



VIRTUAL PSYCHOSOCIAL THERAPY FOR MENTAL AND PSYCHOLOGICAL HEALTH RECOVERY DURING THE COVID-19 PANDEMIC

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ABSTRACT

For almost 2 years since February 2020 the Indonesian people have lived side by side with Covid-19. In Indonesia itself, various policies have been implemented such as Lockdown, Large-Scale Social Restrictions and Enforcement of Restrictions on Community Activities. These policies are certainly very influential on the economic system, industry, mental health and people's psychology. The World Health Organization (WHO) states that negative effects on mental and psychosocial health need special attention. Virtual Psychosocial Therapy is a virtual-based psychological therapy in an effort to restore mental and psychological health for people affected by Covid-19. This literature review is to identify innovations in virtual-based psychological therapy in efforts to restore mental and psychosocial health during the Covid-19 pandemic. The method used in this research paper is a literature review using the Google Scholar, Scopus, Science Direct database. There are 12 recent articles with the theme of virtual-based psychological therapy that we have reviewed with the year 2020-2021 published. From the results of our review of the 12 articles, there are 4 types of virtual-based psychological therapy, namely telepsychology, telemental, teletherapeutic and Cyber Counseling. The problems regarding psychological disorders experienced by the community are excessive anxiety during the pandemic and boredom as a result of the policies set by the government that require people to carry out almost all of their activities from home. There are 4 types of virtual-based psychological therapy that we have obtained, namely telepsychology, telemental, teletherapeutic and Cyber Counseling, which are carried out virtually by utilizing the development of science and technology through internet network communication media so that it can be done anywhere and anytime with a time agreed upon by the counseling and counselor so that there is no need to meet face-to-face during the Covid-19 pandemic. Virtual-based psychological therapy by utilizing science and technology developments is effective in improving the mental and psychological health status of the community during the Covid-19 pandemic.

Keywords: cyber counseling; psychosocial covid-19 pandemic; telepsychology; teletherapeutic; telehealth; telemental

INTRODUCTION

Coronavirus Disease is a virus that was first discovered in Wuhan since December 2019 and then spread to various countries around the world. This is a new threat to global health that can cause disturbances to the human respiratory system. One of the consequences of the Covid-19 pandemic is that several countries have implemented several new health protocols, WFH (Work From Home), Study From Home, Social Distancing, and Physical Distancing. Likewise in Indonesia, since the government implemented a new health protocol during the Covid-19 pandemic, all activities have been carried out from home. This virus is like the silent killer of the 21st century, capable of destroying millions of people, making the entire population of the earth feel anxious and trapped in fear.

According to the American Psychological Association (APA), anxiety is an emotional state that arises when individuals are stressed, and is characterized by feelings of tension, thoughts that make individuals feel worried and accompanied by physical responses (heart beats, blood pressure rises, etc.). Kartini Kartono, anxiety or anxiety is a form of lack of courage plus worry

about things that are not clear. Unreasonable fears, worries and anxieties ultimately present anxiety, and this anxiety will certainly have an impact on behavior changes such as withdrawing from the environment, difficulty focus on activities, difficulty eating, irritability, low emotional control of anger, sensitive, illogical, difficulty sleeping. Sometimes it will also be born in the form of psychosomatic disorders in the form of skin allergies, shortness of breath, fast heart beat, cold sweats and nausea.

On the official website of the World Health Organization, it was recorded that on June 21, 2020, 8,708,008 cases of Covid-19 infection were found in 216 countries/areas with 461,715 deaths. In Indonesia, the first case of Covid-19 infection was reported in March 2020 in Depok, West Java. Based on the official website of the Indonesian government, as of June 21, 2020, confirmed positive cases have reached 45,891 with 2,465 deaths. Meanwhile, in Roul's 2020 study of Italian society for 3 weeks during lockdown in the spring of 2020, it was found that more than a third of the sample experienced post-traumatic stress. Moreover, a systematic review of the effects of the pandemic on the general population found that from 19 studies, relatively high levels of anxiety and stress were found. A study conducted on 1,210 respondents from 194 cities in China in January and February 2020 found that 54% of respondents rated the psychological impact of the Covid-19 outbreak as moderate or severe, 29% reported experiencing symptoms of moderate to severe anxiety; and 17% reported experiencing moderate to severe depressive symptoms. This is a very high proportion and it is possible that some people may even experience a greater impact.

