



Enhancing Religious Counselors' Competence Through ICT-Based Media Training for Effective Spiritual Guidance and Community Empowerment

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Abstract: This study evaluates the effectiveness of ICT-based media training in enhancing the competence of religious counselors. The training focuses on developing counselors' digital and communication skills, enabling them to proficiently create, manage, and utilize ICT media for religious education. Using a structured Service-Learning approach, the program consists of four stages: initial needs assessment and planning, implementation with a pre-assessment, post-training evaluation conducted via Google Forms, and subsequent mentoring to reinforce skill application. The results indicate significant advancements in counselors' ability to employ ICT media in engaging and relevant ways that align with modern educational demands. Through this training, counselors are better equipped to deliver religious content that appeals to a broad audience, thereby enhancing the accessibility and effectiveness of religious guidance in today's digital environment. Findings demonstrate that ICT-based training serves as an effective method for equipping religious educators with vital digital skills, ultimately supporting their role in providing impactful religious counseling within contemporary contexts..

1. INTRODUCTION

The rapid advancements in science and technology, accompanied by globalization, have reshaped various dimensions of social and cultural life, including religious education. These changes present both opportunities and challenges for religious counselors, who bear the responsibility of providing moral guidance and spiritual support in their communities. Romly (2020) describes religious counseling as a set of activities aimed at helping individuals overcome spiritual and ethical challenges, underscoring the counselor's role in promoting social harmony and religious values. In regions like Bondowoso Regency, where traditional and modern values intersect, there is a pressing need for counselors to adopt new methods that resonate with digitally connected audiences, particularly younger generations. Integrating Information and Communication Technology (ICT) into religious counseling offers an effective pathway to enhance engagement, accessibility, and the overall impact of religious education (Alexander & Khabanyane, 2013; Nutefall et al., 2021).

Despite these developments, previous community service initiatives have largely focused on generic training programs aimed at enhancing the general competencies of religious counselors. For instance, Agustina (2021) and Hamzah (2018) conducted training programs to improve the capabilities of Islamic religious counselors but did not emphasize ICT integration as a core component. Without this specific focus, such programs fall short in preparing counselors to meet the technological demands of modern society, particularly in delivering religious messages effectively through digital channels. ICT-based media can broaden the reach and influence of counseling activities, allowing religious counselors to engage communities on a mass scale at minimal cost (Wibowo, Avianto, & Hermawan, 2021). This program addresses the need for a more specialized training approach, emphasizing the role of ICT in contemporary religious counseling.

Furthermore, while ICT-related training for skill enhancement has been explored in other professions, such as teachers and village officials (Mustaridi, 2020; Hadiwiyaniti & Ithriah, 2020), these initiatives have not targeted religious counselors, especially in Bondowoso Regency. Local counselors face specific challenges in addressing the spiritual needs of a digitally active youth population, making ICT competency crucial for adapting their outreach methods to digital platforms (Saeed & Ahmed, 2021). Addressing this gap, the current training program is structured to develop essential digital skills among counselors, equipping them to create, manage, and utilize ICT-based media effectively. This approach is critical in supporting counselors to navigate the shifting landscape of religious education within their communities, where technology increasingly mediates communication.

The purpose of this program extends beyond technical skill development. It aims to empower counselors to adapt their communication strategies, ensuring that religious messages are relevant, engaging, and accessible to diverse audiences in today's digital era. By implementing a structured Service-Learning approach, this program offers hands-on training that addresses real-world challenges faced by religious counselors in Bondowoso Regency. In particular, it seeks to enhance their ability to deliver religious content that appeals to the digitally connected, thus enabling counselors to engage effectively with a broad range of demographics (Stoecker, 2014; Nutefall et al., 2021; Alexander & Khabanyane, 2013). Such training provides counselors with the tools to promote ethical guidance in a format that resonates with contemporary society.

In summary, this program represents a novel contribution to community service efforts by specifically targeting the ICT needs of religious counselors in Bondowoso Regency. Through comprehensive training in ICT-based media, it equips counselors with the skills

necessary to adapt to and thrive in a rapidly digitalizing environment, enhancing their role as facilitators of positive social change (Wibowo et al., 2021; Saeed & Ahmed, 2021). By bridging the digital divide, this initiative aims to foster a more interactive and adaptive counseling experience, aligned with current social trends and technological advancements. This unique approach is positioned to support religious counselors in promoting moral guidance and community resilience in an increasingly interconnected world, reinforcing their critical role in today's dynamic society (Mustaridi, 2020; Nutefall et al., 2021).

