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Evaluating Counselor Self-Efficacy: Mindfulness, Resilience, Supervision, and Adaptive Counseling Practices: Systematic Review

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Abstrak

Penelitian ini mengkaji peran keyakinan diri konselor dalam menghadapi tantangan global serta menyelidiki faktor-faktor internal (kesadaran penuh, harapan, dan ketahanan) serta faktor eksternal (supervisi, dukungan profesional, pelatihan, dan pemanfaatan teknologi). Penelitian ini merupakan Tinjauan Literatur Sistematis yang mengikuti rekomendasi PRISMA, termasuk penetapan kriteria pencarian, penyaringan, penetapan kelayakan, dan sintesis studi empiris yang mengkaji keyakinan diri konselor. Penelitian ini mencakup 36 analisis artikel yang dilakukan di berbagai lingkungan pembelajaran dan praktik profesional. Temuan utama menunjukkan bahwa faktor internal berperan signifikan dalam membentuk efikasi diri konselor, dan bahwa kombinasi faktor internal dan eksternal meningkatkan efikasi diri serta kepercayaan diri dalam menangani masalah multikultural dan global. Peningkatan efikasi diri memberdayakan konselor untuk memenuhi tuntutan profesi, meningkatkan kualitas pemberian layanan, dan mengurangi kelelahan kerja. Penelitian ini menyoroti pengembangan profesional, supervisi yang berkualitas, dan pemanfaatan teknologi untuk meningkatkan rasa percaya diri serta mempersiapkan
konselor dalam menghadapi tantangan di seluruh dunia. Secara keseluruhan, rasa percaya diri konselor merupakan kontributor utama terhadap kesiapan, fleksibilitas, dan kualitas layanan konseling. Penelitian ini memberikan kontribusi berharga bagi teori kognitif sosial dan bidang konseling.

Kata kunci: efikasi diri, konselor, tantangan global, tinjauan literatur sistematis.

Abstract

This study examines the value of counselors' self-efficacy in dealing with global challenges and investigates internal factors (mindfulness, hope, and resilience) and external factors (supervision, professional support, training, and technology use). This study is a Systematic Literature Review with PRISMA recommendations, including defining the search, screening, establishing eligibility, and synthesizing empirical studies examining counselors' self-efficacy. The study covers 36 analyses of articles conducted across a variety of learning and professional practice environments. The main findings indicate that internal factors are significant in shaping counselors' self-efficacy, and that the combination of internal and external factors increases self-efficacy and confidence in addressing multicultural and global problems. Improved self-efficacy empowers counselors to fulfill the demands of the profession, improves the quality of service delivery, and decreases burnout. The study highlights professional development, quality supervision, and the use of technology to improve self-efficacy and prepares counselors to address challenges worldwide. Overall, counselors' self-efficacy is a primary contributor to their readiness, flexibility, and the quality of the counseling service. This research makes a valuable contribution to social cognitive theory and the field of counselin.

***Keywords**: counselor; global challenges; self-efficacy; systematic literature review*

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INTRODUCTION

Counselors' self-efficacy represents both a psychological factor and a support mechanism as professional counselors confront new global challenges. Counselors who feel confident in their professional roles (i.e., planning, implementing, and evaluating counseling services) not only benefit their emotional well-being but also enhance the success of implementing the services (Bandura, 1997). The ability to cope with the anxiety and tension that come with work and the implementation of some therapeutic strategies that consider a client's sociocultural background are dependent on the counselor's self-efficacy level (Rodgers & Furcron, 2019; Smith et al., 2023). These attributes, such as resilience, well-being, optimism, and mindfulness, enhance counselors' ability to address challenging circumstances locally and globally (Amiri et al., 2025; Jones & Pijanowski, 2023; Zhang et al., 2021). Also, supervision, professional development trainings, working in a specific environment, group management, and continuous feedback are important to building counselors' self-efficacy and keeping them effective (Kamen et al., 2022; Morrison & Lent, 2018; Ooi et al., 2018; Özteke Kozan, 2022; Tan & Chou, 2018). Given the global context and the requirement for counselors to work with multidisciplinary and multiculturally complex issues, it can be argued that strengthening self-efficacy through the combination of both inner and outer resources is significant to reduce the level of counselor burnout and increase the quality of the service provided (Stanek & Lee, 2026). Burnouts can reduce the self-efficacy of counselors, but, to an extent, resilience, hope, and mindfulness may help to reduce the impact of burnout (Amiri et al., 2025; Ender et al., 2018). The counselors self-efficacy can be seen in their ability to manage multifaceted personal, professional, and situational challenges that define their ability to work on issues of a global concern.

