International Journal of Education, Management, and Technology

e-ISSN : 3026-5444
p-ISSN : 3026-4200

Index : Harvard, Boston, Sydney University, Dimensions, Lens, Scilit, Semantic, Google, etc

https://doi.org/10.58578/IJEMT.v2i3.4173

The Role of Guidance and Counseling in Students' Learning Problems at School

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Article Info:

Submitted:	Revised:	Accepted:	Published:
Oct 22, 2024	Nov 5, 2024	Nov 18, 2024	Nov 23, 2024

Abstract

This study intends to explore the role of guidance and counseling in addressing student learning problems at school. The method chosen for this article is Literature Review. The method in this research is using a literature review approach. A literature review is a study that has the aim of searching and analyzing in a comprehensive, structured, without doubt and may be repeated process. This approach is used because of similarities and relevance in systematically assessing all studies related to the role of guidance and counseling in schools. This research consists of 5 articles starting from 2019-2023. Based on the study analysis, it shows that guidance and counseling have a significant role in helping students overcome various learning problems, such as academic difficulties, low motivation, interpersonal conflicts, and others. A holistic approach based on individual needs can provide effective support for students in developing their potential optimally. The implication of these findings is the need to increase the role and support for counselors and teachers in providing quality guidance and counseling services in educational institutions. It is hoped that this study will be able to contribute to improving the understanding and practice of guidance and counseling in schools in order to develop learning outcomes and achievements for the welfare of students.

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Keywords: Student Problems, Learning, Guidance and Counseling

INTRODUCTION

Education is a human effort in shaping character in accordance with social norms, as well as helping individuals to develop the dimensions that make up education holistically where they are interrelated and influence each other in shaping the character and personality of individuals so that they can be useful for everyday life (Zubaidi, 2019: 2). Furthermore, Zubaidah, et al. 2024 stated that education is the most important aspect in a person's life to form a moral individual, able to compete in the future and able to develop potential and creativity to contribute to others. Education does not aim to reduce the value and honor of humans but to develop and improve the quality and essence and degree of humans (Saleh,2023:5). Therefore, education has an impact that affects, not erases, because during the education process, these values are not eliminated, but rather changed and improved. Thus, education has an impact that affects individuals by changing negative things for the better, and optimizing positive potential according to their abilities (Fauziah, Lili, 2022). Therefore, it can be concluded that education plays an important role in changing human life.

Students' learning problems are very diverse that occur in schools, this is what sometimes causes new problems to arise so that these problems can interfere with students' learning activities at school. Students who experience learning problems will tend not to be able to optimize their full role at school. Student problems at school can also be influenced by low student communication with parents at home, a gap between students and parents which results in parents not knowing about student problems at school. Communication in the family is important in shaping children's character. Research shows that good and effective communication between family members can help children behave and develop social skills, self-confidence, and critical thinking skills (Yulianti, 2023). Problems are complex conditions involving gaps between expectations and reality that require identification and implementation of appropriate solutions. In the context of learning, various obstacles can arise that interfere with the teaching and learning process from both the student and teacher perspectives (Syahada et al., 2022). Some examples of learning problems include difficulties in managing time,

understanding subject matter, using learning tools and media, tendencies in choosing subjects, ability to learn in groups, and lack of confidence or belief in their ideas, as well as other learning problems.

In terms of enthusiasm, sometimes enthusiasm is high, but it is also sometimes difficult to concentrate. Such is the reality that we often encounter in every student in everyday life in relation to learning activities. Every individual is not the same, this individual difference causes differences in learning behavior among students. In a situation where students or students cannot learn as they should, that is called learning difficulties. Educational problems in detail that are often faced by students include at the beginning of school, they often face difficulties adjusting to lessons, teachers, school rules, the school environment and so on. In the process of undergoing the school program, students often face difficulties in the form of doubts about choosing the appropriate field of study, choosing suitable subjects. In their final years in a school, they often face difficulties in the form of conflicts in the choice of further schools, choosing adequate test guidance places (Riswandi: 2019: 107-108).