2. METHOD

In implementing the Service-Learning strategy for ICT-based media training, the initial phase involved a thorough needs assessment to identify specific ICT-related challenges faced by religious extension workers in Bondowoso District. This needs assessment is essential for customizing the training to address particular gaps and skill requirements, ensuring that the program is both relevant and impactful (Alexander & Khabanyane, 2013; Nutefall et al., 2021). Following this, appropriate training materials are developed, including a foundational understanding of ICT, an introduction to ICT-based media tools, technical skills training, and strategies for effectively communicating religious messages through digital platforms. The materials are tailored to align with the participants' current skill levels and their identified needs, ensuring accessibility and practical relevance (Saeed & Ahmed, 2021; Stoecker, 2014).

Once the training materials are prepared, the next phase is the implementation, conducted through interactive workshops. These sessions are designed to foster active engagement between facilitators and participants, providing hands-on learning experiences that integrate both theory and practice. After the workshops, follow-up coaching and mentoring are provided to support the continuous development of the participants' skills. This post-training phase includes practical assistance in applying ICT-based media in real-world religious counseling scenarios. Regular mentorship and supervision help ensure sustainable skill acquisition and foster confidence in using digital tools for outreach (Wibowo et al., 2021).

Table 1: Activity Flow and Schedule for ICT-Based Media Training.

Stage	Description	Duration	Schedule
Needs Assessment	Identify the specific ICT-related needs of religious extension workers.	1 week	Week 1
Development of Materials	Develop training materials on ICT basics, ICT media tools, technical skills,	2 weeks	Weeks 2-3

	and message delivery techniques.		
Workshop	Conduct interactive training workshops	1 week	Week 4
Implementation	with practical sessions.		
Post-Training	Provide hands-on field support to apply	2 weeks	Weeks 5-6
Mentoring	ICT skills in religious counseling.		
Continuous	Ongoing guidance and supervision for	1 month	Weeks 7-10
Supervision	sustainable ICT skill development.		

The following flowchart visually represents the stages of the Service-Learning strategy, illustrating the sequence from needs assessment to continuous supervision. This structured approach ensures that participants receive comprehensive support at each stage, reinforcing their skills for effective application in real-world settings.



Figure 1: Service-Learning Strategy Flowchart.

After the training materials are developed, the next stage is the implementation of the training. The training is conducted in the form of workshops or trainings that involve active interaction between facilitators and participants. After the training, the coaching and mentoring of religious extension workers is continued through follow-up in the form of practical assistance in the use of ICT-based counselling media in the field. At this stage, religious extension workers need to be encouraged and supported to continue developing their skills in the use of ICT-based extension media through regular guidance and supervision.

3. RESULTS AND DISCUSSION

Planning ICT-Based Media Training to Develop the Competence of Religious Educators in Bondowoso Regency

In the planning phase of the ICT-based media training to enhance the competence of religious educators in Bondowoso Regency, the first step involves identifying specific needs of human resources (HR) related to the use of ICT-based media. The following steps were taken:

Conducting Meetings and Discussions with Religious Educators

To establish the policy direction for the development of competencies needed by religious educators in using ICT-based media, a meeting and discussion were held with religious educators and the Executive Board of the Forum for Communication of Islamic Religious Educators (FKPAI) in Bondowoso Regency on Monday, October 9, 2023.



" Figure 2 : Discussion with Religious Educators and FKPAI Bondowoso".

This activity is a positive effort to improve the competency of Human Resources (HR) of religious educators in Bondowoso. In this discussion, they gathered to determine the materials needed in ICT-based media training to develop the competence of religious educators.

Ustad Fadil, the Chairman of the Forum for Communication of Religious Educators, opened the discussion, emphasizing the importance of competency development through Tik-based outreach media in response to the increasingly digital era. Ustad Fadil highlighted the significant potential of social media platforms in delivering religious messages to the younger generation (as conveyed during the discussion forum meeting of Religious Educators and IPARI Executives at the Office of the Religious Affairs Office in Bondowoso City, Monday, October 9, 2023).

