Provision of Information Services to Prevent Intercultural Bulying Behavior

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Abstract

The aim of this research is to provide steps to prevent bullying behavior in students through information services. This research was conducted at SMAN 1 Stabat. The object of this research is class XI Ips students at SMAN 1 Stabat. The research method used in this research is descriptive qualitative. The data collection tools used were field observations, interviews with guidance and counseling teachers and providing information services to students. Data analysis in this research is qualitative descriptive using the Miles Huberman model. The results of this research are that the implementation of the information services provided really helps students in preventing bullying behavior between cultures that have differences in terms of accents or dialects. These differences greatly influence students' social environmental responses, becoming the subject of student jokes which results in bullying. With this information service, students can find out how to prevent intercultural bullying.

Keywords: Bully, Information services, Intercultural

Introduction

The difference in the characteristics of each individual in an education causes a problem that results in division. In the world of education, these differences are actually not a barrier in individuals in socializing (Kurniasih, 2023). In this bullying problem, the victim experiences consequences that damage his mental and several other consequences. He became an introverted individual, reluctant to associate with his peers and the very fatal thing was that he dropped out of school and was afraid to go to school for fear of being bullied.

According to Komnas HAM (Human Rights), bullying is a form of long-term physical and psychological violence committed by a person or group against someone who is unable to defend themselves in a situation where there is a desire to hurt or frighten people or make people depressed, traumatized or depressed and helpless. Bullying can be broadly understood as systematic abuse in interpersonal relationships (Reni, 2022). In this case, there are special differences between the perpetrator and the victim, namely differences in age, physical strength, verbal ability, ability to manipulate others, group status

and group relationships. This will provide opportunities for stronger groups or individuals (Ashari H. F., p. 2019).

The impact caused by bullying behavior is also very diverse, ranging from the most severe can be life-threatening and the mildest makes students lazy to go to school. Behavior that leads to violence can be in the form of coercion that occurs to a person or a group of people who are considered weaker, this can happen to a person's physical or psychological. Children who look obedient and obedient, easily show worry and fear, have low self-confidence, and are quiet tend to be nervous also tend to be victims of bullying because they do not like to resolve conflicts without violence (Alidaud, 2023).

In an effort to prevent, reduce, and overcome bullying in students, schools can maximize guidance and counseling (BK) services, where one type of service is information services (Ashari, 2021) said that information services are services that seek to meet individual shortcomings in the information they need. Information services also mean efforts to equip students with knowledge and understanding of their environment and about the development

process of young people. Information services aim to enable individuals or students to know and master information that is then used for their daily life and development.

According to (Muzdallifah, 2022) there are three main reasons why the provision of information services needs to be held. First, equip individuals with various knowledge about the environment necessary to solve problems faced with regard to the surrounding environment, education, position, and socio-culture. Second, it allows the individual to determine the direction of his life where he wants to go. Based on the information provided, the individual is expected to be able to make plans and decisions about his or her future and take responsibility for the plans and decisions made. And third, each individual is unique. For these three reasons, information services are a very high level of need, so whoever does not get information will lose his future. Thus, it can be explained that information services are a service that is provided by presenting various information to be able to open new perspectives for service goals.

Bullying is a deliberate action by the perpetrator to the victim, not a negligence, the act occurs and is based on a spontaneous difference in power that is real or almost invisible, in front of a person or behind someone's back, easy to identify or disguised behind a friendship, carried out by a child or group of children (Pratama, 2023). Bullying is a negative behavior that results in a person being uncomfortable/open and usually occurs repeatedly. By providing clear information about bullying and the consequences they will receive if they are involved in bullying, it is hoped that it can prevent students from engaging in bullying behavior at school (Triana, 2023).

