



Application of person-centered counseling approach in handling adolescent identity crisis

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Suggested Citation:

Anjani, O.R. (2024). Application of person-centered counseling approach in handling adolescent identity crisis. *Global Journal of Guidance and Counseling in Schools: Current Perspectives*. 14(2), 78-86. <https://doi.org/10.18844/gjgc.v14i2.9435>

Received from January 1, 2024; revised from March 20, 2024; accepted from August 5, 2024.

Selection and peer review under the responsibility of Assoc Prof. Dr. Nur Demirbas Celik, Alanya Alaadin Keykubat University, Turkey

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Abstract

Adolescence is a transitional period from childhood to adulthood, where adolescents find an identity. In this context, the Person-Centered Counseling approach has a crucial role in handling the identity crisis in adolescents. This person-centered counseling approach, focusing on four key elements of unconditional acceptance, empathy, deep understanding, and counselor congruence, offers a framework that supports the development of positive self-esteem. Through an in-depth literature review, the present study details the concept of self-esteem, the principles of the person-centered counseling approach, and the counseling techniques used to address identity crises in adolescents. This scientific study is a literature study that collects data or information from existing literature. The results of the literature research show that this approach is effective in dealing with identity crises in adolescents, thus providing significant benefits for the emotional well-being and personal development of adolescents. This article encourages the awareness that applying an individual-focused counseling approach is important to improve adolescents' quality of life and recognize adolescents' self-identity.

Keywords: Adolescent; identity crisis; person-centered counseling.

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1. INTRODUCTION

Each phase of growth in people has its characteristics that distinguish it from other stages of growth. Every stage also has particular prerequisites and criteria that apply to each individual. As a result, depending on the stage, a person's capacity for behavior and action changes (Sari et al., 2023). In adolescence, each person has different characteristics than in childhood, adulthood, and old age. According to WHO, adolescents are the population in the age range of 10-19 years. Furthermore, according to Regulation No. 25/2014 of the Minister of Health of the Republic of Indonesia, adolescents are residents in the age range of 10-18 years. Adolescence is a transitional period from childhood to adulthood. During adolescence, individuals experience rapid growth and development, both physically and mentally (Ardi, 2014). In this modern and technology-based era, the spirit and understanding of nationalism have increasingly faded due to globalization. This is a challenge along with the growth of modern human life. Globalization has spread positive effects and even many negative effects that are difficult to filter. All of these negative effects can have an impact on the self-identity of a person born in a region (Hanugh et al., 2021). In addition, globalization has had a significant impact on society, especially on adolescents, because the globalization era opens access to various cultural influences, technology, and information from all corners of the world. This phenomenon creates new challenges and opportunities for adolescents (Muliansyah, 2023).

Adolescence is a very important period in development because adolescence is a period of self-development of an individual's self-identity. The main goal in adolescent development is the formation of self-identity (Gunawan et al., 2021). Currently, it is often found that adolescents experience a crisis due to helplessness in dealing with existing changes and what is happening to them. Schools are also required to organize education that can prepare human resources with character to face the challenges and changes of the times (Lestari et al., 2021). Currently, so many teenagers are experiencing an identity crisis commonly referred to as a self-identity crisis. They do not know how to behave, have principles, hope, and do amid a life full of choices of mindsets that offer their respective "truths". The process of searching for self-identity can also be referred to as identity crisis (Hidayah & Huriati 2016). According to Erikson, (1970) identity crisis is the stage of making decisions on important issues related to questions about one's identity. While some adolescents' identity crises are progressing well, others are not. In the formation of self-identity, some adolescents go through this phase quickly, and some are slow, with the possibility of failure. Thus, it is acceptable if some youngsters act appropriately in society and others break the rules.

