

Improving the psychological well-being through forgiveness cyber-counselling approach among pandemic covid-19 community

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KEYWORDS

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ABSTRACT Public health status during the Covid-19 pandemic is quite concerning, while mental health services such as counselling require face-to-face meetings for 1-2 hours per session are risky to practice. Therefore cyber-therapy techniques are one of the psychological intervention approaches during the Covid-19 pandemic. The purpose of this study is to determine the effectiveness of the forgiveness cyber-counselling approach to improve community psychological well-being during the Covid-19 pandemic. The study used a quasi-experimental design. The psychological well-being level was measured during the pre-test, post-test, and follow-up. A total of five-person to be subject in this study. Subjects were selected using the purposive sampling technique based on inclusion criteria such as adolescents who were impacted by the covid-19 pandemic, have the Psychological Well-Being Scale obtained low psychological well-being, and signed a commitment to participate in the study. The results of this study indicate that the forgiveness of cyber-counselling to be effective in increasing the subject's psychological well-being. Finally, the study's result recommended that counsellors use the forgiveness cyber-counselling approach in dealing with public mental health problems during the Covid-19 pandemic.

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1. INTRODUCTION

Recently, the use of internet-based websites and android has been increasing. The era of 4.0 or 5.0 today, community activities are increasingly limited by the efficiency of motion and time; the advancement of information and communication technology is rapidly increasing. Especially in times of the covid-19 pandemic, it requires social distance-keeping protocols, while mental health services such as counselling and psychotherapy require a short face-to-face meeting. The world has begun to develop cyber-therapy techniques (Riva & Botella, 2004). Cybertherapy is important to still be able to provide psychological interventions Legido-Quigley et al. (2020) during the Covid-19 pandemic.

Covid-19 is a newly discovered disease, the world experienced confusion and fear during the pandemic COVID-19 Hui et al., (2020); Yang et al., (2020). Khan et al. (2020) said that the coronavirus outbreak impacted psychological health. According to Indonesian basic health research, there is 91 per cent of people in Indonesia experience depression unused to treatment (PPPA, 2020). The Covid-19 pandemic has changed many facets of human life such as the vulnerability of Covid-19 virus transmission and death, workforce reduction, job closures and adaptation to a new job, miscommunication in households follow-on divorce, as well as various health and psychological well-being threats to health workers (Egsa, 2020).

Hence, mental health services transformed priority, although cyber-counselling is not familiar in Indonesia, an effective approach used through cyber-counselling needs designated piloted. Therefore, the objective of this study is to determine the effectiveness of the forgiveness cyber-counselling approach to improve community psychological well-being during the Covid-19 pandemic. The Covid-19 pandemic is a world disaster that paralyzes many sectors of life, and community resilience needs to be strengthened during the Covid-19 Pandemic (Koliou et al., 2018). Well-being is one of the contributing factors to resilience through a number of traditions such as being calm, thinking carefully, focused and self-control (Chaudhary, 2014). Resilient individuals are able to deal with the pressing in their lives and strive to cope with these pressures through coping strategies, and forgiveness is one of the coping strategies centred on emotions that are proven to provide resilience (Worthington et al., 2016). Through forgiveness, one can learn to be a resilient person so as to be able to release pain calmly Worthington et al. (2016), able to improve psychological well-being (Reivich & Shatté, 2020);(Nashori, (2011).

Psychological well-being is an important aspect of human health. According to Fazeli & Pakpour (2020); Szkody & McKinney (2020), mental health disorders tend to be experienced by individuals who have a low quality of life, both in everyday life and in interpersonal relationships. Ryff (2013a) said that individuals who have low psychological

well-being, are difficult to accept their strengths and weaknesses, unable to create positive relationships with others, low autonomy, difficulty to act good manner in competition, low environmental mastery, have not clear life goals and vision, and difficult to achieve continuous personal growth.

