

THERAPEUTIC COMMUNICATION FOR REDUCING THESIS PROCRASTINATION TO THE STUDENTS OF ISLAMIC GUIDANCE AND COUNSELING DEPARTEMENT UIN SUNAN AMPEL SURABAYA

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ABSTRACT

In this study, researchers will discuss about the communication used in the practice of guidance and counseling therapy also known as therapeutic communication. The target of this study are students of the last semester Program Islamic Guidance and Counseling in UIN Sunan Ampel Surabaya for 2015-2016 academic year. In general, students have a study period around 3.5 years up to 4 years. But not all students can finish their thesis on time. So, it makes an unrest effect on them. This occurs because it tends to delay their thesis. As a result, many students are unable to finish the thesis program within the specified time for their graduation. Therefore, there needs to be an effort to guide academic procrastination among these students. The BKI Program provides a consultation, namely Islamic Counseling Guidance.

The purpose of this counseling guidance is to help student, so they don't give up easily in terms of facing their problem. Like educational problems or personal problems (external or internal) and to help individuals maintain and develop good situations so as not to become a source of problems for themselves and others. Therefore, the method used in this counseling emphasized on politeness in language to provide guidance or advice to the students.

The method used in this research is descriptive qualitative with survey approach. This research refers to the problems or facts that occur. The technique of collecting data are by survey, interview and treatment.



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Introduction

Language is a vital part of human connection. Although all species have their ways of communicating, humans are the only ones that have mastered cognitive language communication. Language allows us to share our ideas, thoughts, and feelings with others. It has the power to build societies, but also tear them down. Language is what makes us human. It is how people communicate. By learning a language, it means you have mastered a complex system of words, structure, and grammar to effectively communicate with others.

Though much of human communication is non-verbal (we can demonstrate our thoughts, feelings and ideas by our gestures, expressions, tones, and emotions) language is important for personal communication. Whether it's being able to talk to your friends, your partner, or your family, having a shared language is necessary for these types of interactions.

Each individual is mutually communicate to fulfill their necessities in life, whether it is primary, secondary or tertiary. Health is included in primary needs for humans. Everyone undoubtedly wants a healthy life physically and mentally. If one experience sickness, they will try to find treatment to heal the disease. In this case, therapeutic communication ensues between medical personnel, whether doctors, nurses, midwives, with the patient. Effective communication between doctor and patient consultation activities will affect the patient's recovery. Communication planned in a conscious manner, aim, and activities focused on healing the patient referred to as therapeutic communication (M, 2010). Therapeutic communication is very important and usefull for the healing process of the patients, because good communication can provide understanding of the patient's behavior and help the patient to solve the problems they face.

This therapeutic communication was given to students on Islamic Guidance and Counseling Department in UIN Sunan Ampel Surabaya. It is important to take a note that students in this department must finish a thesis as a requirement for getting graduation. Students take a minimum study period of 3.5 years and the last requirement is a finishing thesis. But actually, there are many students can not finish their thesis on time. Sometime the students spent their study period around 4 up to 5 years. If they can't finish with that period, automatically, they will drop out from their college or that college give occasion to students for move to other college.

There are reasons that cause students procrastinate their thesis. As a result, many students are unable to complete their thesis within the normal timeframe for reaching graduation. So that the Islamic Guidance and Counseling Study Program UIN SunanAmpel Surabaya's counselor give the support for those students to increase their motivation. Because it becomes college's responsibility and college has the full authority and rights in providing counseling services to these students. In accordance to a counselor's role in University, it is important for a counselor to have a strong based competency. Thus, the role of a counselor in University can be fulfilled optimally.

In psychology, the phenomenon of procrastinating or delay the work is known as procrastination, while the case of delay in this thesis can be defined as academic procrastination (Fibrianti, 2009, p.18). According to Tuckman in Utomo, procrastination is an inability to self-regulate which resulted in post ponement of work which should be under the control of the person concerned (Utomo, 2010, p.2). Meanwhile, according to Wolter in Nugrasanti, academic procrastination is a failure to do a task within the desired timeframe or delay the task until the last moment. Actually, there are so many studies that has been conducted on academic procrastination, including a study by Fibrianti. Her research is about the relationship between parental social support and academic procrastination in completing undergraduate thesis. The results of this study indicate that the highersocial support of the parents, the lower the academic procrastination in completing the thesis, and vice versa.

