

***THERAPEUTIC COMMUNICATION OF COUNSELORS IN HANDLING
PEOPLE WITH LUPUS***
(Case Study In Syamsi Dhuha Foundation Bandung)

ABSTRACT

Lupus is a deadly new disease similar to cancer. Many people with this disease cannot be cured. Besides its vulnerability of physical disorder, Lupus is also prone to psychological disorder. Therefore, counseling that applies the principles of therapeutic communication will be very useful in helping people with Lupus to walk through the times of crisis in their lives, as well as helping them to cope with Lupus.

The purpose of this study was to discover about the process of therapeutic communication of counselor in dealing with People With Lupus (ODAPUS). How is the using of symbol in therapeutic communication between counselor and ODAPUS, How is the communication competence of counselor in therapeutic communication with ODAPUS, and How to model a form of therapeutic communications between counselor and ODAPUS. The method in this research is a qualitative method, with case study approach to determine how is the process and model of therapeutic communication that conducted by counselor in handling ODAPUS. The informants of this research is 5 counselors of Syamsi Dhuha Foundation Bandung.

The conclusion of this study is that therapeutic communication is done by counselors and odapus incorporated in Bandung Dhuha Foundation Syamsi involves the use of verbal and non-verbal symbols. Symbols can be either verbal language and terms used while the nonverbal cues of body language indicated by leaning, nodded his head, furrowed brow, eye contact, and show serious facial expression. The touch is given by grasping their hand, stroke their hair and their back. The proximity during conversation is always close, the way they talk is depend on the circumstances which usually using low intonation and tone, volume and speed is slow, the clothing and accessories that are used are not too flashy but when the counselors are outdoor they use additional accessories such as sunglasses and umbrella. While the counselor skills in handling ODAPUS are willing to tell about experience and personal life, accept criticism and suggestions, not restricting the subject, providing solutions and positive advice, convey positives messages, showed composure, never force opinions and not interrupting ODAPUS.

Keywords: Counselor, People With Lupus, Case Studies, Therapeutic Communication