Ryff (2013b) defines psychological well-being as a satisfaction condition in life that causes feelings of happiness and peace, characterized by the ability to accept self-strengths and self-weaknesses, able to create positive relationships with others, able to make decisions, independent, able to perform good rivalry, have a purpose in life and feel able to go through the stages of development in his life. Seligman (2012) formulated the essence of psychological well-being as the presence of positive emotions, engagement, relationship meaning, and accomplishment.

Several studies on forgiveness reported that forgiveness tends to decrease anxiety, depression and increases self-esteem Poloma & Gallup, (1991); Enright & Fitzgibbons, (2000); Fischer, (2006); Fincham (2015); Lutjen et al. (2012) Maltby, Day, & Barber, (2004), Matter et al. (2012); Svalina & Webb (2012); Unterrainer et al. (2012); Webb et al. (2012), forgiveness reduces neuroticism and depression ((Brown, (2003); Steiner, Allemand, & McCullough, (2012); Çoklar & Donmez (2019); Nisa (2019); Karduz & Şar (2019). Forgiveness has also been shown to provide justice to both parties, reduce anxiety, depression and increase self-esteem (Rye et al., (2000); Maltby et al., (2004); Popkess (2012). Forgiveness as a coping skill is a psychological resource that contributes to the development of psychological well-being (Stuntzner & Sachin, 2020). Interventions using forgiveness might reduce negative emotions with the intention of a significant decrease in depression and anxiety (Thompson & Korsgaard, 2018). Furthermore, forgiveness provides psychological well-being to resilience in difficult situations, making the supervisor-subordinate working relationship stronger (Kraus et al., 2011).

Whereas, forgiveness cyber-counselling serves as a therapeutic intervention in cyberspace toward communication between professional counsellors and clients using communication technology (Richards & Viganó, 2012). Cyber-counseling aims to improve an individual's mental health status through the use of communication and information technology (Riva & Botella, 2004). Cyber-counseling and psychotherapy are nonentity new, the use of information and communication technology in the field of health has been around for a long time. Since the 19th century, medical doctors have used information and communication technology in remote medicine such as telegraphy, telephone, radio and television (Kraus et al., 2011). Since the advent of the internet, in the 1990s, online psychoeducation, counselling and psychotherapy services have existed in various forms, such as Tele-psychology, Tele-counseling, Tele-psychotherapy and Tele-mental health in the US (Wootton, 1998), cognitive behaviour therapy (CBT) services and mental health services via e-mail, internet chat, and video conferencing (Berry, 2016), virtual counselling through the use of digital counselling materials such as text, image, animation and video formats has been shown able to reduce fear and worry before counselling sessions begin (Paalimäki et al., 2020), in addition to the use of self-guided to promote long-term lifestyle changes (Liu et al., 2019).

2. METHOD

The study used cyber-counselling with a forgiveness therapy approach as an independent variable and psychological well-being as a dependent variable. The research design used is quasi-experimental with pre-test, post-test and follow-up sessions. Pre-tests were conducted before cyber-counselling forgiveness began, i.e. subjects were asked to fill in a Psychological Well-being Scale. Then intervention of forgiveness cyber-counselling for 6 sessions in 3 weeks. Each session ranges from 50 - 95 minutes. Post-tests were performed after the intervention was completed by asking subjects to fill the same Psychological Well-being Scale as in the pre-test period. While the next phase is done after 7 days since conducted the post-test, namely by giving a scale of Psychological Well-being again.

The subjects of this study were 2 male and 3 female adults in the age range of 22-45 years. Subjects were selected using the purposive sampling technique based on inclusion criteria such as adolescents who were impacted by the covid-19 pandemic, have the Psychological Well-being Scale obtained low psychological well-being, and signed a commitment to participate in the study. Informed consent was used before starting the study. This study adopted the Psychological Well-Being Scale made by Ryff (2013b) used in this study.