When considering the identity formation process, teenagers who break the rules are more likely to be in the diffusion state, which is characterized by a lack of focus, exploration, and dedication to particular roles, making it difficult for them to identify who they are. They will easily avoid problems and tend to look for a way out (gratification) immediately. Diffusion status is often experienced by adolescents who are rejected and do not get full attention. They tend to do things that are not accepted or disliked by society, such as drunkenness, violence, and drug abuse as a way to avoid responsibility. This can also be caused by various factors, such as family, friends, society, and mass media that do not support the process of finding a teenager's self-identity properly and correctly so that he does not take bad ways to go through this phase of self-discovery (Putri, 2023).

For adolescents who experience an identity crisis, guidance and counseling services are needed to deal with problems of identity in adolescents. One of the services that can help adolescents facing an identity crisis is providing counseling guidance services so that adolescents have a better direction in life to understand their identity. Counseling is assistance or curative action provided by counselors to counselees, either individually or in groups, to overcome a problem being experienced (Sari et al., 2023). Based on

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Rogers (as cited in Ardi, 2014) counseling is an assistance relationship in which one party (counselor) aims to improve the mental abilities and functions of the other party (counselee), with the aim that the counselee can deal with the problems or conflicts he is facing better. In guidance and counseling services, counselors can use approaches to optimize their services according to the situation and conditions of the problems faced by their counsees. One of them is the person-centered counseling approach to improve self-identity. A counseling approach emphasizes the activeness of the counselee to explore revealing himself to the problems he faces (Arvanitis, 2023). The direction of the counselor's assistance emphasizes more on the self-understanding of the counselee personally, especially the awareness of feelings compared to the problem. The role of the counselor in these conditions is as a "good listener", and "self-mirror for the counselee", making it easy for the counselee to take the initiative because every awareness that arises will provide change and self-development and continue to self-actualize based on the counselee's perception (Tanod, 2018; Fei, 2023).

In guidance and counseling, various approaches can be used to help students overcome the problems they are experiencing, including in dealing with problems regarding self-identity. One approach that can be used is the Person-Centered approach. Wiryosutomo et al., (2019) state that the person-centered approach places great trust in the ability of the counselee to follow the path of therapy and find his direction. Rogers' (as cited in Ardi, 2014) notion of self implies that people have a rather stable sense of self-worth or self-esteem. A person-centered counseling technique, sometimes referred to as the person-centered approach, is required to support individuals in cultivating self-esteem within themselves. (Desousa, 2015; Nishikawa & Kuang, 2021). Here, the counselee is the one who understands himself and needs to figure out what is right for him to do. With careful empathy and an attempt to understand the internal framework of the counselee, the counselor pays attention primarily to the counselee's self-perception, moral identity, and perception of the external world (da Silva, 2023). Therefore, the person-centered approach is thought to be appropriate as an approach in guidance and counseling, to be given to adolescents to deal with problems regarding identity crises in adolescents (Patel, 2016).

1.1. Purpose of study

This article aims to determine the application of the Person-Centered Counseling approach in dealing with identity crises in adolescents. The study reviews the concept of self-identity, explains the main principles of the person-centered counseling approach, and presents findings from the literature that support the effectiveness of this method in addressing adolescent identity crises.

2. METHODS AND MATERIALS

2.1. Data collection

The method used by the author in this research is a literature review through library research. Library studies are related to theoretical studies and several references that will not be separated from scientific literature (Hafni, 2022). The main purpose of the literature study is to gain an in-depth understanding of the topic under study and collect relevant sources of knowledge (Abdullah, 2015).

2.2. Procedure

The steps of literature study research that researchers will carry out include; 1) identifying research topics; 2) searching for and selecting relevant literature sources, including books, journals, articles, and other documents; and 3) reading and analyzing selected literature sources to understand the content and findings relevant to the research topic; 4) recording important information from selected literature sources; 5) organizing and compiling the information collected according to the research topic; 6) writing reviews or reports that describe (Surayana, 2010).