Therefore, they must be consistent and able to provide optimal educational services. That's why tutoring institutions are keen to take advantage of opportunities by providing services to students that cannot be given to schools. According to Natawidjaja (Hallen, 2019: 6) Guidance can be defined as a process of providing assistance to individuals carried out on an ongoing basis so that the individual can understand himself, so that he is able to direct himself and can act reasonably in accordance with the demands and circumstances of the school environment, family, society and life in general. Thus, he will be able to enjoy the happiness of his life and can make a meaningful contribution to the life of society in general. Guidance can help individuals achieve optimal self-development as social beings.

The main function of guidance is to assist students in personal and social problems related to education and teaching or placement and also to mediate students in relation to teachers and administrative personnel. There are 4 kinds of guidance functions (Ahmadi and Supriono, 2004: 117): 1) Preservative, maintaining and fostering a good atmosphere and situation and continuing to strive for smooth teaching and learning; 2) Preventive, preventing before problems occur; 3) Curative, seeking formation in overcoming problems; and 4) Rehabilitation, conducting follow-up in

placement after adequate treatment is held.

The phenomenon of learning difficulties for a student is usually evident from the decline in academic performance or learning achievement. However, learning difficulties can also be evidenced by the emergence of student behavioral abnormalities such as shouting in class, disturbing friends, fighting, often missing school, and often leaving school. Broadly speaking, the factors that cause learning difficulties consist of two types, namely: 1) Internal student factors, namely things or conditions that arise from within the students themselves, which include disorders or psycho-physical deficiencies of students, namely: a) Cognitive ones (creative domain), such as low intellectual capacity / intelligence of students; b) Affective ones (feeling domain), such as unstable emotions and attitudes; c) Psychomotor ones (karsa domain), such as disruption of the sensory organs of vision and hearing (eyes and ears). 2) External student factors, namely things or circumstances that come from outside the student, which include all situations and conditions of the surrounding environment that do not support student learning activities.

There are many possible problems faced by students at school. Educational and teaching problems include difficulties and obstacles in the adjustment of curriculum tasks and learning development. Learning problems are the core of education and teaching problems, because learning is the main activity in education and teaching. All teacher efforts in education and teaching are directed so that students learn, because through these learning activities students can develop more optimally. The development of student learning always runs smoothly and provides the expected results. Sometimes they face various difficulties or obstacles. These difficulties or obstacles in learning are manifested in several symptoms of problems, such as low learning achievement, lack or no motivation to learn, slow learning, bad habits in learning, poor attitudes towards lessons, teachers and schools.

This research is also in line with previous research conducted by (Khoirunnisa, 2021) The results of his research show that the causes of learning difficulties in students are influenced by two factors, namely internal factors originating from themselves such as students who are slow in analyzing learning material and then external factors, namely the case of parental divorce so that parents lack sympathy to understand the conditions their children go through while at school. Furthermore, this research is also

in line with research conducted by (Muhammad fathul muin, 2023) the results of the research obtained are Guidance and counseling efforts in overcoming student learning difficulties at MTs N 01 Ponorogo include: providing concentrated learning guidance materials, using guide boards, and Instagram as an information center, individual counseling and group counseling, trying to find out the nature and type of student learning difficulties, providing motivation to learn to students and collaborating with homeroom teachers and subject teachers.

Based on the above, the researcher will explore the various learning problems that may be faced by students in the school environment, and will also investigate the pivotal role of guidance and counseling services in addressing these challenges. With a deeper understanding of learning problems and a targeted approach from guidance and counseling, it is hoped that students can overcome these obstacles and achieve their full potential in the field of education.

METHODS

The research approach applied is a combination of descriptive studies and literature analysis. The method chosen for this article is Literature Review, The method in this study is to use a Literature review approach. Literature review is a study that has the aim of searching and analyzing comprehensively, structured, without doubt and can be repeated in the next process (Burhan, 2021). This approach is used because of its similarity and relevance in systematically assessing the entire study related to the role of counseling guidance in schools (Rohaniah, 2023). The articles used in this study were 5 articles starting from 2019-2023.

There are 3 stages in the Literature Review, namely, planning, implementing, and reporting the literature review. The first thing is the identification of related problems. Second, defining research questions. And the last is reporting by writing the results of research based on the literature that has passed the first and second steps, then discussing and concluding the research (Hazima, 2023). Literature review inclusion criteria can be seen in the following table:

Table 1. Research Inclusion Criteria

Criteria	Inclusion
Time Period	Publication of articles within the last 5 years between 2019-2023
Subject	The Role of Guidance and Counseling
Language School	Indonesian Language
Journal Type	Research Articles and Journals, full text pdf
Theme	Addressing Learners' Learning Problems at School: The Role of Guidance and Counseling

Based on the search results in Google Scholar with the keyword Role of Guidance and Counseling in Schools, 26 articles have been found that match the keywords. A total of 26 articles were screened, 6 articles were excluded. The eligibility assessment was 20 full text articles, and did not meet 14 research articles, so only 5 articles were reviewed.

