

ABSTRACT

YULIE MARTA AULINA. STANDARDIZATION OF COUNSELOR SERVICES IN DEALING WITH STUDENT PROBLEMS IN THE GLOBAL ERA

Keywords: Counselor Standards, services, Students

The purpose of this study is to determine the service standards of school counselors in helping students' problems in the global era, with a focus on counselor standards in the field of counselor competence and academic qualifications.

This research is a qualitative research by revealing field findings by thoroughly describing the information obtained in the field, The method of collecting data / information in this study uses interview techniques, observation and documentation, in this case the researcher analyzes the data / information through. 1) data/information collection, 2) Data/information reduction, 3) data/information presentation, 4) conclusion drawing.

The results showed that school counselors at Madrasah Aliyah Raudhatut Thalibin had not fully met the counselor competency standards and academic qualifications described by the national education department. This imperfection occurs because school counselors have not collaborated with other professional experts such as psychologists and psychiatrists in dealing with problems experienced by students and they do not have a formal educational background, namely professional counselor education. The implementation of services by school counselors to students has been going well and quite innovative in keeping up with the times.