3. RESULT & DISCUSSION

The results showed that the level of psychological well-being of the subjects increased after being given treatment in the form of forgiveness cyber-therapy in table 1. shows the pre-test, post-test, and follow up score of the Psychological Well-being Scale. Based on the data summarized in table 2, the average psychological well-being score on pre-test results was 110.28 with SD 4,625. After the intervention was administered, the subject's psychological well-being level increased from an average of 110.28 to 218.04, with an SD of 5,424. The increase in psychological well-being score occurred again on follow-up measurements to 228.53 with SD 4,938.

The results of the pairwise analysis (comparison) showed pre-test, post-test, and follow-up scores on measurements of the psychological well-being of subjects as designated in table 3. Thus it was concluded that the intervention given to the subject helped improve the psychological well-being of the subject.

TABLE 1. Pre-test, Post-test score distribution and Psychological Well-being Scale follow up.

Subject	Phase		
	Pre-Test	Post-Test	Follow Up
1	134	190	251
2	142	208	256
3	142	200	288
4	147	198	253
5	130	214	283

The present study results showed that forgiveness of cyber-counselling effective improves the subject psychological well-being. The results of this study have been supported by a number of studies on the effectiveness of for-

TABLE 2. Pre-test, Post-test, and follow up distribution score tabulation of Psychological Well-Being Scale

Phase	Mean	Deviation Standard(SD)
Pre-test	110.28	4.625
Post-test	218.04	5.424
Follow up	228.53	4938

TABLE 3. Pairwise Comparisons result

Phase	Mean Difference	P
Pre-test - Post-test	110.28	4.625
Post-test - Follow-up	218.04	5.424
Post-test - Follow-up	228.53	4938

givenness face-to-face therapy on psychological well-being. According to Enright & Fitzgibbons (2000), Fischer (2006) and Popkess (2012), forgiveness therapy is one of the psychological approaches that can help individuals to forgive themselves, others and situations in an attempt to improve psychological well-being Enright & Fitzgibbons, (2000); Fischer, (2006); Popkess (2012).

In addition, forgiveness therapy is also proven to improve several other psychological attributes that ultimately lead to an improvement in one's psychological well-being, such as: increasing the resilience of women who experience domestic violence (Uyun, 2020), assisting divorce victims in forgiving parents (Martha et al., 2019), reducing sadness (Handriami & Samuel, 2016), attaching resilience to survivors of sexual abuse (Theofani & Herdiana, 2020), attachment of positive self-concept of students (Riza, 2020), and the discovery of the meaning of life (Razkia et al., 2021).

Nonetheless, in the present study about the forgiveness of cyber-counselling, the results are in line with Situmorang (2020) research report that cyber-counselling as best improves well-being during the Covid-19 outbreak. In line with another study, internet-based psychotherapeutic interventions effectively overcome disorders such as panic, anxiety, PTSD, and quitting smoking, thus improving psychological well-being Barak & Dolev (2006); Stefan & David (2013).

Recently, many professional counsellors provided cyber-counselling (Amla et al., (2014); Bengtsson et al. (2015). Cyber-counseling gives clients higher satisfaction than face-to-face counselling methods Situmorang (2020); Campbell & Glasheen (2012) said that young people facing severe psychological distress are more likely to use online counselling as a medium to seek help. Inline, according to Nagarajan (2021), due to the convenience and accessibility factors of clients undergoing online counselling. Cyber-counseling gives more control to clients so as far from feeling embarrassed while undergoing therapy Campbell & Glasheen (2012); Hanley (2012), cyber- counselling tends to develop more open, intimate and private counselling relationships Campbell & Glasheen (2012); Glasheen & Campbell (2016), and more awake privacy (Campbell & Glasheen, 2012).

4. CONCLUSION

This study showed active interventions for subjects experiencing problems as a result of the covid-19 pandemic. This research focuses on psychological well-being; further research is recommended to search at the impact on other psychological variables.

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