RESULTS AND DISCUSSION

Definition of Learning

Learning is defined as a process of transformation or character change that tends to be consistent and is the result of experience. The word learning is always related to change, whether it covers the whole of a person's behavior or only applies to some dimensions of personality. This change is a natural part of every human being, and is experienced for the first time since humans have been born. Over time, a development through various phases of life begins to take place, and that is when the learning process begins (Nisa, 2016). Learning is a process in which a person acquires new information and knowledge from the surrounding environment. This learning process can cause various changes in the individual (Yulianti et al., 2023).

Meanwhile (Pane & Darwis Dasopang, 2017) suggests that learning is basically a process that involves the arrangement and organization of the environment around students to encourage them to carry out the learning process. The meaning of learning can be considered as an effort to share a guidance or support to students in undergoing the learning process. Teachers as mentors play an important role, especially when

learners face challenges in learning. In the context of learning, there are variations between learners who are able to understand the material well and those who have difficulty in understanding it. This difference encourages teachers to organize strategic and balanced learning steps according to the needs of each learner. Thus, the essence of learning is about managing the learning environment, just as the essence of learning is about change.

From the explanation that has been presented above, it can be concluded that learning is a permanent transformation of behavior that occurs due to the experience of an individual. This relates to changes, both overall and only in certain aspects of a person's personality. This change is natural and begins since the individual is born. Meanwhile, learning is the process of organizing the learning environment to encourage students. Teachers also have a very important role to provide direction and support to learners, especially in dealing with their learning challenges. In the context of learning, the variation between learners encourages teachers to strategize their learning and balance it with their individual needs. Thus, learning is related to the arrangement of the learning environment, while learning is related to changes in behavior.

Learning Problems

Learning problems have always been in the context of education. In fact, it is believed that the number increases along with the accelerating social change and the increase in quality standards required (Arianto, 2022). Learning problems faced by students are very diverse and vary according to the level of education they take.

According to (Mursalin, 2021) many students encounter obstacles in learning that prevent them from achieving learning goals. These obstacles often indicate problems related to achieving learning objectives. Every student should have the same opportunity to achieve satisfactory academic results. But in everyday reality, there are stark differences in students' intellectual, physical abilities, family backgrounds, learning habits and styles. Learning difficulties are situations observed in students whose academic performance is weak or whose level is below a certain level. Learning disabilities can cause difficult conditions and can even lead to a sense of hopelessness that encourages students to abandon their learning efforts. Student learning difficulties can be known from the mistakes made in completing assignments or test questions

(Nisa, 2016). Meanwhile (Utami, 2020) learning difficulties are conditions where students have difficulty in dealing with the demands of students. learning process, so that learning outcomes are still weak. These difficulties can occur when students encounter obstacles or disruptions in learning, which can be caused by internal and external factors of students, and the types of learning disabilities vary. This is a challenge for teachers.

Some behavioral signs indicate the characteristics of symptoms of learning disabilities according to (Idris, 2009), including:

1. Demonstrate academic performance below the average or potential of the group.
2. Academic achievement is not worth the effort. Perhaps some students try hard but always get bad grades.
3. Is slow in school and always lags behind his/her peers.
4. Shows unusual behavior such as indifference, denial, pretending, or lying.
5. My behavior varies, such as missing work, being late, not doing homework, disrupting class, leaving notes, not setting homework, etc.
6. Showing symptoms of inappropriate emotions such as depression, easily hurt, anger, lack of happiness in certain situations, such as getting bad grades and so on.Learning achievements are not in line with the effort expended. There may be students who try hard but always get low grades.
7. Slow in completing academic tasks and often lagging behind their classmates.
8. Exhibits unusual attitudes such as lack of caring, defiance, pretend behavior, or a tendency to lie.
9. Behaves differently or conspicuously such as frequent absences, frequent tardiness, neglect of homework, making noise and disrupting class, not taking notes, lack of organization or enthusiasm for learning, and so on.
10. The emergence of emotional signs in students that are unusual or abnormal such as being quiet, easily offended / irritable.

