

Social Work Technology: Utilization of E-Counseling for Assessment Services

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Abstract. This study aims to explore the use of technology in the field of social work through the implementation of e-counseling services in the context of assessment. The development of information and communication technology has provided new opportunities for providing counseling services online, which can expand the reach of social work services to people in need. This study adopts a qualitative approach using a descriptive study method. The results of this study reveal the positive potential of using e-counseling in social work assessment services. The main benefits include increased service accessibility, time flexibility, privacy for service participants, and automatic data processing. However, the research also identified several challenges, such as expanding technological capabilities for social workers, deep understanding of E-Counseling ethics, technical challenges in ensuring data security and confidentiality and effectiveness in providing assessments because they are not face to face. This research contributes to broadening insights about the use of technology in the field of social work, especially in assessment services. The practical implication of this research is the expansion of social work assessment services through the E-Counseling platform, taking into account the ethical, data security and training aspects of social workers.

1. INTRODUCTION

The development of science and technology is a manifestation of changes towards a positive culture that is owned by humans. This is based on a belief that every result of the power possessed by humans, both creativity, taste, initiative and work which is said to be a culture in the form of technology will increase the productivity of human work (Prasetiawan, 2017). It is said so because technology is created in advance to facilitate and increase the effectiveness of human work, so that humans become more productive at work. Technology can also be said to be the result of human culture because it is the result of human ideas which eventually give birth to works and can support human life (Sumarwiyah & Zamroni, 2017).

Social work as a scientific discipline and professional practice has experienced significant development in line with changes in the dynamics of society and advances in technology (Taufiqurokhman et al, 2021). In the current digital era, the development of information and communication technology has opened up new opportunities and changed the paradigm in the implementation of social work services. One aspect affected by this development is the assessment process, which is an important stage in social work interventions (Santoso et al, 2020).

Assessment is a process of evaluating or assessing a performance, competency, or learning outcome of a person or group of people. The goal is to find out to what extent a person or group of people meets competency standards or achieves specified learning goals (Husmiati, 2012). Assessment can be done using various methods, such as tests, observations, or interviews. A good assessment helps understand the client's situation, assess their needs, and plan appropriate interventions (Yusuf, 2012).

In social work, Assessment is a process of evaluating or assessing the conditions, needs, and performance of individuals, families, groups or communities that require social assistance (Husmiati, 2012). In order to identify the problems faced by clients, determine appropriate interventions, and evaluate the effectiveness of the interventions carried out. Assessment in social work can be carried out using various methods, such as interviews, observations, or psychological tests, and can be carried

out by various other professionals as well such as sociologists, psychologists, or social workers (Damanik, 2008).

The use of technology in social work has demonstrated the potential to increase the efficiency and effectiveness of services. Through digital platforms, such as E-Counseling, social workers can reach clients from various geographic and social backgrounds more easily. Assessments carried out through this platform can help overcome geographical and time constraints, as well as minimize the social stigma that may be associated with in-person visits to counseling institutions. Another advantage is time flexibility, whereby clients can access services at times that suit their schedule, which is especially relevant in an increasingly busy and dynamic society.

With the paradigm shift in social work services triggered by technological advances, this research will focus on the implementation of E-Counseling in the context of assessment (Rochman et al, 2021). E-Counseling can be interpreted as a form of online counseling services through electronic communication platforms, such as instant messaging applications, video calls, or special online counseling platforms. By focusing on assessment, this research will explore how E-Counseling can be used to collect relevant information and data from clients, so that the process of analysis and intervention planning can be carried out more accurately (Ifdil & Ardi, 2013).

However, the use of technology in social work services also brings a number of challenges that need to be considered. Ethics in the use of E-Counseling, for example, requires special attention to ensure the privacy and security of client data is maintained. In addition, direct interaction between the social worker and the client may be reduced in the E-Counseling format, which can affect the quality of the working relationship and deep understanding of the client's situation. Therefore, it is necessary to have a deep understanding of the implications of using this technology in social work, especially in the context of assessment.