Research on self-efficacy thus far reveals several shortcomings in school counselor self-efficacy studies. Currently, most studies focus on how school counselors' self-efficacy operates across geographically defined local/national states and cultures. Most limited studies have focused on one country, on the self-efficacy of school counselors in several national states, or on culture and education across the world (Niles & Levitt, 2026; Ooi et al., 2018). In addition, the complexities of the interplay between the internal/external environments, such as supervisor support and training delivered through technology, are rarely analyzed. While studies such as Lee et al. argue for the importance of self-efficacy in tele-mental health, there is little research examining counselors' self-efficacy in responding to the multiple dimensions of cultural issues, social crises, and technology use in counseling (Lee et al., 2025). There are also the limitations of not measuring the changing nature of counselors' self-efficacy in the face of increasing global challenges, such as the growing number of counselors, to improve self-efficacy. There is also a gap in studies on the actual implementation of self-efficacy-regulating interventions. The designs of studies in this area do not guarantee the presence or absence of a control group or follow-up; the scope of the findings and the efficiency of the interventions remain to be defined (Merlin-Knoblich et al., 2024).

This study explores the urgency of counselor self-efficacy in addressing global challenges by examining internal, external, and multicultural factors. There are three main questions in this study: (1) how internal factors such as mindfulness, hope, and resilience influence counselor self-efficacy; (2) how the interaction between internal and external factors shapes and strengthens counselor self-efficacy; and (3) how counselor self-efficacy relates to the readiness, adaptability, and quality of counseling services in facing multicultural challenges and global crises. This methodology enables researchers to understand the factors that contribute to self-efficacy development and their influence on counselor professional preparedness in complex scenarios.

This research provides both theoretical and applied verification. It provides an understanding of the components of professional adaptation and service delivery efficacy at a global scale using Bandura's social cognitive theory and self-efficacy construct. Another study indicates that professional development programs, appropriate supervision, tech training, and counseling self-efficacy are (Hsieh et al., 2024). In addition, self-efficacy is influenced by continuous training, institutional support, and supervision (Lee et al., 2025; Morrison & Lent, 2018; Ooi et al., 2018; Tan & Chou, 2018). It is also important to include the effects of mindfulness, hope, and resilience (Amiri

et al., 2025; Ender et al., 2018) to have a holistic picture of counselors' self-efficacy. Multicultural competency may indicate a counselor's adaptability and preparedness to address global catastrophes, such as pandemics, natural disasters, socio-political conflicts, and the digital revolution. By combining these findings, this study bridges the gap between theory, empirics, and practice and provides a basis for designing more effective interventions to improve counselors' self-efficacy and preparedness to face global challenges.

METHODS

The evaluation of the immediacy of counselor self-efficacy in addressing global concerns entailed a Systematic Literature Review (SLR). A systematic literature review was selected to systematically identify, assess, and integrate pertinent empirical research, culminating in a thorough understanding underpinned by scientific evidence. The research process followed the PRISMA 2020 guidelines, which include the stages of identification, screening, eligibility, and included studies, as visualized in the PRISMA flowchart. In the identification phase, a search was conducted for papers using the following keywords: "Counselor Self-Efficacy," "Counselor Competence and Globalization," "self-efficacy in counseling," and "Counselor Self-Efficacy and Professional Development." A preliminary search of the Scopus database produced 220 items. Furthermore, 14 duplicate articles, 63 irrelevant documents, 24 documents that did not meet Tier Q1–Q3 journal quality criteria, and 2 articles without abstracts were eliminated. Finally, 117 articles remained for further screening.