Throughout the discussion, each religious educator shared their experiences and insights regarding the challenges faced in providing religious education in this digital era. They identified specific needs in their competency development, especially related to mastering

technology and skills in producing ICT-based content.

The discussion went beyond specifying needs; it also explored creative ideas for developing training materials that are engaging and relevant. They agreed that the training materials should encompass a deep understanding of social media usage, skills in managing outreach materials, ethics in utilizing ICT media, and effective strategies in delivering religious messages through short video content.

All these contributions created a robust framework for designing training that meets the specific needs of religious educators in Bondowoso Regency. As the discussion progressed, a detailed list of topics was formed, ranging from the fundamental values of human resources of the Ministry of Religious Affairs, basics of social media usage, ethical use of media, development of outreach materials, to effective delivery of religious messages. These materials are expected to fulfill practical and in-depth needs for religious educators, equipping them with the necessary skills to adapt to the changing times.

It was also agreed during the meeting that 40 religious educators from each representative sub-district in Bondowoso Regency would participate in the "ICT-Based Media Training to Develop the Competence of Religious Educators in Bondowoso Regency."

Conducting meetings and discussions with the Head and all Lecturers of STIT Togo Ambarsari Bondowoso.

This meeting and discussion was held to formulate an effective strategy in making a positive contribution to the community, especially community service in Bondowoso Regency. This meeting was attended by the Head of STIT Togo Ambarsari, Hj. Siti Masyarafatul Manna Wasalwa, M.Pd., together with all lecturers gathered to discuss the direction of community service policies held in the meeting room of the Togo Ambarsari Bondowoso College of Tarbiyah (STIT) on Wednesday, (18/10/2023)



Figure 3. *Discussion with the Head and Lecturers of STIT Togo Ambarsari.*

In this meeting, the discussion was opened by introducing the main theme that will be the focus of community service in 2023, namely "ICT-Based Media Training in Developing

the Competence of Religious Counselors in Bondowoso Regency." The choice of this theme is based on the development of information technology, especially social media platforms, which have great potential to be used to improve the competence of religious instructors in disseminating information regarding religious life.

Subsequent discussions involved all STIT Togo Ambarsari lecturers, who contributed thoughts and suggestions to detail the plan for community service activities. They jointly discussed the implementation steps, training methods, materials to be delivered, and evaluation methods to measure the expected positive impact.

As the discussion progressed, a detailed action plan was formulated. The lecturers agreed to work together collaboratively to develop training materials, develop multimedia content, and organize coaching activities in the field. All of these activities will be geared towards improving the competence of religious instructors' human resources, so that they can better contribute to society.

With proper training, religious extension workers will be able to optimize the use of ICT-based extension media to deliver religious messages to the community more effectively. They will be able to utilize such media to deliver religious information, education and inspiration to the audience in an interesting and relevant way.

Meeting and discussion with the IPARI Board and the Head of the Ministry of Religious Affairs in Bondowoso District

To determine the schedule for implementing the ICT-Based Media Training activities in Developing the Competence of Religious Instructors in Bondowoso District, a meeting and discussion was held with the IPARI management and the Head of the Bondowoso District Ministry of Religious Affairs at the Bondowoso District Ministry of Religious Affairs Office on Monday, (20/11/2023).

The meeting was attended by the Head of the Bondowoso Ministry of Religious Affairs (H. Moh. Ali Masyhur), the Head of the Islamic Guidance Section of the Bondowoso Ministry of Religious Affairs Office (KH. Moh. Nur Fauzan, S.Ag, M.Pd.) and the management of the Bondowoso Association of Indonesian Religious Instructors (IPARI).

The Head of the Bondowoso District Ministry of Religious Affairs, conveyed the importance of developing the competence of religious instructors, especially in the face of increasingly rapid technological developments. He underlined that the media can be an effective means of delivering religious messages to the community.

"Increased understanding and skills in the use of technology can help Religious Instructors in delivering religious information more effectively and reach more people."