Procrastination is a problem that is often faced by every student in completing their studies. Therefore, it is important to create an effort to overcome academic procrastination among students. In this case, Therapeutic Communication is needed, it can give motivation and moral support to procrastination students.

The approach of guidance and counseling that has been highly developed nowadays, is based more from philosophical and scientific references which still show speculative and tentative tendencies (not necessarily, for a while, can change). For this reason, the researchers use the approach of Islam guidance and counseling to improve the application of Islamic theories as reference to conduct counseling acts. Islamic guidance and counseling is an effort to help individuals learn to develop their nature or return to nature, by empowering faith, reason and human will which are gifts from Allah SWT. Thus, a counselor is ought to master in communication skill moreover therapeutic communication which play a big part on the successfulness of a guidance and counseling therapy.

In this research, researchers take the title Therapeutic Communication for Reducing Thesis Procrastination in Students of the Islamic Guidance and Counseling Departement UIN Sunan Ampel Surabaya. There are two purposes of the research; first, to know the Therapeutic Communication of the student's procrastination in Islamic Guidance and Counseling Departement. Second, to know the result of Therapeutic Communication who given by Counselor in Islamic Guidance and Counseling Departement UIN Sunan Ampel Surabaya.

Methode

This study will be conducted using a qualitative descriptive method with a survey approach. This research refers to problems or facts at this time. The descriptive nature of this research is aimed to explain about the procrastination act of students in the Islamic Guidance and Counseling Study Departement generation 2015 who are working on their thesis at the Da'wah and Communication faculty of UIN Sunan Ampel Jalan Ahmad Yani 117 Surabaya.

a. Research Facilities and Infrastructure

There are the facilities needed in this research include; First, Counseling room. Second, Communication equipment: telephone, hanphone, etc. Third, Counselor's journal, and the last, Counselor filing cabinets and files

b. Data Collection Techniques

Data needed in this study was collected through survey, interview and treatment which conducted to gain information from some research subjects, there are the counselor of Islamic Guidance and Counseling Program (Dr. Hj. Sri Astutik, M.Si) also the students of Islamic Guidance and Counseling Program generation 2015 who are now working on their thesis. Survey is conducted to gain information about mainly these two things: (1) The level of procrastination of students in Islamic and Guidance Program before and after treatment; and (2) The application of therapeutic communication used by counsellor when conducting a treatment. To gain deep and broad information about the subject matters, researchers designed an open ended questionnaire as a tool to conduct the survey.

Beside survey method, researcher also use interview method via WhatsApp and zoom to conduct an interview with the counselor of Islamic Guidance and Counseling Program (Dr. Hj. Sri Astutik, M.Si) and also the students to strengthen the data obtained from the survey. Treatment, related to the implementation of Islamic guidance and counseling for students of the Islamic Guidance and Counseling Study Program at UIN Sunan Ampel Surabaya who are completing their thesis.

There are some methods used in islamic guidance and counseling to resolve the procrastination problem: First, Wisdom, using clear and firm words accompanied by arguments about procrastination that can confirm the truth and can eliminate doubts in students. Second, Lecture, by providing advice and instructions regarding procrastination in completing the thesis. Third, Discussion, by exchanging ideas with clients about the factors

that support them to procrastinate their thesis and how to overcome them. Last, Social pressure, by creating a situation that can force the clients to work on the thesis, for example, creating a regulations that require clients to submit their thesis within a specified time.

Review Related Literature

Language

Language is an essential part of our lives. We speak a language so that we can communicate with others. Language features literary means analyzing language. Language feature helps you to understand what the writer is saying. The writer usually uses different language techniques to convey his message. Further, the writers use techniques such as figures of speech, sentence structure, tone, and word choice. Goody suggest that written language has two main functions, First, is the storage that which shifts language from the oral to the visual domain and permits words and sentences to be examined cut of their original contacts. Second, is the store function which permits a communication over time and space. Where they appear in a very different and highly (Yule, 2005). However there are occasions when speech is used for the detailed transmission or factual information. This aspect of communication is obviously what the written language is supremely good at, whether for the benefit of the individual in remembering the private paraphernalia of daily life, or for the benefit of nation in establishing constitutions, laws and treaties with other nations. The other hand, language may be used to perform many communicative function.

