Alleviating Problems with Catharsis on Social Media (Critical Study of Cyber Counseling in Gen-Z)

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Abstract. Social media is one alternative for many people to complain, and convey what is being experienced and felt. Both teenagers, adults, and even the elderly and children show self-existence, seeking satisfaction, justification and social support from familiar audiences called netizens. The expectation of catharsis through social media raises a sense of relief, as counseling is one of the means of saying or a place for counseling to release all the tired annoyed, turmoil that interferes with effective daily life. Attractive and tend to be simpler social media packaging makes it more desirable as a means of catharsis. Today counseling must answer the needs and challenges of the times by innovating media that is relevant to the needs of the times so that counseling will be much more interesting and comfortable to be carried out by all groups with different scopes of problems. This article aims to examine the use of media in alleviating constellation problems, especially in Gen-Z. The scope discussed in this article is: a) a theoretical review of catharsis b) a theoretical review of social media, c) a theoretical review of cyber counseling, and, d) an analysis of problem alleviation with catharsis on social media. The methodological procedure of this article uses an literature review approach. The urgency of this article is for the development of advanced research and as a reference on cyber counseling, catharsis, and wise social media. The results of this study are in the form of the concept of catharsis on social media which is the basis for cyber Counseling innovation research..

Keywords: Solving Problems, Catharsis ,Social Media, Cybercounseling, Generation Z.

1 Introduction

Human life is dynamic, leading humans to relatively complex life patterns and increasingly urges humans to face the fact that humans have limitations. This condition triggers frustration and tends to be aggressive. Every emotion and aggressive attitude will gradually accumulate and must be channeled immediately. In such circumstances, not all emotions and regressions can be channeled in a real way and a safe way to vent

or channel is needed. Catharsis which is the channeling of emotions and aggression in the form of resentment, sadness, happiness, dreams and others is done with vicarious experiences such as dreams, jokes, fantasies or fantasies. In this context, a person does not channel his emotions and aggression in a real way by the individual, but is done only to see or imagine something done, or in other terms vicarious experience.

Individuals tend to have a need to channel feelings within themselves, be it positive or negative feelings (Putri et al., 2010), the existence of vicarious experiences in the form of fantasies, daydreams, imagining, dreams, fantasies are part of reducing tension in individuals, especially when individuals experience problems. Furthermore, in a simple concept, catharsis is the channeling of pent-up emotions or aggression, or in other words, it can also be interpreted as a form of venting for anxiety and tension that exists within the individual.

Catharsis theory was first introduced in the early 1960s in a paper entitled "The Stimulating Versus Cathartic Effect of a Vicarious Aggressive Activity" published in the Journal of Abnormal Social Psychology. The concept of this theory stands on the psychoanalysis of Sigmund Freud, namely that suppressed emotions can cause excessive emotional outbursts, therefore an outlet for these suppressed emotions is needed. This constructive emotional channeling is called katharsis. Freud thought that restrained emotional release could be a beneficial therapeutic effect (Corsini & Wedding, 1989).

Each individual has a unique way of saying, some through positive ways and some negative. Catharsis in a positive way can be done by traveling, listening to music, gardening, through literacy or writing, essentially channeled through positive hobbies. Before the presence of the internet, individuals expressed or expressed anxiety, disappointment, sadness, and happiness through diaries or diaries, which were very private in nature meaning they could not be accessed by the public, but the development of technology that is growing, catharsis or emotional channeling can be done through internet media, one of which is social media platforms, meaning that if this catharsis has been shared or shared through social media it will be accessible by the audience or public. Of course, this condition will have a positive and negative impact, if done excessively, which can harm the individual and others, especially with the restrictions in the current ITE law. Catharsis is said to be bad when done excessively and can harm oneself and others.