(Delivered during a discussion forum meeting with the Head of the Bondowoso Regency Ministry of Religious Affairs and IPARI Management at the Bondowoso Regency Ministry of Religious Affairs Office, Monday, (13/12/2023))



Figure 5 *Discussion with the Head of the Ministry of Religious Affairs and IPARI Management.*

Furthermore, the Deputy Chairperson of IPARI Bondowoso, Ustad Fadil, provided input that the implementation of ICT-Based Media Training and Guidance in Developing the Competence of Human Resources for Religious Extension Workers in Bondowoso District, should be carried out after the Inauguration of the IPARI Management which will be held on Wednesday (13/12/2023). Furthermore, it was agreed that the implementation of ICT-Based Media Training activities in Developing the Competence of Religious Extension Workers in Bondowoso Regency would be held on Thursday (14/12/2023).

At the end of the discussion, it was proposed to develop a schedule for training and coaching on ICT-based extension media. A formal request was made to the Head of the Bondowoso Regency Ministry of Religious Affairs to provide support and cooperation in the implementation of this activity.

The discussion ended with a mutual agreement to immediately develop a training schedule and determine the next steps for the implementation of the ICT-based extension media training program in Bondowoso District. The success of this program is expected to have a positive impact on improving the effectiveness of religious counseling in the community.

Implementation of ICT-Based Media Training in Developing the Competence of Religious Counselors in Bondowoso Regency

The implementation of ICT-Based Media Training in Developing the Competence of Religious Counselors in Bondowoso Regency was held in the Hall of the Togo Ambarsari Bondowoso College of Tarbiyah (STIT) from December 14 to 15, 2023. The atmosphere of the Hall or training venue was filled with the enthusiasm and spirit of religious instructors who were ready to explore new knowledge and skills in this digital era. That morning, the training room was filled with the smiles and warm greetings of religious instructors from various sub-

districts in Bondowoso District. They gathered with enthusiasm, ready to undergo a series of neatly organized and structured activities.

The event opened with a series of Opening activities

1. Opening with the recitation of Surah Alfatihah
2. Singing the Indonesia Raya Song guided by Hj. Ida Farida, Religious Counselor
3. Recitation of the Holy Qur'an by Ust. Taufan Rizqi
4. Remarks by the Chairman of STIT Togo Ambarsari represented by Ali Wafi, M.Pd.I and also as chairman of the Organizing Committee.
5. Remarks by the Head of the Bondowoso Regency Ministry of Religious Affairs, represented by the Head of the Islamic Guidance Section of the Bondowoso Ministry of Religious Affairs Office (KH. Moh. Nur Fauzan, S.Ag, M.Pd.)
6. Closing Prayer by Ustad Ahmad Basri SR., M.H.I, First Vice Chairman of the Indonesian Association of Religious Instructors (IPARI)



Figure 6 Training opening activities.

After the opening activity, it was continued by doing the pre-test by the participants and continued with the material delivery session by the speakers, including:

1. Training and Activity Subjects

Basic Group Resource person by KH. Moh. Nur Fauzan, S.Ag, M.Pd.I Head of the Islamic Guidance Section of the Bondowoso Ministry of Religious Affairs Office

- a) *Development of the Religious Sector*
- b) *Basic Values of Human Resources of the Ministry of Religious Affairs;*
- c) *HR Training and Development System of the Ministry of Religious Affairs.*



Figure 7 KH. Moh. Nur Fauzan, in delivering the material.

2. Core Group (Media Team)

- a) ahrullah, S.Pd.I (Head of the Bondowoso Regency Indonesian Cyber Media Network)
- b) Deni Ahmad Wijaya, S.Sos (Head of the Bondowoso District Federation of Asian Online Media)
- c) Ahmad Ma'mun, S.Sos (Journalist of Jawa Pos Radar Jember)

The material presented included

- a) Ethics of ICT Media Utilization;
- b) E-Book Utilization as Digital Reference;
- c) Preparation of ICT-based Extension Materials;
- d) Blog Creation for Religious Counselors;
- e) Utilization of MS Office..

3. Support Group

- a) Overview;
- b) Building Learning Commitment;
- c) Follow-up Plan;
- d) Program Evaluation.
- e) Pre and Post Test

The highlight of the training is the practical session, where each religious instructor is given the opportunity to practice the material received during the training session. They work together, discuss and give feedback to each other, creating a collaborative atmosphere that sparks creativity.