Communication

Communicate means to share. Communication is the process of exchanging of messages, ideas, facts, opinions or feelings. It is the mechanism of transferring meaningful information from one person to another. Poor communication is probably the most frequently cited source of interpersonal conflict. The individuals spend nearly 70 percent of their waking hours communicating. It plays a vital role in any type of organisation. Perfect communication would occur when a thought or idea was transmitted so the receiver perceived exactly the same mental picture as the sender. Yule said that Communication serves four major functions, these are : Control, Motivation, Emotional expression, and Information.

1. Control

This control function can be seen often when subordinates talking to their superiors about job description, company policies or another work-related topic.

2. Motivation

Communication fosters motivation by clarifying to someone what they must do, how well they are doing it, and how they can improve if performance is subpar. The formation of specific goals, feedback on progress toward the goals, and reward for desired behavior all stimulate motivation and require communication.

3. Emotional Expression

Communication is a basic way of human to show their emotion whether it is happiness, sadness, and other negative or positive emotions. Beside, communication is also a great tool to express ones fulfillment of social needs.

4. Information

Information can be gathered when individuals or groups communicate between one and another. Data transmissions that occur when communicating can help individuals or group in decision making. Information gathered from communication can also help someone fulfill his basic or social needs (Yule, 2005).

Beside those functions mentioned, communication also plays a big role in patient's recovery, that is therapeutic communication used between medical personnel, both doctors, nurses, midwives, and their patient. Therapeutic communication can be referred as a conscious act or plan that is focused on healing the patient via in-person communication (M, 2010). Therapeutic communication can be classified as interpersonal communication due to its characteristic where someone can capture the reactions of others in a direct way, both verbally and nonverbally via face-to-face communication (Mulyana, 2005). This kind of communication can benefit both the medical personnel and the patient because it can provide a good understanding of the patient's behavior and help patients in overcoming the problems they face. Unlike social communication, therapeutic communication aims to help patients achieve certain goal within the nursing care.

Process of communication therapy divided into 4 stages, there are:

1. Preparation or Pre-Interaction

In this stage, doctor as the communicator preparing to meet the patients. In this preparation, a doctor ought to know some basic informations about the patients, such as name, age, gender, illness, etc. If the doctor has been able to prepare well before meeting the patient, then he will be able to adjust the most appropriate way of conveying therapeutic communication to the patient, so that the patient will be comfortable

2. Introduction or orientation

The introduction stage is carried out every time a meeting with the patient is conducted. The goal in this stage to validate the accuracy of the data and plans that have been made in accordance with the patient's current circumstances, as well as evaluate the results of past actions. The introduction/orientation stage is when the doctor meets the patient. The preparations made by the doctor at the pre interaction stage are applied at this stage. It is very important for the doctor to carry out this stage properly because this stage is the basis for the therapeutic relationship between the doctor and the patient.

3. Work or action

The work stage is at the core of the entire therapeutic communication process. The work stage is the longest stage in therapeutic communication because in it the doctor is required to help and support the patient to convey his feelings and thoughts and then analyze the response or message of verbal and nonverbal communication delivered by the patient. In this stage, the doctor listens actively and attentively so as to help the patient to define the problem that is being faced by the patient, seek solutions and evaluate it.

4. Termination

Termination stage is the end of the meeting of doctors and patients. The termination stage is divided into two, namely temporary termination and final termination. Temporary termination is the end of each meeting of doctors and patients, after this is done doctors and patients will still meet again at different times in accordance with the mutually agreed time contract. While the final termination is done by the doctor after completing the entire nursing process.

There are some methods or techniques used in the practice of therapeutic communication such as listening, broad opening, restoring, clarification, reflection, focusing, sharing perceptions, identifying themes, silence, informing, and giving advice (*Study Of Knowledge, Attitude, Anxiety, And Perception Of Mental Health Needs Among Nursing Students In Indonesia During Covid-19 Pandemic*, n.d.). By implementing several techniques or methods of therapeutic communication, therapeutic communication activities can be carried out properly. Patients can comfortably provide the information that the doctor needs to seek the patient's recovery, and the doctor can also facilitate his work in determining what actions to take to speed up the healing process of the patient. The better the cooperation between doctors and patients, the better the results can be achieved to accelerate the healing process in patients.

