Eclectic Approach as Idea of *E-EduCounseling* Preliminary System Model

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Abstract. Counseling is a dynamic and purposeful relationship between counselor and counselee. Directive approach was a counseling approach that concerned on the powerful experience of the counselor, which is he/she can direct the student to solve problem accordingly. Non-directive approach was a counseling approach that concern on the student centered counseling, which is allow the student to independency solve their own problem by counselor motivation and encouragement. Eclectic approach is introduced as one of the approaches which are integrated both directive and non-directive to be powerful balance educational counseling approach. In this study the superiority and experience of the counselor and independency of the student are considered as a balance key of counseling process. Furthermore, some weaknesses on the most of current e-counseling system model was focused on the users, however they forgot that each counseling approach has it unique process that can be considered. Therefore, this study try to integrate two different approach directive and non-directive become one known approach called eclectic approach. As the objective of the study an e-educounseling system model based eclectic approach are designed. The e-educounseling system model is focused on the real eclectic counseling process and not only focused on the functional requirements.

1. Introduction

Eclectic counseling is an approach which is integrates of two different methods or techniques [1]. The first technique are concerned in this study is a directive counseling technique which allows the lecturer to dominate the discussion to guide the students in solving problems. Second is non-directive approach which student with a bigger responsibility in solving their own problem with lecturer as couselor come to give motivation and encouragement.

Directive approach sees humans as individuals who have the potential to develop their ability, however sometime it to be difficult without guidance and counselor is needed to give guidance to the students to solve problems. The purposes of the directive approach are to solve client in this study was student problems by using intellectual ability and rational behavior and gain insight in solving problems. Methodology that can be used in this directive approach such as gathering the data and

analysis, synthesis, diagnosis, prognosis, counseling or treatment, and then follow up to know the effectiveness of the counseling has described by Raes, I [2].

The non-directive approach was called client centered counseling introduced by *Carls Rogers* written in [3] and [4] States that client centered approach is introduce the client as an expert on themselves and encouraged to understand on their own problems. Related to this study, non-directive approach encourage students to be more active and taking bigger responsibility in solving own problems, while lecturers as a counselor may help to encourage and create situations so that students can grow [2], it approach was also pioneered by *Jhon Fraser Roberts* which is states in [5] study.

Eclectic counseling is an approach in between of both directive and non-directive approach, or integrating both in order to gain balances of the discussion which is it among the most preferred comprehensive counseling approach [6].

Much higher education institution is concerned on improving student academic performance by assigning academic advisor which roles as student personal counselor. The issues that concerned at this study were related to the counselor superiority that needs to be balanced with the student responsibility in order to grow up student independency in solve own problems. Furthermore, as it information technology contribution, the e-eduCounseling system model are designed in order to resolve current problems on the current e-counseling study which is it has focus on the functional requirements development, but not referred on to any the technical approaches of the existing conventional counseling which is various. The objective of the study was implementing the eclectic approach in a preliminary design of e-eduCounseling system model system to minimize the above lacks.

2. Literature Review
Some related works are reviewed as motivation of this study, related to the theories and knowledge of eclectic approach and e-counselling which is it become the main idea of this study.

2.1. Directive and Non-Directive Approach
Directive and non-directive approach has they are own appropriateness to be used as approach in counseling activities or process. According to study of *Inez Raez* (2016) on the donor conception disclosure, both directive and non-directive is investigated in order to understand which approach are appropriate to be used in the donor conception disclosure [2]. However, the study shows that both directive and non-directive has they are own strength, should the counselor assist the student in making decisions according to the student own values as it the strength of non-directive, or should the counselor direct the student to a decision that is seen as the most appropriate, even the decision does not correspond to the student own value it can be seen as the superiority of the counselor which is show the strength of the directive approach [7]. In a counseling process the use of appropriate counseling approach is necessarily, either directive or non-directive or other approaches all have they are own advantage, depend on the objective of the counseling process that want to be achieved.

Directive approach most used as a therapeutic, medical, or psychology counseling as the approach need to be apply by the counselor who expert in the specific knowledge. As studied by Putman, et.al (2014) that directive counsel is applying by the physician to encourage patient believe that the decision made by the physician was best [8] it can be occur because physician was an expert. Related to the educational counseling, the counselor can be the one who can encourage student to accept direction from counselor as best.