The culture in Indonesia is not only related to language, dance, food, traditional houses and so on, but also related to the construction of human gender (Umam, 2021). Cultural diversity, which is Indonesia's asset and wealth, deserves to be preserved. This cultural diversity also requires a separate understanding for others who come from outside the culture. Cultural differences also make understanding and a separate way of communicating, including in the provision of guidance and counseling services. The Counseling process is a process of interaction and communication that takes place intensively between counselors and clients.

So far, the existence of cultural diversity that undeniably affects individual behavior and all human activities, which includes counseling activities, therefore in conducting counseling it is very important to consider existing cultures. However, in reality, in the counseling process for cultural awareness, it is still very lacking. In order for the counseling process to be effective, counselors are required to have cultural awareness and break free from cultural biases, understand and be able to appreciate and have culturally responsive skills.

Method

This study uses a qualitative descriptive type. Qualitative descriptive research is a research strategy in which researchers investigate events, phenomena in the lives of individuals and ask a person or group of individuals to tell their lives. This information is then retold by the researcher in a descriptive chronology. The characteristic of descriptive itself is that the data obtained is in the form of words, pictures, and not numbers like quantitative research. (Rusandi, 2023).

The subjects in this study are students of SMAN 1 Stabat class XI IPS 3. They are targets who provide information services related to bullying prevention. The data collection tools used in this study are: observation, interviews and documentation studies (rpl, syllabus, posters, and brochures).

Observation in this study, namely Observation or observation is a data collection technique by making observations directly in the field to the object being studied. In this study, we observed students at SMAN 1 Stabat kls XI Ips 3. We conducted an interview with one of the BK teachers at SMAN 1 Stabat regarding whether the implementation of information services with the topic of bullying had ever been carried out by SMAN 1 Stabat. The documentation study in this study was obtained from several documents owned by BK teachers such as: Rpl (service delivery design), service materials, Syllabus, Bullying prevention posters made by the school, as well as Brochures on stop bullying and bullying prevention.

The data analysis used in this study is descriptive with the Miles and Huberman model mode which, he said, states that the activities in the qualitative analysis are carried out interactively and take place continuously until the end. Activities in the data analysis of the Miles and Huberman model, namely Data reduction, Data display, Conclusion.

Result and Discussion

The results of this study are based on data collection tools in the form of observations, interviews and the provision of information services, namely: the results of the researcher's observations about the environment around SMAN 1 Stabat already have several posters explaining to stop bullying. Observation is one of the methods of data collection by observing or reviewing carefully and directly at the research location to find out the conditions that occur or prove the truth of a research design that is being carried out. (Syafnidawanti, 2020).

In addition, the researcher conducted an interview related to the implementation of information services with BK teachers who handle XI Ips, he said that "I have never provided information services to class XI Ips students regarding the prevention of bullying behavior" said the BK teacher, then I asked again "so is there ever bullying between friends in this school, especially in class XI Ips, which my mother handles? " has it ever happened, But the case has been resolved," he said. "Regarding our research on the implementation of information services in preventing effective bullying behavior, it is carried out in accordance with the results of interviews conducted by BK teachers who do not carry out information services related to bullying, The students were very enthusiastic in receiving the information services that we had carried out in class XI Social Studies. Some teenage students cited their experiences of bullying, such as being ridiculed by friends and parents, being ostracized by the environment, and being physically abused. Other teenagers expressed their opinion about the triggering factors for bullying, namely physical form.

Information services are guidance services that allow students and other parties who can have a great influence on students in receiving and understanding information that can be used as material for daily consideration and decision-making as students, family members, and the community (Kusri, 2023). The provision of information services related to the prevention of bullying behavior went well and received a positive response by the school and students, because the enthusiasm and the student exited to accept and follow the implementation of the information service because the prevention of bullying is very important because cases of bullying and buming occur without the student realizing it.

Bullying cases in Indonesia are ranked at the top. Bullying behavior often occurs when a person has a deficiency in him, both physically and mentally. The impact of bullying for students is in the form of decreased appetite, headaches, embarrassment, and fear to hang out in the social environment. Increasing students' understanding of bullying behavior can reduce bullying cases. Without realizing it, bullying is also based on differences in skin color, cultural differences, differences in habits and also religion. This is the basis for bullying to occur continuously, even from small and simple things.