Islamic Guidance And Counseling

Definition of Islamic Guidance and Counseling

Therapeutic communication not only used in the medical field which handle physical pain or sickness, but also used in guidance and counseling field which is known to handle emotional or mental problems. In some practice of guidance and counseling, the counselor also use religious approach for example by incorporating religious teachings to help patients solving their problems. This kind of practice is the main characteristic of Islamic Guidance and Counseling. The essence of Islamic guidance and counseling is an effort to help individuals learn to develop their nature , by empowering faith, reason, and freewill that are bestowed by Allah SWT. For us to follow His guidance and Muhammad theProphet, so that we can develop properly and solidly according to the guidance of Allah SWT (Sutoyo, 2009, p. 23). From the definition above, we can conclude that Islamic Counseling guidance is a helpful activity because it helps individuals to learn about their essence as well as understanding and implementing Islamic guidance (Al-Quran and the Sunnah of His Prophet) so that they can be safe and surrounded by happiness in the world and thehereafter.

In general, Islamic guidance and counseling aims to help individuals manifest themselves as whole human beings in order to achieve happiness in this world and in the hereafter. The specific objectives of Islamic guidance and counseling are: first, helping

individuals not to get problems. Second, helping individuals overcome the problems they are facing. Third, helping individuals maintain and develop good situations in order to stay good or become better so that they will not be a source of problems for themselves and others.

As well as the aims, Islamic Guidance and Counseling also holds some functions like (1) The preventive function, which is to help individuals or prevent problems from arising for themselves; (2) The curative or corrective function, which helps individuals solve problems they are currently facing or experiencing; (3) The preservative function, which is to help individuals to make situations and conditions that were not good beforehand; and (4) The developmental or development function, which helps individuals maintain and develop situations and conditions that have improved in order to stay good or get better.

Procrastination

Definition of Procrastination

The term procrastination comes from the Latin *procrastinate*, from the word *pro* which means continue, to move, and *crastinus* which means tomorrow or to be next time. So, the word procrastination is delaying until tomorrow or preferring to do the work tomorrow. People who procrastinate can be called procrastinators (Kartadinata, Sunaryo, 2008, p.110). In other words, procrastination is an activity to postpone work until a certain time.

Some researchers have attempted to propose more complex definition of this procrastination behavior. Steel in Kartadinata& Sia said that procrastination is “to voluntarity delay an intended course of action despite expecting to be worse-off for the delay”, it means that procrastination is deliberately delaying the desired activity even though knowing that the delay could have a bad impact. This means deliberately delaying work even though it is known to have a negative impact.

According to Solomon and Rothblum in Suriyah& Sia, procrastination is a deliberate delay of work or completion of a task (Sia, 2007, p. 356). From this definition, it can be seen that procrastination behavior is deliberate behavior, it means that the factors that delay the completion of the task come from the students itself. In short, procrastination is the act of delaying work even though the person were planning to finish the job. This procrastination

behavior can be categorized as procrastination if it causes emotional discomfort such as anxiety or restlessness.

Tuckman in Utomo defines procrastination as an inability to organize himself which results in postponement of work that should be under the control of the person concerned (Utomo, 2010, p.2). In other words, procrastination is a delay in work as a result of the inability to organize and control oneself.

Research conducted by Mc Cown as quoted by Ferrari et al in Irmawati found that procrastination was associated with a tendency to delay assignments and the time to do assignments. The delay is done because the act of doing the task is not in accordance with the predetermined intention, also because there is a delay in the intention to start the task (Fibrianti, 2009, p.29). In short, procrastination is a person's tendency to procrastinate because it is against the intention that has been set. Likewise with Mc Cown, Ferrari, Johnson, & Mc. Cown also explained about academic procrastination which has many negative consequences and is an important issue that needs attention because it affects students themselves or for others and the environment in the form of less than optimal results.

As for the traits and characteristics of Academic Procrastination according to Burka & Yuen that the characteristics of a procrastinator are, first, procrastinators tend to delay their work or tasks. Second, they think it is better to do it later than now because they are still busy or other reasons, and delaying work is not a problem. Third, keep repeating the procrastination behavior. The last, usually procrastination actors hesitate in making decisions.

