

## Group Counseling Services for Employees PT Djarum Central Lombok

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**Abstract.** The progress in science and technology as well as the rapid flow of information bring influence and change a very complex against the order of social life and human society. The change can bring the community to a better life or otherwise delivers human problems than can lead to frustrating. Individuals need a container that can be a place to get solution of various problems or issues they experienced. One of the containers it is guidance and counseling. Guidance and counseling have different types of service; one of the service types is group counseling services. Execution of counseling services for employees of PT Djarum group in Central Lombok bring positive impact seen from the results of the now given to the participants after the service implemented. The participants fell relieved, pleased and fell benefits of the activities of the counseling services group, and recommends that this activity continues and if possible this Group counseling is carried out for the leadership of their.

**Keywords:** Group counseling services, employees of PT Djarum

### 1 Introduction

The progress of science and technology and the rapid development of information, have very complex influences and changes in the order of human life. That change can bring people to a better life or otherwise deliver people to problems that can lead to frustration.

Problems experienced by humans will interfere with survival, so individuals cannot develop their potential and achieve a happy and prosperous life. These problems include economic problems, social work, culture, education and others. Prayitno (1994) states that in this globalization era, all the nation's potential and all community affairs are expected to mature optimally to achieve a smart, happy, advanced, just and prosperous life both spiritually and materially.

Counseling guidance services called counseling. Today, it is not limited to the education / school environment; it also covers school and community settings. Responding to the increasingly rapid development of the world, each individual is required to be able to develop or improve his skills in living life.

Such conditions will bring a diversification of counseling needs that are increasingly widespread, and varied, so that a professional counselor should be able to truly demonstrate his professionalism in providing more open services to his clients. Counseling services currently cover a wider range of things, not only limited to the school environment, but also to

the wider community, so that rightly, the expression that states counseling for all (counseling for all) towards effective daily living, counseling in alert schools, outside good schools, and everywhere ready (Prayitno 2013).

PT Djarum, who has a view number of employers who have been classified based on their position, such as ordinary career (level 6, and 5), buyer, manager (level 4 and 3), head of personnel and directors (levels 2 and 1). In carrying out their duties, they certainly do not escape from various obstacles, obstacles and problems experienced as an individual or group. The emergence of problems faced by friends will result in the disruption of the performance of the relevant curators. For this reason, efforts must be made to create problems; in general, PT Djarum does not yet have special personnel capable of providing services and assistance to realize these efforts. Usually the company gives authority and duties for career development, personnel staff, and managers. Usually the employee in question cannot express his problem to his boss. This condition provides an opportunity for the importance of the existence of a counselor. The counseling services provided are expected to have a positive impact on employees, so that employees can develop their potential optimally.

One of the guidance and counseling services that can be given to employees of PT Djarum Central Lombok is group counseling services. Group counseling services are basically individual counseling services that utilize group dynamics. There are counselors who may be more than one person (PK and PK participants). There are clients, namely group members (whose numbers are at least two people). In group counseling there is a counseling relationship in an environment that is cultivated as such in individual counseling namely, warm, open, practical and full of intimacy. Where there is also the disclosure and understanding of client problems, tracing the causes of problems. Problem solving efforts (if necessary by applying special methods), evaluation activities and follow-up.

### **3 Discussion**

#### ***Overview of the Implementation of Group Counseling Services for employees of PT Djarum Lombok Tengah.***

To begin the implementation of group counseling for employees need preparation and the counselor must be professional. Counselors need to provide good structuring, so that the employees as participants really believe and believe in the ability of the counselor, so participants feel free and open in the process of group counseling service activities. For the participants, initially they did not make certain preparations. Thus the problem they will bring to each other in a large group is likely to be different, or even among those who "have no problem". Therefore different problems will arise which will be discussed through the dynamics of social interaction within the group.

Regarding the issues to be discussed in group counseling, in addition to the various problems mentioned above, the counselor can determine (through the agreement of the group members) certain issues to be discussed in the group. Submission of a single problem or topic as it is done when the main purpose of group counseling is the development of communication skills and social interaction of the members. By discussing one topic, the counselor brings and

directs all group members to be directly involved in the dynamics of group social interactions. With such goals, the topic or problem being addressed must be a topic that is warm, stimulating and challenging and in accordance with the level of ability of members, so that all members feel called to talk about it (Prayitno, 1999).

In the implementation of group counseling at PT Djarum Lombok Tengah, each member was asked to raise their problems one by one in turn. One group member felt that he was not in trouble. Six people from group members raised their concerns. In general, they raise problems related to the relationship between the atmosphere in the workplace, relationship problems with employers, relationship problems with fellow employees. And there are also those who raise problems related to their health conditions related to their supervisor's policies.

#### ***Participant's Comment on the Implementation of Group Counseling Services***

The following are the results of questions given to participants after completion of group counseling services. Participants answer without writing an identity to guarantee the confidentiality of their answers.

1. How do you feel after you take part in this group counseling activity?
  - a. Very relieved, because ...
  - b. Relieved, because ...
  - c. Less relieved, because ...
2. What knowledge did you get from the group's counseling activities?
  - a.....
  - b.....
  - c. ....
3. What are the opinions of the ladies and gentlemen after attending this group counseling?
  - a. Very Necessary, because...
  - b. It needs to be done, because...
  - c. No need to do it, because ...
4. Do you do after doing this group counseling activity, related to the ladies and gentlemen work of the as an employee of PT Djarum Central Lombok?
5. Should training like this be given to employees of PT Djarum Lombok Tengah?
  - a. Very necessary, the reason ...
  - b. Need, the reason ...
  - c. No need, the reason ...
6. What are your suggestions for the next activity?

The participants in the group gave the following answers:

- 1) After participating in group counseling activities, in general they are very relieved, because they in group counseling can freely express all the feelings and feelings they have been holding.
- 2) In general, the participants also said that there was a lot of knowledge and insights that they got with the activities and discussions with several friends in the group, plus one counselor in their group.
- 3) In general the participants argue that activities such as group counseling are very necessary to be carried out as a place for employees to open up, discuss all kinds of problems they face.
- 4) What needs to be done after participating in this group counseling activity is to make changes to oneself, positive thinking, realizing that the assignment given is a mandate from God that must be accounted for in the world and in the akhirat.
- 5) In general the participants felt that training such as group counseling activities needed to be carried out for all employees of PT Djarum Central Lombok, as refresher, a forum to discuss problems experienced, and can generate motivation in working as private employees.
- 6) In general, the suggestions put forward, the participants are that activities such as group counseling activities also need to be carried out not only for employees but also for leaders, so that leaders can understand the problems of their subordinates and can also find solutions to these problems.

#### 4 Conclusion

From the experience of group counseling for employees of PT Djarum Lombok Tengah, group counseling services are very attractive and are in demand by employees, they are generally, relieved and feel this activity is useful for themselves. They also want this activity, not only for employees, but for their leaders there is also a need for group counseling services.

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