Of these records, 117 publications were deemed relevant to the study themes. We excluded 82 articles as irrelevant; 35 of the remaining papers were screened for eligibility; 13 were not available, and 14 were retrieved from various repositories. Finally, 22 primary articles were included in the final review and were supplemented by 14 articles from additional sources, resulting in a total of 36 articles serving as the basis for the analysis. The selection included 36 publications that examined counselor self-efficacy in relation to the aforementioned internal factors (mindfulness, hope, resilience), external factors (supervision, training, professional support, technology), multicultural contexts, and readiness to address global issues. Not included were publications that were unrelated to the topic, publications that lacked full text, and publications that did not meet the criteria for the desired journal quality.

The systematic evaluation of the literature includes sample characteristics of primary research publications on counselors at the school, university and professional practice levels; the study is not limited to a single area or environment. The sample includes quantitative, qualitative, and mixed-methods studies that examine the relationships among internal and external factors and counselors' self-efficacy. The research instruments used in the reviewed studies varied, including self-efficacy scales, mindfulness questionnaires, resilience scales, supervision evaluations, and tools for measuring the quality of counseling services. Data from each article were systematically extracted into a synthesis table that includes the year of publication, research methods, sample, instruments, and key findings. The publication table shows an increasing trend in research on counselor self-efficacy from 2018 to 2026, with peaks in 2025 (31 articles) and 2026 (11 articles).

The process began with a literature review using several databases, followed by a review of titles and abstracts, then eligibility screening of full-text articles, and finally, selection of studies to be included in the review. Each article was analyzed to identify internal and external variables influencing self-efficacy and their relationships with readiness, adaptability, and the quality of counseling services. Thematic data synthesis, categorizing results into internal elements (mindfulness, hope, resilience), external factors (e.g., supervision, training, professional support, technology), the multicultural setting, and global issues, was conducted. This study enables researchers to discern trends, identify consistency in results, and identify current research gaps, while also evaluating the interplay between internal and external factors in enhancing counselors' self-efficacy.