From some of the opinions expressed by some of these experts, it can be concluded that procrastination is a person's tendency to procrastinate doing or completing the tasks ones currently facing which will ultimately result in anxiety because in the end ones cannot complete the task on time optimally or even fails to complete it. Because this research was conducted on students who were in an academic environment, especially in the terms of doing their thesis, thus procrastination in this study was classified as academic procrastination.

Factors Affecting Academic Procrastination

In general, the factors that affect academic procrastination can be categorized into internal and external factors (Fibrianti, 2009, p. 39):

1) Internal factors, which can be described as the factors contained within the individual that affect procrastination, including:

a) The physical condition of the individual

Factors from individual that can influence the emerge of academic procrastination are physical conditions and individual health conditions, such as fatigue. According to McCown in Ferrari, someone who experiences fatigue, for example due to college or part time work, will have a higher tendency to procrastinate than those who don't. The level of intelligence one has doesn't affect procrastination, although procrastination is often caused by one's irrational beliefs. In other words, the physical condition affects someone to further delay his work and the level of one's intelligence does not affect him to procrastinate.

b) Individual psychological condition

Procrastination is often associated with individual perceptions of tasks –are those tasks fun enough to do, lack of motivation, how perfectionist is the person and the fear of failure. Several research results also found other aspects of individuals that also influence someone to have a tendency to procrastinate, including low self-control, external Locus of Control (LOC), low self-efficacy, and poor self-regulation.

2) External factors can be described as factors that came from the outside of the individual which caused procrastination, including:

a) Parenting

Based on the results of Ghufroon's study, children's perceptions of the implementation of parental discipline had an effect on the level of adolescent academic procrastination. The study stated that the relationship between children's perceptions of the authoritarian and democratic approach of parents' parenting and the level of academic procrastination is opposite or negative. Which means, the more positive child's perception of the authoritarian and democratic parenting approach of parents, the lower the level of children's academic procrastination, and vice versa.

b) Education level

Education level can also affect procrastination. The tendency of students to procrastinate increases with the length of time they study at university.

c) Reward and punishment

Tasks that carry rewards are perceived as things that bring more joy than the ones someone's postponed. According to McCown and Johnson in Ferrari et al that perception can lead to academic procrastination. Besides the rewards obtained, academic procrastination also tends to be done on tasks that have punishment or consequences for a longer period of time than tasks that have consequences in the short time.

d) Too many tasks

Burka & Yuen in Irmawati explained that procrastination occurs because there are too many task that should be done immediately. The execution of one task can cause other tasks to be delayed.

e) Environmental conditions

Environmental conditions where the level of supervision is low or less will cause a tendency to procrastinate when compared to an environment that is full of supervision.

Types of Tasks in Academic Procrastination

Solomon and Rothblum in Fibrianti suggest that academic procrastination occurs in six areas (Fibrianti, 2009, p.35): First; Writing, which is the implementation of the obligations to writing tasks such as working on revisions. Second; Learning, including delays to face exams, especially in thesis, for example attending tutoring session with the lecturer. Third, reading, including delays in reading books or references related to the materials needed in the thesis. Fourth; Administrative tasks including returning library books, completing administrative requirements related to thesis. Last, attending academic meetings, such as postponing or skipping mentoring session.

Result and Discussion

The results of the survey and interviews about academic procrastination of students in the 2015 Counseling and Islam Guidance Study Program who are still working on their thesis at the Faculty of Da'wah and Communication can be seen as low, by the proof that the percentage of students who procrastinate is less than 20% based on the following category:

Table 1

No	Number of Students	Percentage	DESCRIPTION
<u>1</u>	0-27	$\leq 20\%$	Very low
<u>2</u>	28-54	21-40%	Low
<u>3</u>	55-81	41-60%	Middle
<u>4</u>	82-108	61-80%	High
<u>5</u>	109-135	81-100%	Very High

From the data collection, we know that the total number of Islamic Guidance and Counseling Study Program's students are 135, with the above percentage, we got the number of 27 person who experience procrastination, which is in the very low category. If there are about 28 - 54 students, this is still in the low category. Meanwhile, those who are said to be in the medium category only reach 55-81 students and the percentage is 41 – 60 %. If there are 82 - 108 students out of a total of 132 students, this is categorizes as high procrastination rate. For the highest level of procrastinate or a total of 81 – 100 % if the number is around 109-135 students.