Study from home and Work from home or better known as online learning for a long period of time in Indonesia, makes most students who are studying outside the region decide to return to their hometown. However, this actually creates new problems for some people who are not ready to follow the quarantine process such as anxiety, stress, difficulty adapting, and other mental illnesses. As previous research explained that anxiety is the biggest impact during self-quarantine because you are not used to digital conditions and habits. In addition, study from home can also cause students to experience boredom during the online learning process. Learning boredom is caused by monotonous and routine activities carried out every day, such as the number of tasks given by the teacher with certain deadlines, boredom in doing assignments, high task and learning demands, and rules that are not easily understood. The aspects of learning saturation are emotional exhaustion, physical fatigue, cognitive fatigue, and loss of motivation.

The implementation of new health protocols during the Covid-19 Pandemic such as calls for self-isolation, job loss, financial difficulties, and the death of loved ones due to Covid-19 has the potential to affect the mental health and well-being of many people. These things certainly trigger the emergence of various mental health problems such as stress, anxiety, depression, panic disorder, insomnia, obsessive compulsive disorder, rejection, anger, and fear globally. Due to the current condition of the Covid-19 Pandemic, which requires all activities to be carried out from home and limiting in-person meetings, the psychological disorders experienced by the community due to the pandemic can be done online by utilizing today's technological developments. Psychological health services based on virtual therapy can be an effective choice for clients and therapists because they are easy to reach, can be done anytime and anywhere, and offer physical distance that can facilitate sensitive discussion processes.

METHOD

This literature review, identified from Google scholar, Science Direct, Sinta, Scopus, Proquest. The articles used are articles in the year 2020-2021. This search strategy is based on the following Virtual Psychosocial Therapy titles: telepsychology, teletherapeutic, telemental,

cyber counseling, telehealth, psychosocial covid-19 pandemic. From the search results that match the keywords in Science Direct, there are 45 results and 4 articles are used. Google scholar 662 results, used 2. Scopus has 83 results, used 6. The articles included in this literature review are those that use PICOT data analysis (P: Clients with psychological disorders due to the pandemic, I: Virtual Psychosocial Therapy in the Covid-19 pandemic era, C: -, O: Implementation model of virtual psychosocial therapy for clients during the pandemic, Q: - The inclusion criteria of the review article were patients with psychological disorders due to the covid-19 pandemic, all virtual therapy models and all articles with the theme of virtual psychosocial therapy. The exclusion criteria for this article review was not to use a systematic review article. The purpose of this review article is to find out and identify the application of telepsychology, telemental and teletherapeutic to reduce psychological disorders in the covid-19 pandemic. Outcomes such as depression, stress, anxiety, fear can be controlled. The data extraction and management of this review article are viewed from the same theme, the latest year, and virtual psychosocial therapy. The data selection was carried out by three reviewers.

RESULTS

Research Overview

The sample used in the study varied with a minimum number of 23 and a maximum number of 300 participants. There are three research sites in Asia (Australia, Indonesia), four studies in the United State (USA), three studies in Qatar, England, and Saudi Arabia. One of the studies was conducted in a European country (Belgium, France, Germany, Netherlands, Spain, etc).

Visual Psychosocial Therapy Program

Collaborating with the Centers for Medicaid, one study was conducted by the Department of Mental Health and the Department of Psychology, one study was conducted by the Department of Guidance and Counseling, some studies did not contain an explanation of program leader practitioners.

Telepsychology

In each country has its own name to define health services virtually, Telepsychology itself is the name used in the United States. In Saudi Arabia it is called Telemedicine. Telepsychology is a comprehensive health service provided remotely through the media of communication technology. The telecommunications technology referred to here is not only related to the internet, but includes all communication technologies such as telephones, cellular devices, interactive video conferencing, email, chat, text, websites, and social media. In service delivery, communication can be synchronous, i.e. communicating in real time (eg interactive video conferencing, telephone) or asynchronously (eg email, bulletin boards, or stored information). So with the existence of two kinds of Telepsychology services, it is not limited to services via telephone and voice only. But they can interact for real because they can see the physical of the counselor.

Services using Telepsychology are the same as services provided face-to-face, one of which is the documentation stage. Telepsychological documentation: all telepsychological procedures and activities must be officially recorded in the patient's medical record and must include information relating to the telepsychology service provider, the location of the consultation, activities performed, date and time of consultation, and details of all psychological procedures and services provided along with all observations made during the consultation. Based on the research articles that have been carried out, it is found that the depression/anxiety subscale does not have a reliable limit score or index. The score is ranging from 0-24 with a higher score indicating the level of internal symptoms. This shows a decrease from before and after

treatment.

Telemental

Telepsychiatry, also known as telepsychiatry, is the implementation of digital devices, interventions, communications and communications that provide remote health services. Based on research articles, the number of COVID-19 continues to increase from the lowest to the highest, this condition causes the provision of telemental services to decline from 52.2% to 39.1%. The results of the study indicate that all regions have implemented this telemental service before the COVID-19 outbreak. Where for districts with low population density (low quartile) have health service facilities telemental services. Meanwhile, districts with high population (high quartile) have telemental service facilities of 83.8%. With the implementation of telemental services, it is proven to increase client satisfaction. This is evident from the report on post-treatment, namely 87.0% rate the quality of the service received as "very good".