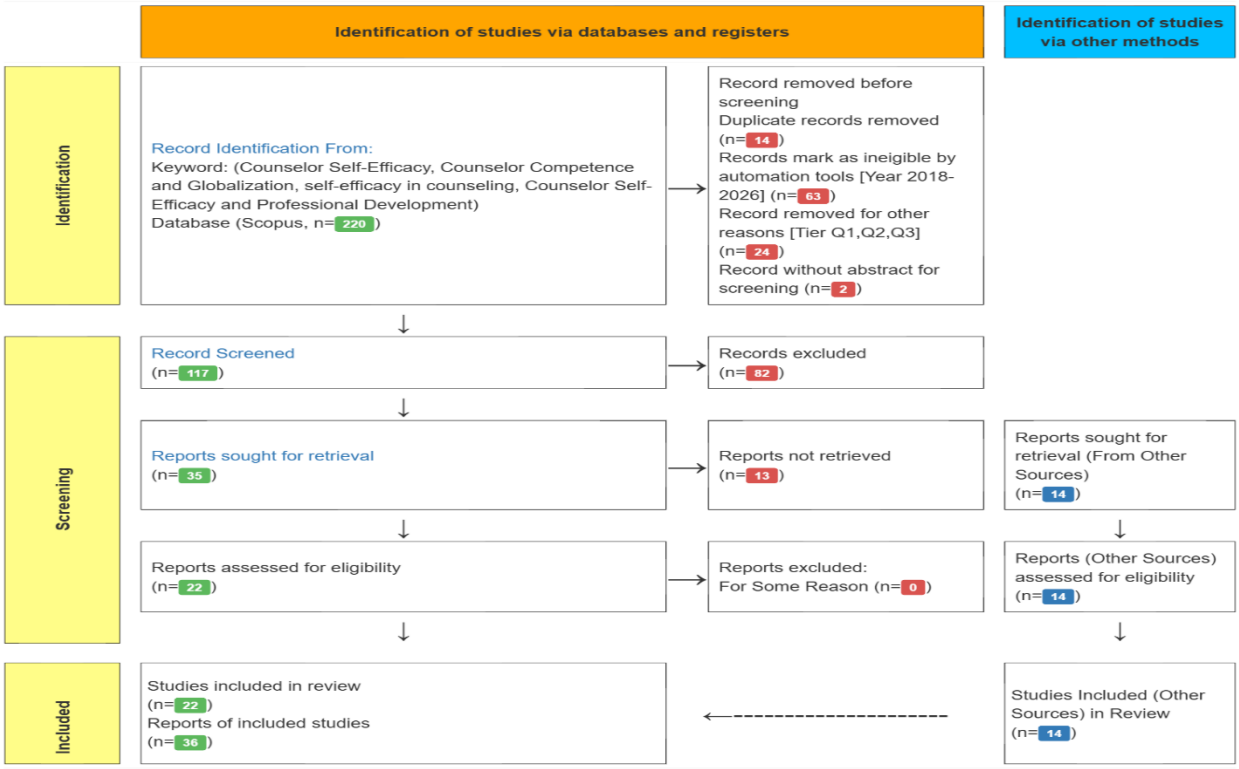
The data analysis technique employed a combination of descriptive and comparative approaches. First, a descriptive approach was used to map the characteristics of the articles, research methods, instruments, and key findings. Second, a comparative approach was used to compare findings across studies and assess similarities and differences in research results regarding the

relationship between internal and external factors and counselors' self-efficacy. All data and synthesis results are recorded in tables, flowcharts, and graphs, including the distribution of publications by year and a PRISMA flow diagram to ensure methodological transparency. This process ensures that other researchers can replicate the research, as each step of identification, screening, eligibility, and analysis is described systematically and in a measurable manner.

SLR methodology to provide an empirical and theoretical analysis of counselor self-efficacy, highlighting the significance of internal and external factors in enhancing readiness, adaptability, and the quality of counseling services. This systematic approach enables a structured literature synthesis, identifies research trends, and assesses novelty and originality, while providing a solid foundation for practical recommendations and the development of global education and mental health policies. The SLR results provide a comprehensive foundation for answering research questions and addressing gaps in the literature.

RESULT AND DISCUSSION

The selection included 36 publications that examined counselor self-efficacy in relation to the aforementioned internal factors (mindfulness, hope, resilience), external factors (supervision, training, professional support, technology), multicultural contexts, and readiness to address global issues (see Figure 1).