For students of the Islamic Guidance and Counseling Study Program, based on the table above, can be concluded that the self-awareness of students to complete their thesis on time is quite high where the University has successfully implemented a 3.5 year study program. But somehow this “minor” problem also needs attention, and the study program is trying to solve it by giving the students counseling treatment. This treatment is aimed to give motivation to the students so they don't feel frustrated because they are left behind from their peers.

But previously researcher tried to find out some causes of this problem. Based on the interview results, there are several reasons, such as economic factors, part-time working, programming the wrong study field and being too active in extracurricular activities. Based on these factors some students participate more in campus activities that they can not manage their time wisely. The inability of the students to divide their time for some occasions such as working, socializing with their family and or college activities triggers failure in their studies at the end of the semester. It causes anxiety all the time which leads to depression and unended guilty feelings. It can damage the concentration to complete the final project. The Islamic Guidance and Counseling Study Program provides services in overcoming these behaviors.

There are several steps taken by the counselor in the Islamic Guidance and Counseling Study Program. The researcher interviewed Dr. Hj. Sri Astutik M.Si. which has provided several effective services for eliminating procrastination behavior. The first step is to motivate students to reduce activities that can take up student learning time. In addition, the counselor provides group guidance by utilizing group dynamic management to obtain various insights, knowledge, skills, and values and attitudes that have a role to support in understanding and solving problems, so that they are able to develop themselves and benefit from activities.

Dr. Hj. Sri Astutik M.Si as a counselor also tries to provide encouragement in environmental improvement, so that it can have a positive impact on these students. Besides that, counselor also tries to motivate in improving the personal condition of the students. Improve students' abilities for a number of competencies that are needed in developing a mindset and responsibility. Encourage students not to do things that will pose a big risk, and to do something that is beneficial for their future. And the last is by building group support for the individual concerned. Instilling confidence in success, in this way she will be able to suggest optimistically to students about their success in dealing with a problem and reduce anxiety and worry in facing risks and instill discipline in learning. Eliminating pessimistic students in dealing with a problem they face.

Basically, in completing a task or work, you often experience difficulties, but if the habit of procrastinating a job is not something that should be followed. We often hear that every problem always has a solution, as long as we still have the willingness to make serious

efforts to work on and put our trust in Allah SWT, we will definitely find it easy. The therapy provided by Dr. Hj. Sri Astutik, M.Si also crucified several verses of the Al - Quran to touch their hearts. Like quoting Surat Al-Insyirah verses 1 to 8, which reads;

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ أَلَمْ نَشْرَحْ لَكَ صَدْرَكَ وَوَضَعْنَا عَنكَ وِزْرَكَ
أَلَمْ نُقْضِ ظَهْرَكَ وَرَفَعْنَا لَكَ ذِكْرَكَ فَإِنَّ مَعَ الْعُسْرِ يُسْرًا إِنَّ مَعَ الْعُسْرِ يُسْرًا فَإِذَا فَرَغْتَ فَانصَبْ
إِلَىٰ رَبِّكَ فَإِنْ كَانَ بَيْنَكَ إِلَىٰ رَبِّكَ عُسْرٌ يُفْرِغْهُ مِنْ بَيْنِكَ وَيُؤَثِّرْكَ بَيْنَ يَدَيْهِ وَيُؤَثِّرْكَ بَيْنَ يَدَيْهِ وَيُؤَثِّرْكَ بَيْنَ يَدَيْهِ

Meaning:

Have We not expanded for you your breast, And taken off from you your burden, Which pressed heavily upon your back, And exalted for you your esteem? Surely with difficulty is ease. With difficulty is surely ease. So when you are free, nominate. And make your Lord your exclusive object.

The meaning of surah Al-Insyirah verses 1-8 in the interpretation of Al-Maraghi by Ahmad Mushthafa Al-Maraghi states that in fact there are no insurmountable difficulties. If our souls are eager to get out of difficulties and look for solutions using the mind, namely by putting full trust in Allah, surely we will come out and be saved from this difficulty. Even though various temptations, obstacles and obstacles come and go, but in the end we will succeed in achieving victory.

