

Analisis Resistensi Klien dalam Proses Konseling
Analysis Of Client Resistance in The Counseling Process

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Abstrak

Konseling merupakan hubungan antara konselor dan klien yang sifatnya terapeutis. Proses terapeutis menekankan pada pengembangan hubungan terapeutis dengan klien dan mengembangkan tindakan strategis yang efektif untuk memfasilitasi terjadinya perubahan. Konseling tertuju kepada kondisi pribadi yang mandiri, sukses, dan berkehidupan efektif dalam kesehariannya. Kondisi-kondisi yang dimaksudkan itu tidak datang dengan sendirinya, melainkan melalui pengembangan yang terarah. Konseling akan berhasil jika konselor dan klien bekerjasama dalam mencapai tujuan konseling yang telah disepakati bersama, serta menghindari hambatan-hambatan yang terjadi dalam proses konseling. Hambatan itu salah satunya adalah resistensi klien, yaitu sikap penolakan atau pertahanan klien yang tidak sejalan dengan tujuan konseling. Konselor dituntut untuk dapat mengatasi hambatan tersebut dengan baik, agar tercapainya tujuan dalam konseling.

Kata Kunci: resistensi, *counseling*, *client*, *counselor*

Abstract

Counseling is a therapeutic relationship between counselor and client. The therapeutic process emphasizes developing a therapeutic relationship with clients and developing effective strategic actions to facilitate change. Counseling is aimed at the personal condition of being independent, successful, and living an effective life in daily life. The intended conditions do not come by themselves, but through directed development. Counseling will be successful if the counselor and client work together in achieving mutually agreed upon counseling goals, and avoiding obstacles that occur in the counseling process. One of the barriers is client resistance, namely the client's attitude of rejection or defense that is not in line with the purpose of counseling.

Keywords: resistance, *counseling*, *client*, *counselor*

Introduction

The general purpose of guidance and counseling is to help individuals develop themselves optimally according to their developmental stage and predispositions (such as basic abilities and talents), various backgrounds (such as family background, education, socioeconomic status), and in accordance with the positive demands of the environment (Prayitno & Erman Amti, 2004). More specifically, counseling services are focused on personal conditions that are independent, successful, and have effective lives in their daily lives. The intended conditions do not come by themselves, but through directed development, namely through education in which there are counseling services.

Basically, counseling is a therapeutic relationship between counselor and client. The therapeutic process emphasizes developing a therapeutic relationship with clients and developing effective strategic actions to facilitate change. In the counseling process, not only counselors play an active role, but counselors and clients work together to create counseling goals. In the counseling process, it does not always run smoothly, there are many obstacles that occur, both from the client and mistakes made by the counselor. One of them occurs resistance to the client, namely the rejection or defense of the client that is not in line with the goals of counseling. Many factors that cause resistance will be discussed here along with the analysis and techniques that will be used by the counselor.

Research Method

This research is a library research or library research, namely research that focuses on the study of reading sources and aims to find similarities, differences, compare or combine the values of thought contained in each reading source so as to give birth to a new thought from the results of the study. According to Cresweel (2011) a literature review is needed in order to share data with readers about the results of research related to the research being tried when researchers mix research with existing literature and fill in the parts that have not been previously available. Literature study is a study that can be used to collect information using existing data in libraries, historical stories, books, etc. (Mirzaqon, 2018). Literature research can also pursue various references and similar research results that are useful for obtaining a theoretical basis for the problems to be studied by Sarwono (2006).

Findings and Discussions

a. Definition of Resistance

Resistance in the psychoanalytic view is anything that goes against the progress of therapy and prevents the client from producing previously unconscious material. According to (Corey, 2017) the term resistance in counseling is often used for clients who don't do what the counselor wants them to do. Resistance is the client's reluctance to bring awareness to the surface of the subconscious that has been suppressed. Resistance refers to any idea, attitude, feeling, or action (consciously or unconsciously) that promotes the status quo and blocks change.