Source: Authors' data processing, 2026

Figure 1. Study Selection Flow Diagram

Table 1 *Characteristics of the Articles Included in the Review*

Title	Study Location	Author (Year of Publication)	Theoretical Framework	Research Methodology	Findings	Limitations of the Study	Relevance to the research
An Exploration of Factors Contributing to Multicultural Counseling Self-Efficacy in Addiction Counselors	USA (North Carolina)	Smith et al. (2023)	Self-efficacy theory (Bandura, 1977) combined with multicultural competence theory (Sheu & Lent, 2007).	Non-experimental, correlational survey design with a sample of 283 addiction counselors.	Race, multicultural education, and CACREP program attendance significantly influence counseling self-efficacy.	Limited to addiction counselors in North Carolina, does not explore longitudinal effects or cultural specificity.	Exploring how self-efficacy in the context of addiction can be applied in counseling that is more global and multicultural.
Self-Oriented Empathy and Compassion Fatigue: The Serial Mediation of Dispositional Mindfulness and Counselor's Self-Efficacy	China (Mental Health Service Platform at Central China Normal University)	Zhang et al. (2021)	Social Cognitive Theory (Bandura, 1986), Empathy theory (Davis, 1983), Compassion Fatigue theory (Figley, 2002).	Structural equation modeling, using surveys from 712 hotline psychological counselors during the COVID-19 pandemic	High self-oriented empathy is linked to compassion fatigue, mediated by mindfulness and self-efficacy.	Cross-sectional design, reliance on self-report, limited to hotline counselors in China.	Understanding how empathy and self-efficacy play a role in the emotional and professional challenges faced by counselors.
Multicultural Competence: Exploring the Link	USA (Southern United States)	Rodgers & Furcron (2019)	Multicultural Competence Theory (Sue & Sue, 2015), Social	Quantitative survey with a sample of 109 school counselors from a	Significant differences in multicultural compet	Limited to school counselors in a specific region of the U.S., no	Providing insights into the multicultural competencies required

between Globalization, Select Demographics, and School Counselors' Self-Perceptions			Cognitive Theory (Bandura, 1986).	socioeconomically diverse district.	ence based on ethnicity/race and training.	qualitative data or independent observer ratings.	of counselors in the face of the challenges of globalization.
Relationship between Sources of Counseling Self-Efficacy and Counseling Self-Efficacy among Malaysian School Counselors	Malaysia	Ooi et al. (2018)	Social Cognitive Theory (Bandura, 1986).	Survey using the Sources of Counseling Self-Efficacy questionnaire and Counseling Self-Estimate Inventory on 541 Malaysian school counselors.	Mastery experience strongly influences counseling self-efficacy in Malaysian school counselors.	Cross-sectional design, may not fully capture longitudinal trends or diverse populations in Malaysia.	Measuring sources of counselors' self-efficacy and how they can overcome challenges in the context of globalization.
Modeling of burnout in psychotherapists	Iran	Amiri et al. (2025)	Job Demands-Resources (JD-R) dan Conservation of Resources (COR).	A descriptive correlational design using structural equation modeling (SEM), with a sample of 226 counselors in Iran.	Self-efficacy and resilience act as mediators between stress and burnout. Social support and effort-reward imbalance act as	This is a correlational research design, so causal conclusions cannot be drawn.	Highly relevant, as it focuses on counselors' self-efficacy and the challenges of the profession, which can be applied to global challenges.

					moderators.		
Supervision Effects on Self-Efficacy, Competency, and Job Involvement of School Counsellors	Singapore	Tan & Chou (2018)	Structured Group Supervision (SGS).	A single-group design with pre- and post-tests, involving 21 school counselors in Singapore.	Self-efficacy and competence increased following supervision, but work engagement did not show a significant increase.	A research design limited to a small group with a non-representative sample.	It is interesting to explore the impact of supervision on counselors' self-efficacy in addressing global challenges.
The Working Alliance, Beliefs About the Supervisor, and Counseling Self-Efficacy	United States	Morrison & Lent (2018)	The Relational Efficacy Model, which incorporates self-efficacy, other-efficacy, and RISE in the supervisory relationship.	Path analysis involving 240 student counselors, using a supervision relationship model.	The working relationship with supervisors and perceptions of supervisors influence counselors' self-efficacy.	Limited to student counselors, this does not necessarily reflect the experience of professional counselors.	Highly relevant, as this study examines the development of counselors' self-efficacy through supervision, which is linked to global challenges.
Evaluation of prenatal genetic counselors' abortion education and	United States	Gentile et al. (2025)	The Theory of Self-Efficacy in Counseling and Professional Education.	An online survey of 94 prenatal genetic counselors, using the Genetic Counseling Self-Efficacy	Education on abortion in genetic counselor training is associated with	The shortage of prenatal genetic counselors in the United States does not reflect the situation in	Moderate relevance, as it focuses on a specific field of education but is related to self-efficacy in a