It is in this context that this research would like to make a contribution. This research will dig deeper into the use of e-counseling in social work assessment services. The main objective is to understand the benefits, challenges, and effectiveness of using E-Counseling in the assessment process. It is hoped that the research results will provide valuable insights for social work practitioners, service providers, and other relevant stakeholders in developing a more inclusive and adaptive approach in providing assessment services in this digital era.

Literature Reviews

Social Work

In Indonesia, not many people know about social work. In the mass media rarely seen any discussion of the profession. So do not be surprised if there are still some people who misinterpret it. Until now, some people still consider social work to be synonymous with volunteering. Even though in reality Social Work and volunteers are very different (Wibhawa et al, 2010). Social Work is a professional profession carried out by individuals or groups, hereinafter referred to as Social Workers (Peksos). Social workers are closely related to social welfare. Social welfare is all social intervention activities to improve human functioning (Suharto et al, 2011). Whereas Social Work as a profession was developed as a practical component of social welfare, which applies the results of social welfare studies regarding human social life (Rachmanto & Sumarno, 2002).

According to Adi Fahrudin (2018) the goals to be achieved in social work are to:

- a) Promoting, providing, maintaining, caring for, and affirming the social functioning of individuals, families, groups, organizations and communities through (the process of) assistance by carrying out tasks, preventing and alleviating suffering.
- b) Planning, implementing social policies and services, and exploring and bringing together sources of change and implementing assistance programs needed to meet basic human needs.
- c) Increase; policies, services, resources and organization, administrative advocacy.
- d) Developing and testing professional knowledge, as well as developing skills in applying social work methods and techniques related to the achievement of its goals (Cepi, 2015).

E-Counseling

Gilbson (2008) explains that the term E-Counseling comes from English, namely E-Counseling (electronic counseling), which briefly refers to the process of providing counseling electronically.

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Amani (2007) supports this view by explaining that E-Counseling refers to counseling services via the internet, especially in the field of mental health services that utilize online communication technology. Surya (2006) revealed that along with advances in computer technology, interactions between counselors and clients are not only limited to face-to-face meetings, but can also be done virtually via the internet in the form of "e-counseling". This guidance and counseling service model is an innovation that allows practical services and can be accessed from anywhere as long as they are connected to the internet.

The E-counseling-based guidance and counseling service strategy which is carried out through a virtual internet connection has several innovative functions, namely:

- a. Basically, counselors are not familiar with the internet, can directly get knowledge in their field, so they are not left behind in technology (knock on technology = stuttering technology) in an era that is always developing.
- b. Guidance and counseling processes can be carried out outside of school hours, so as not to disturb class hours. This is aimed at students who do not feel they have enough guidance at school.
- c. With the creation of a special web-site by each counselor in his institution, the counselee will be able to quickly obtain the information he wants.
- d. Time will be more efficient. With the development of internet technology via computers or via cell phones that are equipped with internet applications, virtual relationships between counselors and counselors or between counselors and clients will be able to take place anywhere as long as there is a signal or internet connection.
- e. Help assess options for therapy, a source of information about specific counselor services, a source of information about continuing counseling and private therapy via e-mail
- f. Provision of test kits and counselor assessment.
- g. Real-time counseling via chat and conferencing, self-help guides, providing advice via e-mail or bulletin boards, simultaneous and asynchronous group discussions (support counseling), group counseling, and counselor research.

Of course, to fulfill this function, in addition to mastery of internet technology, counselors should make a separate code of ethics, make agreements with students/counselees for the implementation of this e-counseling. With an agreement, this strategy will work as expected, for example setting time, using polite and courteous language in writing electronic mail or on chat sheets and so on.

Counseling Assessment

Assessment is one of the measurement activities. In the context of counseling guidance, assessment is measuring a counseling process that must be carried out by the counselor before, during, and after the counseling is carried out/takes place (Wahidah et al, 2019). Assessment is one of the most important parts of all activities in counseling (both group counseling and individual counseling). That's why assessment in guidance and counseling is an integral part of the therapy process as well as all guidance and counseling activities themselves. An assessment is carried out to explore the dynamics and determinants that underlie the emergence of problems (Asmita & Fitriani, 2022).

