselors encourage clients to make similar confirmation self-talk for different situations. So that they will not only have one audio record to be used in maintaining skills in the future but also the ability to make new ones. The counselor also anticipates difficulties and setbacks in maintaining life skills and provides information about opportunities to build further skills.

It can be seen that skills counseling uses technological facilities such as audio and audio-visual recordings which the clients must practice (Gladding, S.T. 1998). This technology-based counseling process is attractive in accordance with the digital-based industry 4.0 revolution.

#### **CONCLUSIONS**

There are many irrational beliefs among Indonesian teenagers and adults, who are worried about their lives in the industrial revolution era 4.0. A shock culture crossing between western and eastern cultures was also observed to be causing immoral behavior due to globalization. This is possible because Indonesia is a developing country whose human resource skill is still lagging. Therefore, the real problem of clients in this country is to have a correct mindset about themselves and to stop living hedonic lifestyle in the industrial revolution era 4.0.

The ability of the human to improve themselves has become the area to be explored by counselors in carrying out their work. This makes it imperative for counselors practicing in Indonesia to revisit counseling theories in order to meet the needs of clients in the country. Cognitive-behavioral, Albert Ellis's Rational-Emotive Therapy, Humanistic and Existentialist theories were suggested but for the purpose of revising the theories, it is preferred that counselors employ the Life Skills counseling model proposed by Nelson-Jones (Palmer, 2015) to help clients in the industrial revolution era.

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