Without them realizing it, bullying is not just an act, but a verbal type of bullying, for example, in terms of words that come out in terms of their own words, for example, judging and cornering friends. Bullying can come in many forms, including those rooted in cultural, racial, or religious differences. Through anthropological and social approaches, we will explore the cultural causes of intimidating behaviour and formulate strategies to build cross-cultural understanding, tolerance, and inclusivity.

Each language has its own uniqueness. The use of language in society depends on the community of the community. This will later cause language variation. Language variation is the use of each person's language that is different from one another.

The difference in language accent is also one of the causes of bullying at SMAN 1 Stabat. This will later cause language variation. Language variation is the use of each person's language that is different from one another. "These language variations can take the form of geographical, temporal, or social variations used by certain social groups (Wahya, 2010: 47-68).

The variation of the language is in the form of dialects. The science of dialects is called dialectology (Waridah, 2015: 86). Regarding the variation of a language, namely dialect, Lauder Dalam (in Sari, 2018: 91) provides two characteristics that dialects have, namely: dialects are a set of different local forms of speech, which have common characteristics and each is more similar to each other than other forms of speech from the same language.

A dialect does not have to take all forms of speech from a language. Dialects have similarities and differences in terms of lexical. However, in principle, each dialect has its own characteristics (Junaidi, et al., 2016: 3) based on the level, dialects are divided into five levels, namely: (1) phonetic differences, (2) semantic differences, (3) onomasiological differences, (4) semasiological differences, (5) and morphological differences (Rahayu, 2012: 28). Meanwhile, based on the type of dialect, there are two types, namely social dialects and geographical dialects (Mulatsih, 2016: 27).

Culture also affects the cause of bullying behavior in schools, we know from the confession of the BK teacher at the school because there was bullying between students which was allegedly caused by ethnic differences between the victim and the perpetrator. According to the confession of several students who were used as resource persons in the incident, "indeed the initial cause was a joke in terms of ethnic and language differences". The victim himself came from the x tribe which had differences in terms of language that had been inherent and became a habit in the victim. Starting from a joke, it turned out that the perpetrator continued to make fun of the victim's speaking style because it had a difference in language accent.

Dialect or can also be referred to as a variation of language according to Weijnen et al. if it is concluded that it is a linguistic system used by a society to distinguish it from other neighboring communities that use different

systems even though they are closely related (Mulatsih, 2022). The difference in language accent that causes a lot of verbal bullying. Without realizing it, their verbal words are included in bullying consciously and directly. A good school culture will also shape the character of good students but vice versa a poor school culture will make students also behave badly, one of the bad behaviors that appear in the school environment is bullying behavior.

Based on research, interaction between school residents and the teaching and learning process in the classroom is the most dominant indicator affecting bullying behavior in schools. According to other studies, positive or negative school conditions affect the frequency of school. According to research, school culture that needs to be grown so that the school becomes better is in the form of an atmosphere of mutual respect between students and students, students and teachers, teachers and teachers, and with other parties.

Conclusion

The provision of information services to prevent bullying behavior in students at SMAN 1 Stabat was carried out for 4 sessions and was successfully effective. This can be seen from the participation and enthusiasm of students who are active in the process of providing these services. This information service is also very useful and beneficial to students in preventing bullying behavior. With the provision of this information service, students can find out what are the actual types of bullying. From an early age, the tips and strategies above must be stimulated consistently. Awareness of diversity will not only prevent us as bullies, but will have a positive impact on us as social beings wherever we are, whether in education, the surrounding community or in the world of work. Children must be taught as early as possible that every human being is different. Difference is not a problem, difference is God's creation because all humans are unique. May we always be able to appreciate differences and realize that no human being is perfect.

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