



Peran Perceived Public Stigma dan Stigma Diri pada Sikap terhadap Konseling Online

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Abstrak

Sikap terhadap konseling *online* dapat memberikan gambaran penilaian individu pada penggunaan konseling *online*. Beberapa faktor yang dapat berperan dalam memprediksi sikap terhadap konseling *online* yaitu *perceived public stigma* dan stigma diri. Namun masih sangat sedikit studi mengenai sikap terhadap konseling *online* di Indonesia. Oleh karena itu, penelitian ini bertujuan untuk mengetahui peran *perceived public stigma* dan stigma diri pada sikap terhadap konseling *online*. Penelitian menggunakan metode survei *online* dengan instrumen pengukuran skala yaitu *Perceived Public Mental Health Stigma Scale* (PPMHS), *Self Stigma of Seeking Help Scales* (SSOSH), dan *Online Counseling Attitude Scales* (OCAS) serta *open ended questionnaire*. Penelitian melibatkan 178 partisipan pengguna layanan konseling yang berusia di atas 18 tahun. Pengolahan data dilakukan dengan analisis regresi berganda dan *thematic analysis*. Penelitian ini menemukan bahwa, *perceived public stigma* dan stigma diri berkontribusi sebesar 12% dalam membentuk sikap terhadap konseling *online*. Hasil kategorisasi *open ended* menunjukkan terdapat *perceived public response* negatif seperti adanya stigma dan respon terkejut pada partisipan pengguna layanan konseling.

Kata kunci: *Perceived public stigma, sikap terhadap konseling online, stigma diri*

Abstract

Attitude towards online counseling could provide an overview of individual utilization of the service. Factors like perceived public stigma and self-stigma have critical roles in predicting the attitude concerning online counseling. Nonetheless, the study related to the attitude towards online counseling in Indonesia remains to be limited. Therefore, this research aims to investigate the role of perceived public stigma and self-stigma towards the attitude for online counseling. We collected data through an online survey using three measurement tools (i.e., Perceived Public Mental Health Stigma Scale (PPMHS), Self Stigma of Seeking Help Scales (SSOSH), Online Counseling Attitude Scales (OCAS)) and Open-ended questionnaire. As many as 178 participants aged 18 years old or above with experience in using counseling services participated in this study. Data were analyzed using multiple regression method as well as thematic analysis. The result indicates that perceived public stigma and self-stigma are simultaneously significant to influence attitude with regards to online counselling (12%). This research also found negative perceived public response towards participants in using counseling such as stigma and surprised reaction.

Keywords: Attitude toward online counseling, perceived public stigma, self-stigma