Cyber Counseling

Based on a study with a sample of 106 participants consisting of 68.9% women and 31.1% men. most of the participants in this study were female school counselors with a bachelor's degree in guidance and counseling programs working in municipal private schools. As many as 72% of schools that provide scheduled classical guidance services every week. Most school counselors use Google Forms (69%), Video Maker (60%), and PowerPoint without narration (57%). As many as 50% of school counselors often use Google Classroom as an online medium. There are three types of online or cyber counseling, namely textual, audio, and audiovisual. Cyber counseling or E-counseling is done online using a peer counselor system. Peer counselors as an effort to communicate and listen between teenagers to find out what problems are going on. Peer counselors if studied can be included in the explanation of social support theory. Between peers provide support to be able to develop themselves in a better direction. This support can be in the form of emotional support or appreciation, instrumental, information, and companionship.

DISCUSSION

Telepsychologi

It is a method used during a pandemic to overcome psychological disorders. This is evident from the research conducted, which can reduce the number of anxiety in the COVID-19 crisis, because the service does not require many requirements and costs are affordable. In terms of terms, telepsychology has different names, such as telemedicine, telemental telepsychiatry, and so on. To overcome this psychological problem, Telepsychology has been proven to reduce stress and anxiety, as evidenced in existing research articles.

In its application, telepsychology uses communication media such as email, video calls, social media, and other information media. The term telepsychology is a measure used to overcome the impact of COVID-19 because the impact of COVID-19 can affect mental health which includes psychology, anxiety, and stress. From some of the explanations above, in my opinion, telepsychology can be used to overcome the impact of COVID-19 because the impact is very global, starting from the economic to socio-cultural aspects. In addition, in recovering from COVID-19, there are also Large-Scale Restrictions (PSBB) so that distance therapy is very effective.

Telemental

Telemental or known as telepsychiatry is a health service that is used to treat a person's mental problems. However, from several studies that have been carried out this telemental service is

still limited, especially in rural areas. This is in contrast to areas with high levels of COVID-19, in those areas that have fairly good mental health services. The reason is because it must also be adjusted to the benefits in that location and also the geographical location of an area.

In its application, telemental is not much different from telepsychology, namely by applying long-distance technology such as video calls, video conferencing, email, and so on. The recording is also the same as for other health services, namely by being communicated according to the format of each agency. In the research conducted, telemental is not only used for services when exposed to a disease, but is also used for preventive/preventive actions. During this pandemic, of course, we need health services that do not endanger ourselves and must also be in accordance with government policies, namely minimizing virus transmission, one of which is by maintaining distance and minimizing going out of the house. Of course this telemental is appropriate to use because telemental itself can serve remotely.

Cyber Counseling

In practice, Cyber Counseling has several terms that are commonly used including online or internet therapy, electronic counseling, electronic therapy, cyber therapy, email therapy, web-based counseling, internet counseling, synchronous single-session counseling, and e-mail therapy. The applications that can be used in the implementation of cyber counseling are social networks in the form of zoom meetings, cloud, google meetings, google talk, line, whatsapp, email, facebook, and other types of applications, both cell phones and instant messaging.

Cyber counseling is one of the strategies that can be used in the implementation process of providing virtual-based Guidance and Counseling services. In other words, it can be concluded that cyber counseling is a process of providing assistance to counsees which is carried out virtually or through internet network communication media that can be done anywhere and anytime with the counselee's agreement with the counselor so that the implementation is more effective and efficient. Cyber counseling has become an enabling tool to help millennials when they face the challenges of emotional and mental well-being during the Covid-19 pandemic. The disadvantage of cyber counseling is that counselors are hesitant in using technology due to the counselor's inability to use technology. The advantages of cyber counseling are that media such as facebook, instagram, skype, twitter, whatsapp are easy to use, have confidentiality principles, are practical, so they can be accessed from anywhere and anytime.

CONCLUSION

Virtual Psychosocial Therapy is a psychological therapy carried out to overcome mental disorders during the Covid-19 Pandemic. There are various kinds of virtual-based psychological therapy, namely telepsychology, telemental, teletherapeutic and Cyber Counseling. This virtual-based psychological therapy utilizes the development of science and technology effectively in improving the mental and psychological health status of the community during the Covid-19 pandemic. The technology commonly used in applying virtual-based psychological therapy is WhatsApp, Instagram, E-mail, Zoom, Classroom, and others. Thus, counseling can be done online from anywhere and anytime.

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