This is in accordance with the purpose of assessment in guidance and counseling, which is to collect information that allows the counselor to determine the problem and understand the background and situation that exists in the client's problem. Assessments carried out before, during and after counseling take place can provide information that can be used to solve problems faced by clients. In practice, assessment can be used as a tool to assess the success of counseling, but can also be used as a therapy to solve client problems.

2. METHODS

In this research, a qualitative methodology was adopted, aiming to delve into the significance of events and their interplay with individuals within specific situations, as articulated by Moleong (2014). The primary objective of this qualitative study was to delve into the essence of human behavior in the context of social work technology, with a particular focus on the utilization of e-

counseling for assessment services. The data collection techniques employed encompassed observation, in-depth interviews, and documentation. Subsequently, the gathered data underwent descriptive analysis using a qualitative approach. The acquired data will be articulated in clear and fitting sentences to expound upon the observed phenomenon. The data analysis process in this research followed the framework delineated by Miles & Huberman (1984), encompassing distinct phases: data collection, data reduction, data presentation, and drawing conclusions. These stages are intertwined to establish a comprehensive analytical progression.

3. RESULTS AND DISCUSSION

Discussing assessment in online counseling, it is better to know in advance the meaning of assessment, namely the activity of collecting, analyzing, and interpreting data or information about students and their environment to obtain an overview of individual conditions and their environment as material for understanding individuals and developing guidance and counseling service programs that are as needed (Rahman, 2008).

Broadly speaking, there are two objectives of the assessment. First, the purpose of diagnosis is the process of determining a person's current problem or condition. Diagnosis can be done one way is to use an assessment. The diagnosis is based on existing data in an assessment that has been completed by the individual. For example, when you want to diagnose someone with depression, you can use the Beck Depression Inventory (BDI) assessment. After someone fills out the assessment, the score is processed and classified so that conclusions can be drawn regarding the condition of depression experienced. In conclusion, this aims to establish a diagnosis (Saman et al, 2018).

Second, the purpose of prognosis, Prognosis is a prediction of the chances of recovery. For example, when someone experiences severe depression, it can be concluded that that person must be helped immediately, then the depressive disorder can get worse and can cause other problems. On the other hand, assessment also has other benefits, namely that it can be useful in the field of research related to human behavior (Nursalim, 2020).

The urgency of assessment within the framework of guidance and counseling has a strategic position, because it has a position as a basis in designing guidance and counseling programs according to needs, where the suitability of the program and the description of the conditions of the guidance and counseling participants and their environmental conditions can encourage the achievement of the goals of guidance and counseling services (Komalasari et al, 2009).

The importance of assessment activities for counselee analysis needs is felt to be very useful with the presence of online counseling. Some of the obstacles to implementing this manual assessment are administration, because it takes up a lot of time, thought, effort and money, making it less effective. Therefore an application is needed that can provide many benefits, namely assessment in online counseling, to make it easier, more efficient, affordable and faster (Saman et al. 2020). Following are some of the benefits of e-counseling in online assessments:

a) Service Accessibility

The main benefit of having e-counseling in online assessments is the increasing accessibility of services for individuals who need guidance and counseling. In the traditional context, participation in assessment services is often limited by geographic and physical factors, with individuals having to be physically present at the counseling location. However, with the adoption of e-counseling, these barriers can be overcome. Individuals who live in remote areas or have limited mobility can still access assessment services easily and efficiently via an internet connection. This opens up opportunities for individuals from various geographical backgrounds, both urban and rural, to benefit from the assessment process without having to face the constraints of long distance travel or additional costs.

This increased accessibility also matters a lot for individuals with physical limitations or certain health conditions who may find it difficult or impossible to attend regular face-to-face meetings. E-counseling allows them to participate in assessment services in the comfort of their own home or suitable environment, reducing the pressure and stress that may arise from travel or burdensome social interactions.