training as variables associated with self-efficacy				Scale (GCSES).	an increase in counselors' self-efficacy in handling abortion cases.	other countries.	professional context.
Are genetic counselors prepared to counsel active-duty service members?	United States (U.S. Military)	Kamen et al. (2022)	It is not explicitly mentioned in the article, but it relates to psychosocial theory and genetic policy.	Quantitative and qualitative surveys (using Likert scales, case studies, and thematic analysis).	Although the majority of counselors feel confident working with military personnel, most lack training in military policies.	No specific training on military policy was included in this study.	Although these findings relate to self-efficacy in a very specific context (the military), they are relevant for understanding the global challenges faced by counselors.
Examining the relationship between perceived worry and self-efficacy in NSW department of education school counsellors	New South Wales, Australia	Donald & Walter (2022)	Bandura's self-efficacy theory, anxiety theory, and the counselor's role model in schools.	Pearson correlation analysis, MANOVA.	Counselors in senior roles demonstrate higher self-efficacy and lower anxiety.	The respondents were limited to a single geographic area and specific schools.	This study is highly relevant because it examines the relationship between self-efficacy and stress and anxiety among school counselors, which is closely tied to global challenges.
School Counsel	Turkey	Aydin &	Bandura's self-	Correlational	Self-efficacy	This study does not	Although the focus is

lors' Job Satisfaction: What is the Role of Counselling Self-Efficacy, Trait Anxiety and Cognitive Flexibility?		Odaci (2019)	efficacy theory, the counselor self-efficacy model, anxiety theory, and cognitive flexibility.	analysis and hierarchical regression.	and anxiety play a significant role in job satisfaction, while cognitive flexibility does not.	include counselors who work outside of public schools.	on job satisfaction, it remains highly relevant to understand how psychological factors such as anxiety and self-efficacy influence a counselor's effectiveness.
A Qualitative Approach to School Counselor Self-Efficacy: Sources and Enhancement Strategies	Turkey	Özteke Kozan (2020)	Bandura's social-cognitive theory of self-efficacy, direct and indirect experiences.	A phenomenological qualitative approach using semi-structured interviews.	The sources of a counselor's self-efficacy are related to experience, skills, group management, and consultation.	A small and specific sample, excluding the experiences of counselors from other countries.	This is highly relevant, as it focuses on developing and enhancing counselors' self-efficacy as well as the challenges they face.
Is mindful awareness effective on hope, burnout and self-efficacy regarding school counsel	Turkey	Ender et al. (2018)	Bandura's self-efficacy theory, mindfulness, and dispositional hope.	Structural Equation Modeling (SEM) using a bootstrap approach, quantitative.	Burnout and hope mediate the relationship between mindfulness and counselors'	It does not examine the influence of cultural factors in greater depth on the effectiveness of mindfulness and hope.	Provides insights into the importance of developing counselors' self-efficacy in coping with stress and burnout in a global context.

lors in Turkey ?					self-efficacy.		
Supporting school counselor's multicultural self-efficacy development through Hip Hop based course work	United States (New York)	Levy & Keum (2022)	Hip Hop and Spoken Word Therapy (HHSWT), multiculturalism theory.	A mixed-methods design, combining quantitative and qualitative measurements with focus groups.	Hip-hop-based courses are effective in enhancing multicultural self-efficacy through hands-on experiences.	The sample size is small and limited to a single educational institution.	Relevant to the development of counselors' self-efficacy in a multicultural context and global challenges related to diversity.
An Examination of School Counselors' Leadership Self-Efficacy, Programmatic Services, and Social Issue Advocacy	United States (William & Mary, Virginia)	Mullen et al. (2019)	The theory of leadership self-efficacy, social cognitive theory (Bandura).	A quantitative survey measuring self-efficacy in leadership, social advocacy, and the implementation of the ASCA model.	Predictive leadership self-efficacy is associated with the implementation of the ASCA model, but is not directly related to social advocacy.	Further studies are needed to examine other factors that may influence counselors' self-efficacy.	Provides insights into aspects of counseling leadership that can be applied to global challenges and advocacy.
Hope as a Predictor of School Counselors' Ethical and Legal	United States (North Carolina, Montclair)	Niles & Levitt (2026)	Snyder's theory of hope, self-efficacy theory, and the ethics of the counseling profession.	Hierarchical regression with measures of ethical and legal self-efficacy.	Hope is a stronger predictor of counselors' self-efficacy	There are no longitudinal studies that examine the long-term effects of hope on	Providing insights into the importance of hope in fostering counselors' self-efficacy within the context of