There are several motives for individuals choosing to vent on social media, one of which is anger and hurt that makes someone need external validation, in the form of expressions of support or expressions of sympathy. If the comments or responses from netizens are in accordance with expectations or expectations, it will cause a feeling of relief, even though this relief is not permanent, and vice versa if the response is not as expected, it will cause new problems in the individual. Based on a qualitative study conducted by researchers involving 156 high school students through open-ended question questionnaires, there are four factors of online self-presentation on Instagram, namely; 1) Positive self-image (46.69%); 2) Self-gratification (29.96%); 3) Popularity (15.95%); and 4) Positive emotions (7.39%). Individuals upload photos and do various activities on Instagram to get a positive self-image (Helmi et al., 2020).

Furthermore, another study found that as many as 81% of the reasons people share their personal stories on social media is because of a desire to interact and a need to be heard. When someone feels his voice is heard and gets a positive response, it will cause feelings of pleasure in a person (Young, K. S., &; De Abreu, 2017).

Research on catharsis (Hardika, I. R., &; Widiawati, 2020) explains that catharsis facilitated with gratitude exercises can help reduce the psychological burden on parents with cerebral palsy children. The results of this study of the effect of relaxation and short online catharsis to increase gratitude and reduce care giving stress showed no significant difference between pretest and posttest measurements. However, further analysis by excluding outlier data explains that a significant reduction in parenting stress is still possible. In addition, there is no significant difference in the increase in gratitude allegedly because the baseline value of gratitude before the implementation of the study is already in the very high to maximum category, together with the issue of gratitude response bias which still needs further investigation. (Rahmandani et al., 2022). It is important to remember that catharsis is a subjective experience and can be different for each individual. Some people may feel a strong cathartic effect through art, others may not experience the same effect. It's also important to understand that the way emotions are expressed and addressed varies across cultures and social contexts. So that the variables that can be used as facilities for someone to do catharsis can also vary.

A study conducted during the last pandemic revealed about this cathartic variable. During the COVID-19 period which is full of online activities and learning, it is very important for students to maintain their emotional stability, one way of channeling pent-up emotions is by writing down feelings or events in diaries, sheets of paper, or on social media with the right boundaries of course (Rahmawati, n.d.). Other studies have revealed that catharsis is also a way of expressing aggression. According to Freud, catharsis is a "release of energy". So that aggression can be expressed or can be channeled through drawing activities, and it can reduce anger so that the possibility of aggression is reduced (Alfathika Dwi Imami, Diyah Sulistiyorini, 2016; Sears, D.O., 1991).

The function of social media is not only as a means of interaction, a source of information, but has shifted to a media where personal blessings are poured out, especially to the younger generation or teenagers, therefore it needs wisdom from individuals in utilizing this social media, meaning that individuals must be aware of the content shared is feasible and not suitable for access by the public. As well as being able to realize the effect or impact of shares or posts that have been shared on the public. In essence, channeling or expressing emotions, both positive and negative emotions, has become part of the need, of course, in a wise way, one of which can be done to more professional people or if done on alternative media such as social media, it must be done within the boundaries of a corridor that is good, wise, does not harm the individual concerned or for others. So that an effective daily life will be formed in the individual which is manifested in the form of relief, tranquility, peace and gratitude of course.

Based on the explanation above, the author argues that studies related to the use of media in alleviating counseling problems, especially in Gen Z, are very important to

do. The scope discussed in this article is: a) theoretical review of catharsis b) theoretical review of social media, c) theoretical review of Cybercounseling and, d) analysis of problem alleviation with catharsis on social media. The methodological procedure of this article uses a netnographic approach. The urgency of this article is for the development of advanced research and as a reference on Cybercounseling, catharsis and social media wisdom. The results of this study are in the form of the concept of catharsis on social media which is the basis for Cybercounseling innovation research.

2   Methods

This article uses a simple library research method whose studies are examined, analyzed and correlated with phenomena or problems discussed in the writing, resulting in an idea that has novelty or novelty, namely the formulation of the concept of alternative media, namely social media as a cathartic medium in counseling, which is analyzed from the completeness or solution of problems. Literature study type of research whose data sources come from documentation studies, in the form of books, research studies or research journals and supporting data sources (Sugiyono., 2013; Wijaya, 2018; Joseph, 2016). The literature research method is a research procedure carried out by analyzing concepts, references or sources that are relevant to the ideas and problems expressed in the writing. The next stage is that the results of the study are analyzed, and the essence is taken and the process of reducing the results of reviewing data references and correcting them with ideas and concepts from relevant references (Mardelis, 2004).

