



Development of a Referral System to Optimize Centers for Character Development and Counseling Guidance as Well as Psychological Service Centers for Professional Learning and Development Institutions

Bachtar Syaiful Bachri^{1*}, Himawan¹, Wismanadi², Umi Anugerah Izzati³, Miftakhul Jannah⁴
^{1,2,3,4} Universitas Negeri Surabaya, Surabaya, Indonesia



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ABSTRACT

The research aims to determine the implementation of the referral system at the Centers for Character Development and Counseling Guidance (CCDGC) and Psychology Service Centers. This study uses a type of R&D with a descriptive approach. The participants in this research are the chairperson or secretary at the Center for Psychological Services, the CCDGC, and related parties in the internal referral system and system developers. Data analysis in the form of observation, documentation, and focus group discussion (FGD) was collected directly. This study's results indicate that the referral system carried out by the CCDGC can be implemented as needed. In addition, the Psychological Service Center in the psychological examination and consultation program can develop a referral system according to the needs of clients from outside the Universitas Negeri Surabaya (UNESA). This study implies that the implementation of the referral system makes it easier for users to access services according to their needs, and the psychology service center has an optimized SOP to rule the CCDGC at UNESA. The limitation of this study is that it is only focused on UNESA. Hence, further research can analyze the development of a referral system in the CCDGC to other institutions and compare it to UNESA.

INTRODUCTION

In order to encourage optimal psychological services in the community, one of the things that can be done is to improve the quality of psychological service providers, both in the field of human resources and in the field of service. Surabaya State University has several service centers that facilitate the community's needs, including the Psychology Service Center. The Psychology Service Center is one of the centers under the Institute for Learning and Professional Development (CPSLPDI) at the State University of Surabaya. The Psychological Service Center aims to provide psychological services to the broader community and is committed to applying the principles of professionalism and good quality in providing services to the community (Doll et al., 2017; Rathod et al., 2017).

Several service programs are available at the Psychology Service Center, including psychological examinations, consultations, seminars, training, and workshops. This service program has been strategically arranged regarding the community's needs, both individually and in groups. The psychological examination program consists of individual and group examinations. This program provides services to the community by objectively examining the psychological functioning of individuals or groups (Scheel et al., 2018). The psychology consultation program consists of individual and group consultation programs. This program provides services in the form of consultations to determine alternative solutions to problems faced in helping clients.

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