2.3. Data analysis

The data analysis technique used in this literature research is the content analysis method. This aims to maintain the immutability of the review process and prevent and overcome misinformation (human misunderstanding that can occur due to the lack of knowledge of the researcher or the lack of literature writers), so inter-literature checks and re-reading of the literature were carried out. This principle was chosen considering the limited ability of researchers who have not been able to conduct in-depth and more detailed literature reviews. In addition, the purpose of using the principle of simplicity and ease was to make it easier for readers to understand the core content of the application of the Person-Centered Counseling approach in dealing with adolescent identity crises.

3. RESULTS

3.1. Adolescent identity crisis

Erikson, the psychosocial theorist, asserts that identity is the process by which teenagers work through their difficult experiences to develop and formulate the value of loyalty (commitment), specifically the capacity to uphold freely pledged loyalties in the face of unwelcome conflicts between value systems (Hidayah & Huriati 2016). Understanding oneself through self-evaluation and observation allows people to develop a self-identity, which is the realization that they are unique from others. Non-affected by roles, qualities, or goal achievement, self-identity is the total of all components of one's self-concept. A person who has a strong sense of self-identity will see himself as different from others, and there is no one like him. Independence arises from feelings of worth (self-respect), ability, and self-mastery (Putri, 2023). The word identity refers to the characteristics, signs, or identities that are inherent in a person or group so that they can distinguish themselves from others. This identity is a whole or totality, that shows the characteristics of a person's special condition or identity from biological, psychological, and sociological factors, based on the behavior of each individual (Pasaribu & Novalina, 2023).

Identity crisis consists of several factors that affect a teenager. First, factors that come from the family; the most important factor in influencing young people is related to their respective self-identities. A child can develop a positive self-identity if their family is strong, values providing the necessities of a happy life, and can help them reach their full potential (Pasaribu & Novalina, 2023). Furthermore, the socioemotional interactions between parents, siblings, and other family members who exhibit positive attitudes or behaviors toward children to make them feel completely loved are indicative of a healthy family. Children and parents are also in close proximity to one another and feel warm, which promotes a more peaceful relationship. The effect is that they can discover who they are as a whole and preserve internal consistency in the face of any upheaval (Seemüller et al., 2024). The next factor is the environment. This environment has a significant impact on influencing a person, so there is also a huge impact of the environment on the development of a young person's identity. One of the closest environments is the social environment which includes friends, teachers, and neighbors (Sedillo-Hamann, 2023). Human connections and other aspects of life in the surrounding environment involve interactions with other people on an individual and collective level. In terms of how young people develop and mature in their quest for their own identities, this component is also crucial.

Self-identity formation in adolescents has an important role in supporting the development of their daily lives, especially since adolescents go through phases of identity development (Tanod, 2018). The formation of adolescent self-identity is very important because the developmental task at that time is to

adjust to the changes that exist in him (Sari et al., 2023). An identity crisis is experienced by teenagers if they are unable to appropriately manage themselves and do not know who they are (Putri, 2023). A self-identity crisis occurs throughout a person's adolescent developmental stage. Adolescents at that age tend to search for who they are, and what they have been and will continue to be (Hidayah & Huriati 2016). Important virtues in identity are the aspects of human personality that accrue over time. The formation of adolescent self-identity is very important because the developmental task at that time is to adjust to the changes that exist in him. Self-identity formation requires two aspects, namely exploration, and commitment (Ardi, 2014). Exploration shows a period where a person tries to choose a way out of the choices available. This will help adolescents to know themselves compared to others which will then affect the attitude shown. Meanwhile, commitment is an effort to make decisions about work or ideology and determine strategies to realize or realize these decisions. The commitment makes adolescents not easily influenced by others and will try to defend the decisions they make. Therefore, adolescents should be given time to experiment with their identity before practicing the role or value they choose (Berdibayeva et al., 2014).