Resistance is usually adopted from our consciousness, when resistance functions chronically; it can lead to dysfunctional behavior. Since resistance is developed as a means of coping with life situations, they have positive qualities as well as problematic ones (Corey,

2017). Where as according to (Otani, 1989) resistance is a common phenomenon in counseling and something that is important for counselors to know. Meanwhile, according to (Hikmawati, 2010) resistance is a characteristic of the defense system; Contrary to the goals of counseling, this barrier is the result of an external defense system that protects the client from “situational threats” or a defense system that protects the client from unconscious impulses from the client's (core) system.

All resistance describes the client's refusal to be self-sporting. He must therefore confront the advantages of resistance (Perls, 1973). According to Gladding in (Lubis, 2001) clients who are resistant are clients who do not want or refuse change. This resistance occurs because the client is not willing to go through the pain that the counselor demands for change to occur. In this case, the client persists in his current behavior even though the behavior is no longer productive and dysfunctional.

According to (Brammer, 1982) in general, the counselor sees resistance as something that opposes progress in problem solving and therefore the counselor tries to reduce it as much as possible. On the other hand there are counselors on the contrary, seeing resistance as an important phenomenon for intensive analysis. They believe that the form of resistance from the client during the counseling process can be understood by the counselor as a form of the client's defense system and from there the counselor can find out the client's secrets by understanding and changing the client's personality.

From the above opinion, it can be concluded that the client's resistance in the counseling process is the client's refusal or defense to not want to follow the direction of the counselor, either in changing behavior, or achieving counseling goals. The resistance carried out by the client, should not make it a form of hostility between the client and the counselor, but the counselor should be able to make it a gap in understanding the client and assist him in achieving the goals of counseling.

b. Classifications of Resistance

According to Mulawarman & Eem (2016), based on the emergence of resistance, it can be classified into two types, namely internal resistance and external resistance. Internal resistance comes from the client's own personality, and external resistance arises as a result of counseling, for example the influence of the techniques used by the counselor or the counselor's counter-transparency attitude. Likewise, according to (Brammer, 1982) classifying with 3 sources of resistance, namely:

1) Internal Resistance

This internal resistance stems from the client's tendency to back down in an effort to carry out counseling goals with the counselor. Feelings of anxiety, fear, or not wanting to be independent, usually stem from feelings that arise from the worries of judgmental labels. Another phenomenon that creates resistance is reification anxiety; that is, the client's fear that verbalizing feelings will make the condition real. An example of a basis for this denial is a reluctance to express anxiety about suffering from cancer, death, or the loss of a love.

2) External Resistance

Some counselors believe that external resistance grows from poor technique. Clients may misunderstand the counselor's role or they may not believe in the value of verbalization.

Clients may not realize that counseling takes time; therefore, they may not like to spend the time they could devote to other activities.

3) Mixed Resistance

The client's perception of threats in the counseling process, resulting in impulsive reactions from the client. On the other hand, because the counselor's manners are the trigger for so much resistance, counselors must continually learn their techniques and professional settings to reduce external resistance cues. This resistance is in the form of mental fatigue, psychosis or foreign language barriers that the client does not understand but the client interprets in a negative way, which triggers impulsive reactions in the client.

c. Analysis of Client Resistance

According to Maurer (2005) writing about "appreciating resistance" as a creative adjustment to a situation rather than something that must be overcome. Maurer claims that we need to respect resistance, take it seriously, and see it as "energy" and not "enemy". The point is that if there is resistance from the client, the counselor should look at it from a positive perspective. Make this a gap in better understanding the client's character and assist the client in achieving counseling goals.