With Islamic counseling given to them can be used as a conditioning in resolving their complaints. Beside that, counselor also used therapeutic communication that can be seen from the way she gives comforting messages to students whose facing difficulties. These are some expression used by the counselor to motivate the students:

1. "I know this subject is hard, but the lecturers are always here to help you, and there are also your friends whose ready to help you facing your difficulties. I believe that you can do this"

(Saya tahu mata kuliah ini susah, tetapi para dosen dan teman-teman anda selalu ada untuk membantu menyelesaikan masalah. Saya percaya anda bisa melakukannya)

This expression is used when the students feel unmotivated because they think that thesis is a hard subject.

2. "It is good that you have prepared yourself for work field more by joining extracurricular activities, but you have to set your priority right."

(Hal bagus anda mempersiapkan diri untuk dunia kerja dengan mengikuti berbagai aktivitas ekstrakurikuler, tetapi anda harus bisa menentukan prioritas dengan tepat)

This expression is used to treat students who procrastinate due to their participation on too many extracurricular activities.

3. "Studying while working is so hard to do, but you managed to do that which is great. But for now, you have to push yourself a little bit more so that you can finish your thesis. It is hard, but believe me it is worth the pain."

(Belajar sambil bekerja paruh waktu merupakan hal yang susah, tetapi anda telah bisa melakukannya hingga sejauh ini dengan baik. Tetapi untuk saat ini, anda harus berjuang sedikit lagi supaya bisa menyelesaikan skripsi anda. Sulit memang, tapi percayalah, hasilnyase banding dengan perjuangannya)

This expression is used when counselor deal with students who are part-time working.

4. "Have to deal with something that you don't like everyday is hard, but you've managed to reach this stage and get this far. It's only matter of time before you graduate from this Department and start a new life doing what you enjoy to do. But to reach that stage, you have to push yourself one more time. I believe you can do it."

(Harus berhadapan dengan bidang yang tidak disukai setiap hari itu susah, tetapi anda sudah bisa sampai sejauh ini. Tidak lama lagi, anda akan lulus dari program studi ini dan bisa memulai hidup baru melakukan hal yang anda sukai. Tetapi untuk saat ini, anda harus berjuang satu kali lagi. Saya percaya anda bisa melakukannya)

This expression is used when the counselor give treatments to students who are procrastinate because they programmed a wrong study program.

5. "Thesis requires so much time and hard work to complete it. But trust me, once it completed you will feel relieve for completing your duty as a college student."

(Skripsi membutuhkan waktu banyak dan kerja keras untuk menyelesaikannya. Tetapi percayalah, setelah ini selesai anda akan merasa lega karena telah menyelesaikan tugas sebagai mahasiswa)

This expression is used by the counselor in general to motivate students so that they can complete their thesis.

Conclusion

Communication is an aspect of human live which holds an important role in whatever sector it used, moreover in the Islamic Guidance and Counseling sector. The use of communication for counseling treatment can help client's mental recovery and motivate them to get to the better mental state. This benefit also applied for clients who face difficulties in learning, such as students with academic procrastination. Procrastination can be seen as a person's tendency to procrastinate doing or completing the tasks ones currently facing. This problem is a quiet common problem among students, especially for those who has been working on their thesis, such as the students in the Islamic Guidance and Counseling Study Departement generation 2015.

From the study we know that the rate of student's academic procrastination in Islamic Guidance and Counseling Department in Universitas Islam Negeri SunanAmpel Surabaya is very low with the percentage of 20% from overall students. In the other word, students who procrastinate in their thesis are 27 persons out of 135. Eventhough this rate is considered as "very low", the study program needs resolve this problem. One of the problem solving is by giving counseling treatment using therapeutic communication to motivate the students in finishing their thesis. The therapeutic communication emphasized on the use of comforting message as well as Al-Qur'an verses to motivate the students. One example of the comforting message is *"Have to deal with something that you don't like everyday is hard, but you've managed to reach this stage and get this far. It's only matter of time before you graduate from this Department and start a new life doing what you enjoy to do. But to reach that stage, you have to push yourself one more time. I believe you can do it"* that is used to give treatments to students who are procrastinate because they programmed a wrong study program. Beside this expression, more expressions are used to give motivation to students who face procrastination because of several reasons. This act is done to help the study program reduce the academic procrastination of students whose finishing their thesis and to increase the 3,5 semester study period program successfulness.

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