3.2. Person-centered counseling approach in managing identity crisis

The Person-Centered Counseling approach has evolved in its application, ranging from nondirective, counselee-centered, and student-centered approaches to person-centered approaches. The basic ideas of the centered Counseling approach were developed by the famous figure named Carl Rogers from the humanistic movement in psychotherapy, especially about the central role of the counselee-therapist relationship as a means of growth and change and have been incorporated in many other theoretical approaches (Desousa, 2015). "If I can provide a certain kind of relationship, the other person will find in himself the ability to use that relationship for growth and change, and personal development will occur" (Patel, 2016). The relationship in person-centered counseling is warm, not that the counselor always agrees with the wrong attitudes and behaviors of the counselee, but that the counselor and the counselee establish a good relationship and are still able to establish a professional counseling relationship. (Wiryosutomo et al., 2019). Relationships in person-centered counseling: 1) Focuses on the responsibility and ability of the counselee in finding ways to deal with reality; 2) Emphasizes the phenomenal field of the counselee. The counselee no longer rejects the experience as it is; 3) Counseling principles based on human psychic maturity are rooted in the human self. So, a constructive counseling relationship occurs because of the relationship between the counselor and the counselee; 4) The counseling relationship is not carried out with a certain set of techniques, but this approach focuses on the person so that the counselor and the counselee show human traits and participation in the growth experience (Barida et al., 2022).

The techniques used in the person-centered counseling approach are different from the techniques used in other counseling approaches. The difference is that other counseling often focuses on something that the counselee can do during the counseling session, whereas the techniques used in person-centered counseling are used by the counselor to create an environment that facilitates the process of self-awareness (Patel, 2016). According to Chasanah et al., (2020), counselors must have three basic attitudes in understanding and helping counselees, namely congruence, unconditional positive regard, and accurate empathic understanding.

1) Congruence. The concept refers to how the counselor appears real, whole, authentic, and not fake and integrated during the counseling meeting. The counselor is not allowed to get emotionally involved and share feelings impulsively with the counselee. Congruence is whether the counselor is sincere and authentic in his/her words and deeds. Often, if the counselor says one thing but the body language reflects

another, the counselee is aware of this and this can affect their confidence and openness to the therapeutic relationship (Chasanah et al., 2020).

2) Unconditional positive regard. Unqualified attention is not interfered with by evaluating or judging the thoughts and behaviors of the counselee as bad or good. The greater the degree of liking, caring, and warm acceptance of the counselee, the greater the chance of effecting change in the counselee. Acceptance refers to the acceptance of all people or recipients who come to the counselor. This does not mean that the counselee has to agree with everything the counselee says or does, but the counselor should see the counselee doing the best he or she can do and show this by expressing his or her concerns, rather than disagreeing with them. Unconditional appreciation allows the counselee to express their way of thinking without feeling judged and helps facilitate the change process by showing them that they are acceptable (Süle, 2023).

3) Accurate empathic understanding. This attitude is a crucial attitude, where the counselor is required to use his sensory abilities in empathy to recognize and explore the subjective experience of the counselee. The counselor's task is to assist the counselee's awareness of the feelings experienced. Rogers believed that if the counselor can reach the personal world of the counselee as it is observed and felt by the counselee, without losing his or her separate identity from the counselee, then constructive change will occur. Empathy is a skill that the counselor uses to demonstrate understanding of the counselee's emotions. Empathy is different from sympathy because sympathy is often interpreted as pity for the counselee, while empathy shows understanding and makes the counselee more open (Fadli et al., 2021).