In accordance with the above discussion, resistance can be classified based on its source, namely internal and external resistance. If it is dug deeper, according to (Luddin, 2014) resistance occurs because of the conflict in him. In accordance with his field studies, resistance can occur due to several reasons, the first is from an internal client perspective, namely the presence of clients into the counseling process, clients who come to counselors not because of their own volition. Then from the external side of the client, such as the bad image of the counselor in the eyes of the client, this situation causes resistance to follow counseling services because they are afraid and unsure of being punished when dealing with the counselor. In addition, students are resistant to meeting counselors because they consider the meeting to be something that can open disgrace.

Resistance analysis is intended to make the counselor aware of the reasons for the occurrence of resistance in himself. The counselor asks the counselor's attention to interpret the resistance. The counselor must try to direct the counselor by conducting a heart-to-heart dialogue so that the counselor can get out of the situation that is used as a "shield" to enter the problem he is facing. To do this, a counselor must use gentle means. Counselors must not criticize or give negative labels for behavior that shows resistance. There are several things that counselors need to avoid regarding relationship building in the counseling process. According to Yeo in (Brammer, 1982) there are five things that need to be avoided in the counseling process, namely:

1) Indifference

Clients are treated as patients or cases who view them as incompetent, dismissive, "sick". There is a feeling of being uninvolved and not caring about them.

2) Impatient and angry

Counselors will be angry with clients if they do not complete assigned tasks or do not show cooperation in counseling meetings. Counselors perceive clients as stubborn, unpredictable, stubborn or to be understood because the counselor has no other choice but to deal with them. This should be avoided and should not be done because when the counselor is

impatient and angry, the client feels more and more burdened and of course it will be very difficult to form a parallel relationship in the counseling process.

3) Keep giving advice

Sometimes counselors inadvertently give advice to clients because they think that in making decisions the client is too complicated.

4) Emotionally affected

Clients may react to us in such a way by bringing up latent or unresolved emotional problems. Counselor's may find themselves feeling very sad because of the problems their clients are experiencing and eventually feeling depressed.

5) Not creative

Counselors cannot make reforms and instead have a tendency to do the same things. Whenever the counselor is dealing with the same type of client, the counselor does the same for the client. In other words, being passive, not trying new things in giving treatment to their clients. In this case, the counselor should always try to improve his abilities and knowledge in order to provide the best service for his clients.

d. Counselor's Technique for Handling with Client Resistance

The techniques most often used by counselors according to Brammer are questions, personal references, approval, reassurance, non-personal illustrations, and humor. The main purpose of using these (appropriate) techniques is to keep the client on counseling and to prevent the client from losing confidence in the counselor. However, if that alone is not enough, then according to (Brammer, 1982) the steps that can be taken by counselors are:

- 1) The technique of noting but ignoring the client's symptoms. Instead of blaming himself or the client, the counselor concentrates on understanding the client's unique defense style or security operations
- 2) Minor adaptation techniques. The main goal is to reduce the client's defenses and to maintain exploration of the problem. For example, asking a question that the client can answer casually. Then it can be done by pausing for a moment, changing the sitting position to be more relaxed. And the provision of wise humor, where the client does not feel silly for the humor given by the counselor.
- 3) Temporary defensive techniques, changing the subject gently, limit the involvement of the counselor's and client's egos.
- 4) Direct manipulation technique, involves explaining what the client is doing to resist. This technique helps clients develop tolerance and acceptance of their own resistance. Example: *"let's talk about what you don't want to talk about"*.
- 5) Direct confrontation, or direct question and answer around the theme of resistance.
- 6) Resistance within the group: counselors help members differentiate their feelings from those of other groups more clearly.

Simpulan

In the counseling process, the occurrence of resistance from the client is a normal thing. Moreover, clients come to the counselor voluntarily, or forced. Make resistance from clients a positive thing by discovering the secrets of client attitudes and also understanding the occurrence of resistance in clients. In terms of resistance, the counselor should not be

provoked by emotion, nor should he be upset. Give full attention to the client and do not be pushy by talking about the same topic. In addition, the counselor must also make the client aware of this resistance.

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