Thus, the increased accessibility through e-counseling contributes significantly in opening the door for more individuals to benefit from social work assessment services. This initiative is in line with the spirit of inclusivity and equal access to mental health services and social work, ensuring that individuals from various backgrounds and conditions can take part in the assessment process which is important in personal development and self-understanding .

b) Time flexibility

The next benefit of e-counseling in online assessments is the time flexibility given to individuals in accessing services. In conventional situations, face-to-face meetings for assessment often require schedule adjustments which may be difficult for individuals with hectic daily routines, such as work or family responsibilities. However, with e-counseling, individuals have the ability to manage their time according to their own availability and convenience.

This time flexibility provides flexibility for individuals to take part in the assessment process without having to sacrifice other obligations. They can conduct counseling and assessment sessions at times that best suit their schedules, whether it's in the evenings after work, during their midday break, or even on the weekends. This not only relieves the stress associated with time-sharing, but also eliminates the need to arrange special travel schedules or time off just to attend counseling sessions.

Time flexibility in e-counseling also allows individuals to be more actively involved in the assessment process. They are able to reflect on questions and responses in greater depth, resulting in richer reflections and more accurate information for the counselor to develop a better understanding of the client's situation. Thus, time flexibility in online assessments allows individuals the flexibility to take a more proactive and empowered role in their assessment journey, creating a more personalized and relevant experience to uniquely individual needs.

c) Privacy for service participants

In a traditional setting, some individuals may feel reluctant or anxious to raise personal or sensitive issues directly in a face-to-face meeting. Physical presence, confined space, or direct interaction with a counselor can create barriers for those who feel uncomfortable talking about personal issues.

With e-counseling, individuals can feel more secure and protected in expressing their personal problems. They can communicate via electronic media, which allows for emotional distance and a more anonymous experience. Service participants can feel more free to speak openly without social pressure or fear of judgement. They also have more control over the personal information they share, which can provide a sense of security and confidence in participating in the assessment process.

The privacy that e-counseling provides also contributes to reducing the stigma that may be associated with seeking professional help in certain situations. Individuals can feel more confident in seeking guidance and counseling via online platforms, without worrying about who knows or sees them go to a counselor. Thus, the privacy obtained through e-counseling creates a more supportive and open environment for individuals to share and undergo the assessment process more comfortably and protected.

d) Automatic and fast data processing

In conventional assessment processes, data collection and analysis can be time-consuming, especially when manual input and complex administrative steps are involved. However, with the implementation of e-counseling, data generated from online interactions can be automatically archived, stored and analyzed with the help of technology.

E-counseling allows the use of digital platforms that can automate data processing processes. Answers from service participants that are entered into the system can be immediately processed and presented in a format that is easy for the counselor to understand. Thus, assessment results can be obtained more quickly, reducing waiting times and allowing for more efficient further action.

Speed in data processing can also support counselors in making more informed and appropriate decisions. Data collected quickly and accurately allows counselors to spot emerging trends or patterns, which can assist in designing intervention plans that suit individual needs and situations. In addition, automated processing can also provide benefits in terms of reporting and monitoring, enabling professionals to monitor progress and evaluate over a period of time.

With automatic and fast data processing, e-counseling in online assessment provides efficiency and accuracy in presenting information, helping social work practitioners to take more appropriate and effective steps in assisting individuals in self-development and understanding of their situation. However, apart from the benefits mentioned above, e-counseling or online counseling in social work assessments also faces a number of challenges that cannot be taken lightly in an effort to get good assessment results. Following are the challenges:

a) Increasing Ability to use Technology for Social Workers

In adopting digital technologies, such as e-counseling platforms, social workers need to gain an in-depth understanding of the use and operation of these technologies. Social workers who may have diverse backgrounds in terms of technology and computer literacy may need additional training to understand how to interact with e-counseling platforms effectively and safely.

This challenge involves learning about the technical, ethical, and safety aspects of using e-counseling. Social workers need to acquire skills to operate platforms, manage client data electronically, and keep personal information secure. In addition, an understanding of e-counseling ethics is also crucial, including how to maintain client privacy, ensure data confidentiality, and manage interactions in a digital context.