3   Results and Discussion

3.1   Review of Catharsis

The term 'catharsis' comes from the Greek, kathoros, meaning 'to purify' or 'to cleanse.' The term has been used in several areas of expertise. One of them is the field of psychology. According to Freud's theory, the term catharsis is used to describe a moment when a person is able to release past pain by articulating all the pain clearly and thoroughly. Meanwhile, catharsis in the religious sphere can be interpreted as a transcendent experience that liberates or cleanses the soul. The above usage and meaning is a development of the earliest meaning of the term catharsis. Aristotle was one of the first philosophers to explain the term catharsis. (Wahyuningsih, 2017).

  The theory of catharsis is taken from the psychoanalysis of Sigmund Freud. According to Freud, humans are moved by the two instincts of eros and thanatos. Eros is a constructive instinct and thanatos is a destructive instinct. Basically, humans are aggressive – happy to destroy, kill and destroy. Aggressive encouragement is certainly not entirely justified by society. When encountering obstacles, aggressive impulses build up and cause tension. Freud said aggressive forces that are hampered over time can explode. People should try to reduce it, contain it or even eliminate it altogether. Through sublimation and fantasy people channel attitudes of aggression, like exhaust

emitting stacked engine fumes. Art, religion and ideology are these exhausts. So are fantasies, dreams and jokes. Constructively channeling aggressive impulses is called catharsis.

Catharsis theory suggests that giving grumpy individuals the opportunity to behave violently (cathartic activity), but in a non-harmful way reduces the level of emotional arousal and tendency to carry out aggression attacks against others. According to Baron and Byrne (2004) based on the analysis of research results on this topic, concluded that cathartic activity is an effective instrument to reduce overt aggression.

Aristotle only touched on the term catharsis in two of his works, Politics and Poetics. In Politics, Aristotle mentions that a person who experiences heartbreaking feelings or fear will experience catharsis by listening to sacred songs, that way, he will feel restored. The conclusion that defi-nisi catharsis is the purification or purification of emotions is later reinforced in the sixth book, Poetics, which states that Tragedy (Ancient Greek Drama) mimics feelings of sorrow and fear, thus Tragedy will catharsis these emotions. With regard to Tragedy, in the view of the author, Friedrich Nietzsche in his book The Birth of Tragedy, although not directly mentioning the term catharsis, considers Tragedy as something that saved Ancient Greek society from misery. Tragedy as a work of art. A thing that makes humans able to accept the suffering of life.

In general, catharsis is often considered the source of the 'pleasure' obtained in 'tragic pleasure'. In fact, Aristotle supported the definition of catharsis as a process of purification or purification of negative emotions. It can be concluded that Aristotle regarded catharsis as a process of fulfillment, while his opinion of 'true' 'pleasure' rested in his understanding of Essential Pleasure which will become 'pleasure' when the body is in normal condition, not (in this case) having deficiencies (negative emotions).

A person experiencing 'religious madness' can be cured or experience catharsis by listening to sacred songs. A well-functioning organ of hearing is an essential pleasure, while catharsis becomes pleasurable when it occurs in conjunction with essential pleasure. Another example can be found in the process of creating a work, the real 'pleasure' is when the equipment for work is able to function properly, while the need to work or the fulfillment of the desire to work (catharsis) will not become 'pleasurable' when the work equipment is not functioning properly. From the above it can be concluded that catharsis, in Aristotle's understanding, is not a true 'pleasure'. Catharsis is Accidental Pleasure and will only become 'pleasurable' with the help of Essential Pleasure.

The concept of catharsis theory stands on the basis of Sigmund Freud's theory of psychoanalysis, which states that suppressed or suppressed emotions can result in excessive emotional outbursts. Therefore, it is necessary to channel the suppressed emotions. Catharsis theory also states that the channeling of emotions with catharsis gives individuals who tend to violently channel their emotions in a way that is not harmful and tends to attack others. According to (Elvina, 2005) catharsis is useful for eliminating or changing habits, eliminating negative beliefs, reducing pain, inserting positive suggestions, reducing post-traumatic stress, and making the soul calm. The essence of catharsis according to Hurlock (2007) releases emotional energy that disturbs and cleanses the body and soul by lifting pent-up causes and then finding ways express these pent-up urges, so as to develop a well-rounded view of life.