Another side of counseling that famously known is the non-directive approach is called client centered counseling introduced by Carls Rogers. Through this approach students should be more active and take bigger responsibility in solving problems, while lecturers as a counselor can help to encourage

and create situations so that students can grow independently [2], it approach was pioneered too by Jhon Fraser Roberts which stated in [5].

2.2. Eclectic Approach Implementation in Educations.

Eclectic approach is considered as an effective counseling approach which is it avoid the domination of the directive or non-directive or other approach, rather it combines several counseling approaches to design an effective counseling process, and this approach was researched very well in most of teaching and learning disciplines [9], [10]. Eclectic approach enabled work done with modern teaching aids (e.g. audio-visual aids, computer) to be an extension of the method used in class. Eclectic approach was used as a therapeutically approach in teaching English for Arabian student [11], however it also possibly applied for other learning purposes.

The conventional counseling system weaknesses was encourage *Gichuru, et.al 2018* to develop a model students e-counseling portal to facilitate counseling activity between counselor and his/her student in Moi University, Kenya [7]. E-counseling portal that stated in Gichuru (2018) was to solve the lack of difficulty of student physical access due to the time, and distance. However, the important keyword of 'guidance and counseling help' is highlighted as important in the school which it also stated in Oye,et.al (2012) that counseling approach should be guidable to improve student understanding of education, vocational and social information to students [12]. Guidance and Counseling help is not necessarily get options of directive or non-directive it should be integrated to build values [2] of the counseling process from both counselor and student perspective which is it eclectic aims to.

3. Preliminary Design of E-EduCounseling System Model

The eclectic approach is a integration of directive and non-directive techniques whereby through this integration both the counselors within the scope of this study are occupied by lecturers, and the clients occupied by students able to communicate through which approach are appropriate to solve problem. The process of eclectic in this e-eduCounseling system model drive by two entities which is it counselor and student in the education environment. Target of the process was solving problem with direction and or motivation, it is taken from the concept of directive and non-directive approach. Figure 1 shows preliminary conceptual design of e-eduCounseling system model.

According to the system model drawn, directions are given as the result of the counseling process via directive approach, which is it show that dominance of the counselor over the student is shown. It is possibly when the counselor data experience is recorded as the reference to solve some similar problems accordingly. Another side of e-eduCounseling system model are non-directive approach which is resulted the motivation, the student will encouraged by provides question to get respond in order to trigger student motivation to solve own problems. The questions in the system model are rises based on data that collected from the pass or previous counseling data records or based on observational study that conducted to enrich the motivational data collection.
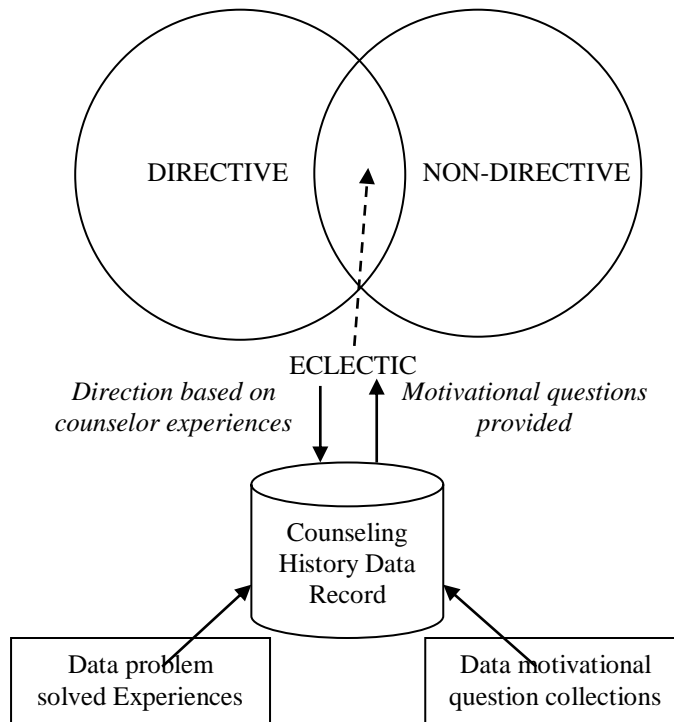
Figure 1. Eclectic approach in general process of preliminary design of e-eduCounseling system model