At the same time, social workers must also overcome potential resistance to new technologies. Some may feel anxious or uncomfortable with the shift from traditional face-to-face interactions to interactions via computer screens. Therefore, the use of e-counseling in social work assessment requires effort and commitment in addressing this challenge, by providing the necessary training, support, and guidance so that social workers can effectively utilize this technology to provide quality assessment services to clients.

b) Deep understanding of E-Counseling ethics

When operating in a digital environment, social workers are faced with unique and complex ethical considerations. E-counseling can carry risks to privacy, data security, and the confidentiality of clients' personal information that is handled electronically. Therefore, social workers need to have a thorough understanding of how to maintain ethical integrity in e-counseling interactions and services.

In this context, social workers must be able to identify and address potential ethical issues that can arise in the use of technology. This involves discretion in managing client personal data, using a secure platform, and understanding the limitations that apply to online interactions. In addition, social workers also need to consider aspects related to copyright, references, and procedures for using recordings and transcripts from e-counseling sessions.

In an effort to maintain e-counseling ethics, social workers must also continue to apply in-depth counseling principles, such as confidentiality, empathy, and respect for individual uniqueness. A strong understanding of e-counseling ethics will assist social workers in maintaining standards of professionalism and integrity in providing technology-based assessment services. Therefore, addressing this challenge requires continuous training, updating of information, and continuous ethical reflection for social workers involved in e-counseling assessment services.

c) Ensuring Data Privacy and Security

In a digital environment, data generated from e-counseling interactions can be a potential target for security breaches or unauthorized use. Therefore, social workers need to ensure that all necessary steps have been taken to protect sensitive client data from threats and risks that may arise.

It is important for the social worker to use a secure and encrypted e-counseling platform, so that the client's personal information cannot be accessed by unauthorized parties. In addition, best practices in data management and information security must be carefully implemented, such as using strong passwords, malware protection, and regular software updates. These steps will help protect client data from potential cyber-attacks and information theft attempts.

In addition, social workers must also explain to clients about the steps taken to maintain the security and privacy of their data in e-counseling services. This will help build trust and comfort for the client in participating in the online assessment process. Social workers should also have an emergency plan in place that can be implemented in the event of a security breach or other incident that could compromise client data.

d) Effectiveness in providing assessments because they do not meet face to face.

In traditional assessments, the direct interaction between social worker and client allows reading of facial expressions, body language, and emotional nuances which can provide important insights into the assessment process. However, by switching to an e-counseling format, this visual and physical interaction can be reduced, which can impact the social worker's ability to read and understand context in depth.

Assessment effectiveness in an e-counseling environment requires additional effort in gathering information and understanding nuances that may be more difficult to discern on a screen. Social workers need to develop strong clinical skills in responding to written language, voice intonation, and understanding the context conveyed by clients through digital platforms. The ability to ask relevant questions, dig deeper, and identify key issues remains an important factor in maintaining the effectiveness of assessment in an e-counseling environment.

In addition, social workers must also build strong relationships with clients through online interactions to ensure that clients feel heard, understood, and emotionally supported. Even in the absence of a physical presence, social workers can create strong bonds through empathetic and responsive communication. The use of clinical techniques appropriate to the online context, such as confirming understanding and regular reflection, can help overcome this challenge and increase the effectiveness of assessment in e-counseling services.

4. CONCLUSION

The development of technology and digitization has brought positive changes in social work culture, especially in the assessment aspect. The use of e-counseling as a form of online assessment service provides significant benefits for individuals who need guidance and counseling. Enhanced accessibility, time flexibility, maintained privacy and automated data processing are some of the many benefits offered by e-counseling. However, challenges such as increasing the technological capabilities of social workers, ensuring ethics in the use of technology, maintaining data privacy and security, and maintaining the effectiveness of assessments in online formats also need serious attention. A deep understanding of ethics, use of technology, and clinical skills in digital interactions is key to addressing this challenge. By understanding the benefits and challenges of using e-counseling in assessments, social workers can develop a more inclusive, efficient and adaptive approach in providing quality assessment services in this digital era.

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