Empirical Evidence of Catalysis

The concept of catharsis is popular in various psychological studies, empirical evidence supporting this theory can be seen from several studies that have been conducted. The results found that the emotional experience given the treatment caused a cathartic effect in some individuals. Catharsis techniques can be an effective form of stressor response strategy because efforts to release the burden of negative emotions can have implications for coping that is 'close to the problem' and focuses on problems (problem-focused coping) that is more adaptive (Taylor, 2015). Research that contains interventions with a cathartic approach in it has been shown to increase gratitude. Even (Bahar, R. N. A., 2020) explained that the gratitude intervention applied to people with heart disease contains catharsis as part of the intervention which is a factor in the therapeutic process.

In addition to aggression, catharsis can also reduce anxiety. Based on the results of a study, it was concluded that art therapy and family psychoeducation are effective in reducing anxiety levels in adolescents, both academic and other anxiety. This can be seen from changes in behavior before and after the intervention and from interviews with parents and counseling teachers. Counsellors can communicate what they feel, either directly or through the medium of drawing/painting. Through catharsis, the anxiety experienced by counselors is reduced, so it becomes calmer when facing exams or lessons at school. (Dewi &; Meiyutariningsih, 2021).

Furthermore, catharsis can also reduce depression. From the results of this study, it can be concluded that there is a very significant cathartic influence in expressive writing on mild depression in college students. This suggests that in students with mild depression, through expressive writing therapy emotional experiences as catharsis or emotional release can reduce their levels of mild depression. (Qonitatin et al., 2011). Even a study has examined catharsis in works of art. Writing a study of works of art from a psychological perspective, catharsis leads appreciators to the mental atmosphere (mood) that is behind the process.

3.2   Catharsis in Counseling

Catharsis in counseling refers to the process of purification and release of pent-up or hidden emotions in the counselor through interaction with the counselor. This concept is closely related to the theory of catharsis in psychology, in which negative emotions are expressed and released to achieve better recovery and change. In the context of counseling, catharsis arises when counselors feel safe and trust in their counselor so that they feel comfortable expressing personal feelings, thoughts, and experiences that they may hold or hold back to express in daily life. Counselors create a supportive, non-judgmental environment to help counselors feel more open and courageous to explore pent-up emotions. Some important aspects of catharsis in counseling are; 1) Trust and Empathy: The counselor must develop a strong therapeutic relationship with the counselor based on trust and empathy. This means showing understanding, sympathy, and support for the counselor, which encourages them to feel comfortable talking about their feelings, 2) Emotional Expression: When the counselor feels comfortable and confident, they are more likely to express emotions that they may have been holding back

all along. Counselors can use reflective techniques to help counselors more deeply understand and interpret their feelings, 3) Emotional Management: During counseling sessions, counselors assist counselors in managing their emotions in a healthy and adaptive manner. By feeling heard and understood, counselors can begin to identify their emotions and look for more effective ways to cope with emotional challenges. 4) Integration of Experiences: Through catharsis, counselors can process traumatic or emotional experiences that may have affected their lives. In a safe environment, counsellors are given the opportunity to reflect on and integrate their experiences in ways that support positive growth and change, 5) Recovery and Change: The cathartic process in counseling can be an important part of counseling recovery and change. By permeating emotions and overcoming psychological challenges, counsellors can achieve a better understanding of themselves and develop strategies to better deal with the future.

It's important to remember that catharsis in counseling doesn't always happen in a single session or interaction. This can be an ongoing process, and counselors need to be patient and respect the speed of the counselor. It is also important for counselors to maintain ethical and professional boundaries in supporting the process of constellation catharsis. Overall, catharsis in counseling can provide significant benefits for counseling in self-understanding, emotional management, and recovery from traumatic or severe emotional experiences. Through this process, counseling becomes a safe environment for revealing, processing, and understanding emotions that may have long been hidden and unexpressed.