Self-Efficacy					regarding ethical and legal issues than work experience.	ethical and legal self-efficacy.	ethics and law in the global era.
Counselling self-efficacy as a mediator between computer self-efficacy and attitudes toward tele-mental health among school counsellors in Malaysia	Malaysia	Lee et al. (2025)	Bandura's Theory of Self-Efficacy: Self-Efficacy Theory in the Context of Counseling and Technology.	Cross-sectional study design; mediator analysis using PROCESS Macro Model 4.	1. Counselors' self-efficacy in technology and counseling can increase acceptance of tele-mental health. 2. Counselors' self-efficacy acts as a mediator in improving attitudes toward the use of technology in counseling.	The study was conducted only among school counselors in two states in Malaysia, limiting the generalizability of the findings.	This article is relevant to your research because it highlights how a counselor's self-efficacy—particularly regarding the use of technology—is crucial for addressing global challenges in counseling.

The Relationship Between School Counselor Self-Efficacy, Empowerment, Critical Consciousness, and Social Determinants of Health Competency	United States	Middleton et al. (2025)	Bronfenbrenner's Ecological Theory, empowerment theory, and critical consciousness theory in the context of SDoH competencies.	A quantitative research design using hierarchical linear regression analysis to explore the factors influencing counselors' SDoH competencies.	Micro-level (self-efficacy), meso-level (critical awareness), and ecosystem-level (structural empowerment) factors influence counselors' competence in addressing SDoH challenges.	This study focuses more on social factors and the educational context in the U.S., with less exploration at the international level.	This article is relevant because it examines how counselors' self-efficacy relates to broader social factors, which are particularly important in addressing global challenges such as social inequality and mental health.
Malaysian School Counselor's Self-Efficacy: The Key Roles of Supervisor Support for Training, Mastery Experience, and Access to	Malaysia	Ooi et al. (2021)	Bandura's Social Cognitive Theory, the theory of self-efficacy in the context of counseling.	A cross-sectional study using PLS-SEM analysis to explore the relationship between sources of self-efficacy and job satisfaction.	Supervisor support, mastery experiences, and access to training enhance counselors' self-efficacy and job satisfaction.	This is a cross-sectional study, so it cannot establish a cause-and-effect relationship. The study is limited to the Malaysian context.	To explore how internal and external factors influence counselors' self-efficacy, as well as the relationship between self-efficacy and job satisfaction in the context of counseling in Malaysia.

Training							
A Pre-Experimental Pilot Study of School Counselors Completing an 8-Month Professional Development Program to Improve Self-Efficacy	The location of the participating schools/countries is not explicitly stated	Merlin-Knoblich et al. (2024)	Based on self-efficacy theory, which has been developed from the social psychology literature and best practices in ongoing and active professional training.	A pre-experimental pilot study without a control group; pre- and post-measurements of self-efficacy using the same measurement tool for all participants.	1) The counselors demonstrated increased self-efficacy after completing the eight-month program. 2) The multidimensional design of the training (collaborative, active learning, adaptive) appeared to be associated with positive outcomes.	1) No control group—limiting the ability to draw conclusions about causality. 2) No mention of confounding variables or control of external factors. 3) Details regarding data loss or participant follow-up are underreported.	1) to examine counselors' self-efficacy in a professional context; 2) to provide empirical evidence that professional development programs can enhance self-efficacy; 3) to support the argument that enhancing self-efficacy is crucial for counselors in addressing practice challenges, particularly in dynamic and globally pressured environments.
School counselors' burnout, hope, and self-efficacy: A sequential regression analysis	United States (UNCG, William & Mary, Clemson University, Virginia Commonwealth	Niles et al. (2024)	Self-Efficacy Theory (Bandura), Expectancy Theory (Snyder).	Sequential regression.	Burnout affects self-efficacy, but expectations have a greater influence on improving counsel	This study does not address the impact of cultural factors or the international context, which may limit the generalizability of	Highly relevant, as it focuses on counselors' self-efficacy and the challenges they face, particularly those related to stress and burnout. It

