

ABSTRAK

INGGRID CAROLINE MALAU. Peran Guru Bimbingan dan Konseling dalam Pelaksanaan Layanan Konseling Individual terkait Perilaku *Cyberbullying* pada Peserta Didik di SMP Budi Mulia Pematangsiantar T.A 2025/2026. Skripsi. Medan: Fakultas Ilmu Pendidikan Universitas Negeri Medan 2026

Penelitian ini menggambarkan bentuk peran guru bimbingan dan konseling dalam pelaksanaan layanan konseling individual terkait perilaku *cyberbullying* pada peserta didik di SMP Budi Mulia Pematangsiantar serta hambatan yang ditemui selama proses layanan. Penelitian menggunakan pendekatan deskriptif kualitatif dengan guru bimbingan dan konseling sebagai subjek penelitian. Data dikumpulkan melalui wawancara, observasi, dan dokumentasi, kemudian dianalisis menggunakan model interaktif yang meliputi reduksi data, penyajian data, dan penarikan kesimpulan. Kredibilitas data diperiksa melalui triangulasi teknik dan triangulasi waktu. Temuan penelitian memperlihatkan bahwa guru bimbingan dan Konseling menjalankan peran melalui layanan konseling individual dengan menyesuaikan pemberian bantuan terhadap kondisi, kesiapan, dan keterbukaan peserta didik. Peran tersebut juga tampak melalui pemberian pemahaman mengenai bentuk dan dampak *cyberbullying*, etika bermedia sosial, serta keterlibatan orang tua, wali kelas, guru lain, dan pihak sekolah sesuai dengan permasalahan yang dihadapi peserta didik. Hambatan dalam pelaksanaannya terutama muncul ketika peserta didik belum terbuka dalam menyampaikan permasalahan serta menunjukkan rasa takut, cemas, atau kurang nyaman selama proses konseling. Temuan tersebut menunjukkan bahwa peran guru bimbingan dan konseling dalam menghadapi *cyberbullying* tidak berhenti pada pemberian layanan konseling individual, tetapi mencakup pendampingan dan edukasi serta keterlibatan lingkungan sekolah dalam mendukung penanganan permasalahan peserta didik.

Kata Kunci: Peran Guru Bimbingan dan Konseling, Konseling Individual, *Cyberbullying*.



ABSTRACT

INGGRID CAROLINE MALAU. The Role Of Guidance And Counseling Teachers In Providing Individual Counseling Services Related To Cyberbullying Behavior Among Students At Budi Mulia Junior High School In Pematangsiantar Academic Year 2025/2026. Skripsi. Medan: Faculty of Education, State University of Medan, 2026.

This study describes the role of guidance and counseling teachers in providing individual counseling services related to cyberbullying among students at Budi Mulia Junior High School in Pematangsiantar, as well as the obstacles encountered during the counseling process. The study employed a qualitative descriptive approach, with guidance and counseling teachers as the research subjects. Data were collected through interviews, observations, and documentation, then analyzed using an interactive model that included data reduction, data presentation, and drawing conclusions. Data credibility was verified through methodological triangulation and temporal triangulation. The research findings reveal that guidance and counseling teachers fulfill their roles through individual counseling services by tailoring their assistance to students' conditions, readiness, and openness. This role is also evident through their efforts to educate students about the forms and impacts of cyberbullying, social media ethics, and the involvement of parents, homeroom teachers, other teachers, and school officials, depending on the issues faced by students. Barriers to implementation primarily arise when students are not yet open about their problems and express fear, anxiety, or discomfort during the counseling process. These findings indicate that the role of guidance and counseling teachers in addressing cyberbullying extends beyond providing individual counseling services; it also encompasses support, education, and the involvement of the school community in supporting the resolution of students' problems.

Keywords: Role of Guidance and Counseling Teachers, Individual Counseling, Cyberbullying.