3.3   Catharsis in Social Media

Catharsis in social media refers to the process of purification and release of emotions through interaction or self-expression on social media platforms. In this context, social media serves as a channel for people to express and share feelings, thoughts, experiences, or emotional tensions they are facing, as for the cathartic aspects in social media, namely; 1) Emotional Expression: Social media provides a platform for individuals to freely express their emotions. People can write posts, share stories, or upload images and videos that reflect how they feel about an event or situation. This provides an easy and quick way to bring out any emotions they may be feeling. 2) Getting Support and Validation: When someone shares an emotional experience on social media, they can receive responses from their friends, family, or community members. Support and validation from others can help individuals feel heard, understood, and accepted, which can amplify the cathartic effect. 3) Overcoming Loneliness: For some, social media can be a means of coping with loneliness or social isolation. By interacting with others and sharing their emotions, individuals can feel more connected to the community and feel less alone. 4) Shared Experiences: When individuals share emotional experiences on social media, others experiencing similar situations can feel connected and experience catharsis together. It creates a feeling of togetherness and mutual reinforcement, 5) Creative Expression: Social media can also be used as a channel for creative expression, such as through digital art, memes, or short videos that reflect one's emotions or thoughts. This creativity can serve as a form of catharsis for some people.

While catharsis in social media can provide benefits, there are also some aspects to note: 1), Overexposure: Sharing emotions openly on social media can lead to overexposure and make a person feel vulnerable. Some people may find that expressing emotions openly on social media can trigger additional stress or pressure due to the variety of responses or comments they may receive. 2) Negative Effects: Although some people may feel relief after sharing their emotions on social media, for others, interacting with negative or dramatic content on social media can worsen their feelings and emotions, 3) Importance of Privacy: It is important to consider the level of privacy and limits in sharing emotions on social media. Some emotions may be better expressed in a personal environment or with support from family and closest friends.

3.4   Theoretical Review of Cybercounseling

The development of technology in the era of the melinial generation, generation Z to generation Alpha, is an opportunity as well as a challenge in providing more relevant counseling services, one of which is using cybercounseling, which is counseling services carried out using internet media. Cybercounseling is a process of counseling services carried out using internet-based technological facilities or media through various applications, websites, and social networking platforms whose implementation can be done in settings that are more flexible or non-binding, provided that they are connected to the internet network. (Bolton, 2017; Ifdil, &; Ardi, 2013; Pasmawati, 2016). Cybercounseling tends to be more desirable, because it looks attractive, and is quite flexible to be used for the purpose of venting or catharsis, entertainment means of self-existence, building individual personal branding (Basarah, 2018; Franzia, 2018).

Cyber-based counseling media or the internet can be connected using electronic devices in the form of computers, leptops, notebooks, mobile phones in which various applications are available in the form of youtobe, tuwitter, email, facebook platforms. Instagram, Line. Tiktok, and various other social media platforms. The implementation of counseling can be done anywhere, and is very flexible (McCrickard, 2005). There are several things that must be prepared in carrying out counseling through the internet or cybercounseling, including ensuring internet networks, signal availability and also ensuring the electronic media used are in good condition. The point is that both software and hardware readiness must be prepared..

According to Ifdil, & Ardi, (2013), there are three stages that must be prepared in the implementation of online counseling, namely; First, preparation, related to technical, preparing software and electronic media that will be used during the counseling process; Second, the counseling process, at this stage the implementation is the same as face-to-face counseling, carrying out the stages of assessment or introduction, problem exploration, interpretation or parafresh stage, problem solving coaching stage, and closing or closing stage, then the third stage after the counseling session, namely follow-up to the counseling, whether further counseling, referral or case handover.

Cybercounseling provides a good enough space for counseling that it is not possible to meet directly with the counselor. A more attractive, and very flexible display can be done anywhere without being limited by space and time. However, cyberCounseling

also has various disadvantages, namely; First, related to technical obstacles, bad sig-
nals, server errors, or electronic devices used suddenly die and damaged, then related
to emotional relationships or psychological contact, can not be done massively, diffi-
culty to empathize, because it is not direct or face to face and will be very likely to
occur miscommunication, errors in interpreting expressions and nonverbal language
displayed by counselors, and there is a sufficient opportunity to allow falsification of
identity from counselors (Haryati, 2020).