The factors that cause student learning difficulties are as follows:

1. Intrinsic factors such as neurological dysfunction can cause learning difficulties.
2. External factors, such as inappropriate learning strategies or lack of motivation of

participants, then the work is called learning problems.

According to (Utami, 2020) there are several types of learning difficulties experienced by students, including:

1. Dyslexia (Reading Difficulty)

   Dyslexia, otherwise known as reading difficulty, is a condition in which a person has the ability to read below the level they should, given factors such as their intelligence level, age, and education level. The disorder affects the way the brain processes information that is read, and is often only detected after the child has spent some time in school.

2. Dysgraphia (difficulty learning to write)

   Dysgraphia, or difficulty writing, is caused by a neurological disorder that inhibits a person's ability to write. This can include physical problems such as difficulty using a pencil or having poor handwriting. A child with dysgraphia has difficulty linking memory with spontaneous muscle movements to write letters and numbers.

3. Dyscalculia (Math learning difficulty)

   Dyscalculia, or children with math difficulties, is a disorder in a person's ability to perform mathematical calculations. As divided into two forms, namely difficulty counting and calculation difficulties, children who experience dyscalculia will have difficulty understanding basic mathematical processes and have difficulty learning or doing tasks that include numbers or symbols together.

The Role of Guidance and Counseling

Guidance and counseling is an active and planned effort to help individuals reach the optimal level of development, develop effective behavior, improve the environment, and improve individual functioning in the environment. These behavioral changes are an integral part of the individual development process, which includes individual interaction with the environment through healthy and productive relationships. As explained by (Kamaluddin, 2011). the main role of leadership and counseling is to create a supportive environment, allowing for dynamic interactions between individuals and their environment, and encouraging the development of

individual behavior, and especially to support change and improvement.

According to (Lase, 2018) guidance and counseling has a central role in educational institutions, such as schools, which can affect the improvement or decline in the quality of education. Its role is not limited to academic aspects, but can include social, personal, intellectual, and values aspects. And with the help of guidance and counseling, the resulting education not only produces individuals who have academic excellence, but also has a balance in aspects of personality and social interaction, and has a directing quality. Guidance and counseling enable the integration of an individual's full potential so that all aspects of life, not only intellectual or academic, but also in the aspects of personality, social relations, and values held, can develop optimally.

Guidance and counseling has several objectives in the educational aspect according to (Sukatin et al., 2022) including:

1. Design a program to complete the study.
2. Encourage the full development of individual potential and strengths to the best of their ability.
3. Adapting to the Education area or school, neighborhood and community, and workplace.
4. Overcoming obstacles and barriers that arise in education, social adaptation and career.

BK teachers or counselors have several methods to distinguish students who face difficulties in the learning process, including:

1. To assist students in optimizing their potential in their academic skills, social environment, and personal life, so that they can have a positive learning experience at school.
2. Supporting teachers in understanding students, creating supportive and maximizing learning situations, and dealing with problems that arise in the learning process.
3. Channeling support and motivation to the highest levels of the school and others by presenting information and data about students' potential and situation, which can serve as a basis for improving the quality of education.
4. Providing support and motivation to other education personnel to understand students and their service needs.

5. Supporting parents in understanding their children, their wishes, school guidelines and how parents can be involved in the education process.

(Fitriyanti et al., 2019) Suggests that how to combat learning difficulties felt by students can be explained as follows:

1. After being given guidance and getting counseling from teachers, students have the potential to become more motivated and more diligent in learning. The motivation and efforts made by the teacher succeeded in increasing students' enthusiasm to study more diligently. With the guidance and counseling provided, students become more eager to achieve academic success.
2. From the guidance and counseling provided by the teacher, students can feel and get more attention to themselves, so they feel treated fairly like other students. After receiving guidance from the teacher, students feel motivated to learn and improve their academic results.
3. There are changes in the form of increased grades and academic achievement that occur. The guidance provided by guidance and counseling teachers in overcoming students' learning problems and difficulties is proven to be effective and efficient and able to produce positive changes in students' learning outcomes. It also encourages students to improve their learning methods better than before.