This process is also a moment of reciprocal learning, where experiences and ideas are shared among participants. In addition to technical training, coaching activities were conducted to develop the ability of religious instructors to deliver religious messages effectively through

social media. The trainers provided guidance on storytelling strategies, choosing the right words, and how to establish positive interactions with the training participants.



Figure 8 *Participants in ICT-Based Media Training in Developing the Competence of Religious Instructors in Bondowoso District.*

At the end of the activity, an evaluation session was conducted to gauge understanding of the training materials. Feedback was positive, and many expressed increased confidence in using ICT-based extension media. They also planned to continue implementing their newly acquired skills into their daily religious extension activities.

The ICT-based media training activity in developing the competencies of religious extension workers in Bondowoso District not only improved the competencies of religious extension workers, but also created a strong and supportive community. The religious extension workers left the event with renewed enthusiasm and confidence that they could contribute more to spreading religious values in this digital era.

Evaluation of ICT-Based Media Training in Developing Religious Instructors' Competencies in Bondowoso District

The evaluation process of ICT-based media training in developing the competence of religious instructors is carried out by doing a post test through a google form that has been provided to the training participants to assess the training participants in understanding the material that has been delivered by the resource person. In the implementation of the training, the active participation of the trainees showed the high enthusiasm of the trainees to really understand the material presented by the resource person with a description of the conditions faced by the participants of the training activities during the training process. The post-test results show that there is an increase in the understanding of the training participants in understanding the material about ICT-based media.

This training activity is very relevant considering the rapid development of information and communication technology (ICT) which has become an integral part of everyday life. In this context, the use of ICT-based media is not only a necessity, but also a necessity to answer the complexity of ongoing social change.

Capacity building for religious instructors is a must, given their strategic role in guiding the community. With improved knowledge and skills, religious instructors can become more effective agents of change in delivering religious messages in a contextual and relevant manner. This training is a concrete step in ensuring that religious instructors in Bondowoso District remain at the forefront of building a moral and empowered society.

The training did not end with an evaluation, but continued with mentoring at religious instructor meetings to ensure that religious instructors are able to implement and optimize the knowledge gained during the ICT-Based Media Training in Developing the Competence of Human Resources for Religious Instructors in Bondowoso District. This activity was carried out at the Office of Religious Affairs (KUA) Sempol District, Bondowoso Regency on Friday (22/12/2023).

The mentoring was carried out practically, starting with the use of the Canva application and continuing with the dissemination of information through social media. The practice involved applying the techniques learned during the training, including the use of social media, the creation of quality content, and extension strategies relevant to the conditions of the community in Bondowoso District.



Figure 9 *ICT-based media training assistance.*

In addition, religious extension workers were also taught how to write news about activities that have been carried out. In addition, follow-up training sessions are held regularly to deepen the religious extension workers' understanding of ICT-based media, through IPARI Bondowoso District. These training materials are adapted to the development of technology and community dynamics, so that the extension workers continue to have relevant insights and can provide effective counseling. The mentoring focuses not only on the technical aspects of

media use, but also on interpersonal communication skills. Extension workers are encouraged to build relationships with local communities, listening to their needs and problems so that the extension services delivered are more targeted and have a positive impact.

With these efforts, it is hoped that religious instructors in Bondowoso district can be more effective in delivering religious messages and make a positive contribution to the development of the Bondowoso district community.



Figure 10 Head of KUA with Religious Counselor in Sempol Sub-district.

4. CONCLUSION

From the results of the above description, it can be concluded that ICT-based media training in developing the competence of religious instructors in Bondowoso district can be carried out properly and appropriately according to planning, implementation and evaluation. Religious instructors in Bondowoso district are able to optimize the use of ICT-based media to deliver religious messages to the community more effectively, interestingly and relevantly according to the conditions of the times

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Some suggestions should be to all participants and educators to prepare themselves with an open attitude towards the use of technology and have enthusiasm to learn about ICT-based media. Be open to innovation and the use of new media that can increase the effectiveness of religious counseling in the digital era. Use the skills gained from the training to develop more interesting and effective counseling materials.

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