   These conditions must be minimized to achieve effectiveness in the counseling pro-
cess, so that the main objectives of counseling can be achieved properly, for example
ensuring correctly related to the identity of the counsellor who will conduct counseling,
discussing with the counsellor about the stages and processes to be carried out, and
ensuring all devices are ready to use and preparing anticipation in incidental conditions
that will interfere with the counseling process (Pollock, 2006). The process of venting
or catharsis on social networking platforms that are part of cybercouneling, is currently
quite widely carried out by all ages, as mentioned in the point of discussing catharsis
through social media, is one part of the style or model in fulfilling the need to be listened
to, get support and be appreciated (Young, K. S., &; De Abreu, 2017).

   Based on the direction or communication relationship carried out by counselors and
counselors in counseling communication through cyberCounseling can be divided into
two forms, namely; first, interactive communication, namely counseling communica-
tion between counselors and counselors that allows messages to be responded quickly,
or does not require a long time in responding to questions or feedback submitted by
counselors and counselors, for example done via teleconference, telephone, Vidio Call,
second, Asynchonous chat, counseling communication that allows a chaotic response
meaning it takes a relatively longer time than interactic, form of communication
through email messages, what apps chat, or through Voice Note voice messages that
can be fanned for response, if the counselor has not opened the message in the applica-
tion (Haryati, 2020; Prasetya, 2017; Sutijono, S., & Farid, n.d.).

3.5   Problem Alleviation Analysis through catharsis on Social Media

Some cases that tend to be viral, after being shared on social media, support from media
users called netizens is enough to affect the resolution of problems shared by users.
Public involvement in providing assessment, appreciation and support will greatly af-
fect the resolution of existing conflicts. The flexibility of social media used and very
quickly to be known by the public at large, becomes one alternative to solving problems
or resolving conflicts experienced by individuals. Problems that are often shared on
social media are related to the problems of married couples, girlfriends, parents and
children, friends or colleagues. Although vents uploaded through social media do not
always provide the expected solution, it is not uncommon for netizens to also add curses
or bullying to accounts that share vents, on the other hand, there is relief from troubled
individuals because they have expressed uneg-uneg in themselves (Arswimba, 2022;
Handayani, 2020).

         The local wisdom of Indonesian culture, which is quite thick as a country with
the characteristics of people who have a high sense of care and empathy, is the main

point that becomes the success of obtaining social support when someone experiences problems, both in the real world and in cyberspace (Rachmawati, 2017; Widianto, A. A., &; Lutfiana, 2021). However, this condition will certainly have a positive or negative impact on the person concerned, or provide its own stressors if you find negative comments that are not as expected, or there is rejection from the public of the intended attitude. The idea is catharsis or vents delivered through social media that are open to access by the public must be wiser and pay attention to good ethics, carried out in a professional format by paying attention to the rules, values of good social media norms. So that the catharsis delivered will provide good learning to individuals who are experiencing problems as well as those who are in the public or netizens (Ardiputra, S., Burhanuddin, B., AR, M. Y., Maulana, M. I., &; Pahruddin, 2022; Wicaksana, D. G. A., &; Rudy, 2021).

4   Conclusion

Catharsis on social media can be a way for individuals to express, process, and get in touch with their emotions. However, it is important to use social media wisely and consider the effects that may occur as a result of emotional expression on those platforms. The need for catharsis to express emotions and all the things that feel and feel more relieved is the main goal for someone in expressing their problems through social media, but despite the satisfaction and relief obtained. However, it is necessary to pay attention to the limits of other people's rights, from delivering messages conveyed through catharsis on social media, one of which is the good name, or disgrace of others who are rivals in the matter, so that individuals who convey their problems in public spaces through social media can be wiser in conveying messages through their communication, so that the catharsis carried out will have a positive impact instead of causing new problems

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