The Person-Centered Counseling approach also uses non-directive techniques that refer to letting the counselee be the focus of the counseling session without the counselor. The counselor views the individual as a unified person and believes in the capacity of the counselee to identify their problems. Therefore, based on the techniques described above, the Person-Centered Counseling approach can be used in dealing with problems that occur in adolescents, especially regarding identity crises. The counselor is a helper and guide for students in overcoming problems in their lives. In this study, researchers focused on student self-identity by providing counseling services to adolescents. Counseling is a guidance and counseling service that helps counsees solve their problems (Ardi, 2014). The Person-Centered Counseling approach can be applied in handling these cases. Because of this counseling's unique approach and focus on the counselee, the counselor can help the counselee actualize himself by listening to stories from the counselee and helping the counselor become a better listener (Wiryosutomo et al., 2019). This Person-Centered Counseling framework is based on basic principles; first, the counselee is an individual who can choose goals, make decisions, and generally accept responsibility for their behavior; Second, counseling focuses on the present and future, not the past; Third, the interview is the primary tool in all counseling activities; Fourth, the responsibility for decisions rests with the counselee; Fifth, counseling focuses on changing behavior and not just helping counsees realize their problems (Sari et al., 2023). In individual counseling services, counselors can use the Person-Centered Counseling approach as an approach to improving student self-identity.

The basic goal of counseling is to create an atmosphere conducive to assisting the counselee to become a fully functioning person (Hansen et al., 2022). To achieve this goal, the counselor must try to understand what lies behind the mask used by the counselee. Conscious or unconscious counsees develop these masks to defend themselves from the threats they feel; this mask prevents the counselee from appearing by himself and even becoming alien to himself. The counseling process in this Person-Centered Counseling approach model is an illustration of how the approach process can be implemented (Desousa, 2015). The counseling process in the person-centered therapy or client-centered approach model is an illustration of how this approach can be implemented. The following is a counseling description of the approach; a)

counseling focuses on individual experience, b) counseling seeks to minimize feelings of threat and maximize and support self-exploration, c) through acceptance of the counselee, the counselor helps reveal, present, and integrate previous experiences, d) by redefining, experience, the counselee can achieve self-acceptance and accept others and become a fully developed individual, and e) interviews are the main tool in counseling to foster reciprocal relationships. This is in line with the opinion of Rogers (1959) where there are several conditions needed by the counselor, namely; a) acceptance, b) warmth, c) being present as it is, d) empathy, e) unconditional acceptance, f) transparency, and g) compatibility (Ardi, 2014).

This is what distinguishes the Person-Centered Counseling approach from other approaches, because this approach is found through the principle of attitude, and is based on three core conditions possessed by the individual, namely harmony, empathy, and unconditional positivity by the counselor to overcome relationship problems, this Person-Centered Counseling does not discuss the cause of the problem and find the best way. The individual who is the counselee in this counseling must have an open relationship with the counselor, which empowers the counselee to exercise control over their healing. So in the problem of identity crisis, this Person-Centered Counseling approach can handle the problem.

4. CONCLUSION

The search for self-identity in adolescence is very important for the development of adolescents' daily lives. In addition, providing counseling with a stronger Person-centered Counseling approach in early adolescence helps to explore their personality. Self-identity is directly related to behavior that can represent different roles for each individual in the social structure. Identity formation is a major psychosocial task in adolescence. Self-identity is a self-portrait composed of various types of identity. Counselors can assist counsees in developing their identity by providing counseling that focuses on counsees using person-centered counseling, where person-centered counseling is a fully counselee-centered approach that is the result of the counselee's hard work and the counselor only helps the counselee to recognize their problems. In addition, this approach can make the counselee actualize himself well. The techniques used are also suitable for dealing with problems regarding identity crises in adolescents.

Suggestions can be gleaned from this research for future researchers to find the right way to self-actualize adolescents with other counseling approaches. This approach to Person-Centered Counseling is still relatively new, and there is a dearth of research on identity crisis relief in particular. There is a hope that future researchers will be interested in performing more in-depth research to assist teenagers realize individual identity better. In terms of contribution, counseling teachers and other relevant parties in schools should be able to identify adolescents' sense of self, based on the findings of this literature review.

Conflict of Interest: The authors declare no conflict of interest.

Ethical Approval: The study adheres to the ethical guidelines for conducting research.

Funding: This research received no external funding.

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