4. Preliminary Design of E-EduCounseling System Model

The method of e-eduCounseling system model is shown as in figure 2. This is the first phase of the study, which is preliminary study is conducted by doing literature review on the related works. Directive, non-directive, eclectic, counseling approach and e-counseling related works was become the keywords of the study findings. This phase is the preliminary study which understands the terminology, theories, knowledge, method, approach, techniques, and progress of previous works related to counseling and educational counseling is reviewed to get comprehensive references, and motivates to rise idea in creates a preliminary concept of e-eduCounseling design system as phase 1 result of study. At the next future extended phase a correlational study would be conducted to shows in detail relationship of directive and non-directive as a variables that integrated.
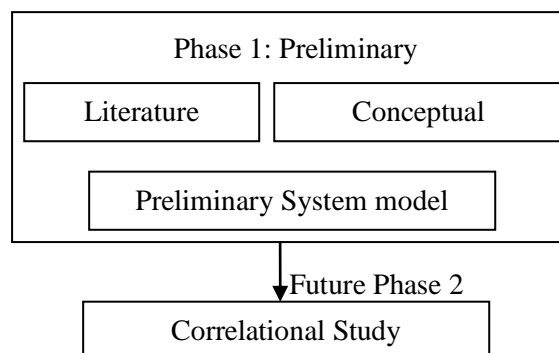

Figure 2. Method of the study

5. Preliminary Findings

E-EduCounseling system model is referred to the eclectic counseling approach which is direction based counseling (directive) is integrated with motivated autonomy learning (non-directive). Some

phases of the system concept is adapted from the research of Raes, I (2016) which is states that directive approach may be described integration of various techniques [2]. To describe eclectic concept as an integrated approach, in this study is added *data motivational autonomic learning* as a non-directive counseling approach in synthesis by the *data problems solved experiences* as directive counseling approach reference.

Preliminary result of this research was a preliminary design of e-eduCounseling system model based eclectic approach which is concerned on the counselor and student involvement in a counseling relationship encourage balance to generate both direction and motivational question in order to solve problems. The findings of this phase of study was focused on comfortable feeling of both counselor and students, it mean the communication can be combined between directive and non-directive counseling to allow not only from counselor superiority to made decision however the students independency need to be also considered. As a pointed finding of this phase 1 study are specified as in table 1 below:

Table 1. Finding of the Study

Directive	1	Focus on counselor superiority and experiences (counselor-centered counseling)
	2	Directives can be defined as a single perception based counseling
	3	The lack of directive is creating a monotony discussion
	4	Client (students) believe that the decision made by the counselor was best.
	5	The information are captured in the directive approach was directions or guidance.
Non-Directive	1	Client Centered Counseling, which is focus on client self-understanding.
	2	Creating an interactive counseling process between counselor and students.
	3	The counselor can help to encourage and create situations so that students can grow independently
	4	Guidance and motivations are important to improve student understanding.
	5	The motivation can be realized via generating question to encourage understanding.
Eclectic	1	Integrates Directive and Non-Directive
	2	Integrating both in order to gain balances of the discussion by designing direction and motivational questions.

Furthermore, as it information technology contribution, the e-eduCounseling system model are designed in order to resolve current problems on the current e-counseling study which is it has focus on the functional requirements development, but not referred on to any the technical approaches of the existing conventional counseling which is it various. Therefore, figure 1 shows the proposed preliminary design of e-eduCounseling system model that conceptualized from the understanding of eclectic approach.

6. Conclusion
As described in this paper from the introduction section which it theoretical understanding that directive and non-directive counseling approach has they are strengths. Powerfulness role of counselor directive approach can be integrates with self-motivation of student in order to solve problems via a more balanced counseling process or called eclectic approach. As the preliminary result is visualize the concept of eclectic counseling approach into a preliminary design of e-eduCounseling system model. The direction and motivation was become a keyword to represent the guidance and Counseling help by implemented in form of direction or guidance and providing motivational questions via a e-eduCounseling system process.

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Acknowledgments