Table 2. Literature Review Results

Number	Research Title and Author	Place	Research Results
1	The Role of Guidance and Counseling Teachers in Overcoming Learners Who Experience Learning Difficulties in Junior High School (Maryama, 2023)	STAI DDI Maros	The results of research conducted by Islamic Religious Education teachers are the role of counseling guidance teachers in overcoming students who experience learning difficulties by providing guidance and direction in accordance with the problems experienced by these students; there are many factors that make students experience learning difficulties, namely factors of attention, interest, motivation and talent as well as family, friends and environmental factors.
2	The Role of Classroom Teachers in	MIS Al-Ikhlas Sidodadi	The efforts of counseling guidance teachers to overcome students'

	Overcoming Learning Difficulties of Elementary School Students through Counseling Guidance (Khoirun Nisa Hasibuan, 2021)	Ramunia Beringin Sub-district	learning difficulties are to provide special guidance and pay more attention to increase students' motivation to study harder. The results showed that the causes of learning difficulties in students were influenced by two factors, namely internal factors originating from themselves such as students who were slow in analyzing learning material and then external factors, namely the case of divorce of parents so that the lack of sympathetic parents to understand the conditions that children go through while at school.
3	The Role of Counseling Guidance Services in Overcoming Learning Difficulties at Sma Negeri 2 Gorontalo City (Delvianty Ahmad, 2019)	State Senior High School 2 Gorontalo City.	The results of this study are social guidance that is fostered is a culture that is ethically sound so that they need and respect each other, provide guidance and channeling services tailored to the talents, learning interests of students, do not privilege one student over another, apply and foster mutual respect for friends, respect friends in class, and do not discriminate between students and other students. guidance in overcoming personal problems is done by interviewing students by giving advice and motivation.

Based on the journals reviewed, it is revealed that the research findings on the role of guidance and counseling for students are Guidance and counseling has several objectives in the educational aspect according to Designing programs to complete studies, Encouraging the full development of individual potential and strengths as best as possible, Adapting to the education or school area, environment and society, and the workplace, Overcoming obstacles and obstacles that arise in education, social adaptation, and career.

From the results of the literature review, it was found that the way to combat learning difficulties felt by students can be explained as follows: After being given guidance and getting counseling from teachers, students have the potential to become more motivated and more diligent in learning. The motivation and efforts made by the

teacher succeeded in increasing students' enthusiasm to study more diligently. With the guidance and counseling provided, students become more eager to achieve academic success, From the guidance and counseling provided by the teacher, students can feel and get more attention to themselves, so they feel treated fairly like other students. After receiving guidance from the teacher, students feel motivated to learn and improve their academic results, There are changes in the form of improved grades and academic achievement that occur. The guidance provided by guidance and counseling teachers in overcoming students' learning problems and difficulties has proven to be effective and efficient and able to produce positive changes in students' learning outcomes. It also encourages students to improve their learning methods better than before.

From the description described above, it can be concluded that the role of guidance and counseling or guidance and counseling teachers can find out and identify problems of student learning difficulties through group guidance or individual consultation every few months. Group guidance aims to improve students' socialization and communication skills. This step helps students become more motivated and feel cared for, so as to improve their grades and achievements.

CONCLUSION

Guidance and counseling in the realm of education in the form of schools is very important to overcome students who experience challenges in the learning process. Counselors or BK teachers not only focus on some aspects, for example academic or grades, but also socio-emotional, social and environmental aspects, as well as the student's personal self. Cooperation between counseling teachers and school officials is sought for students so that they can identify the root of learning problems, such as difficulties in understanding material or motivation problems. Through a holistic approach, counselors create an environment that supports students to develop coping skills and learning strategies. Collaboration between counselors, teachers or academic advisors, and parents is also important to provide comprehensive support to students. With effective guidance and counseling, schools can become places that facilitate holistic growth for all students. Based on the literature study conducted, the research concluded that the role of guidance and counseling that is fostered is a culture that is ethical so that they need and respect each other, provide guidance and channeling

services tailored to students' talents, learning interests, do not privilege one student over another, apply and foster mutual respect for friends, respect for friends in class, and do not discriminate between students and other students. guidance in overcoming personal problems is done by interviewing students by giving advice, motivation and finding solutions to avoid problems experienced by students.

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