	University)				ors' self-efficacy.	these findings.	demonstrates how expectations can strengthen self-efficacy in a professional context.
School counselor burnout and its deleterious effect on their professional and personal well-being	United States (National)	Bardhoshi & Um (2021)	Job Demands-Resources Model (JD-R).	Structural Equation Modeling (SEM).	A heavy workload, particularly in terms of caseload and limited organizational support, contributes to burnout and a decline in counselors' well-being.	This study does not directly assess individual aspects such as expectations or self-efficacy.	Moderate relevance, particularly regarding the challenges counselors face in dealing with work that risks undermining their self-efficacy.
School counselors' perceptions of virtual counseling in Lebanon	Lebanon (Beirut)	Jaber & Al-Hroub (2023)	No specific theoretical framework is mentioned, but the study focuses on counselors' perceptions of virtual counseling.	Qualitative research using semi-structured interviews and focus group discussions	Counselors feel that virtual counseling offers flexibility, but privacy concerns and a lack of technical support pose challenges.	Limitations include limited representation of the local context and a lack of broader quantitative data.	Addresses modern challenges in a global context (virtual counseling).

To save the saver: facilitating school counselors' occupational well-being through multi-dimensional support and basic psychological needs	China (Beijing)	Feng et al. (2024)	Teori Self-Determination (Deci & Ryan) dan Demand-Resources Model.	A survey of 1,443 counselors.	Organizational support and job empowerment are essential for improving counselors' well-being, especially for those in part-time roles.	It does not examine the factors of hope and self-efficacy in depth.	This study is highly relevant because it examines factors that can enhance counselors' well-being and self-efficacy, particularly in the context of demanding work challenges and psychological needs.
Effect of School Counselor Training on Self-Efficacy in Crisis Handling	El Paso, Texas, United States	Brown & Han (2023)	Bandura's theory of self-efficacy and School Counselors' Response to School Shootings Framework of Recommendations.	Quantitative, pretest-posttest design.	After completing a 4-hour training session, the counselors demonstrated improved self-efficacy in crisis preparation, response, and recovery.	Small sample size—only 35 counselors—limited geographic scope, and self-report data.	This is highly relevant because it underscores that a counselor's self-efficacy is a key factor in addressing global crises such as school violence, trauma, and emergency situations.
Students are Bringing the Revolution into the Classroom!	Lebanon	Schenzle & Schultz (2024)	Toxic stress, traumatic stress, trauma-informed intervention, and	An exploratory qualitative study conducted through interviews with 19	PSS training has a positive impact in helping teachers and	The study was limited to Lebanon, had a small sample size, and did not quantitativ	This is relevant because it demonstrates that global challenges require counselors

Teachers' and Counselors' Perceptions of the Need for Psychosocial Support in Crisis-Affected Classrooms in Lebanon			psychosocial support.	public school teachers and counselors.	counselors better understand and support students affected by crises.	ely assess the effectiveness of the intervention.	to possess the confidence, readiness, and psychosocial competencies needed to support students affected by crises.
Feasibility Assessment of Using ChatGPT for Training Case Conceptualization Skills in Psychological Counseling	National Changhua University of Education, Changhua, Taiwan	Hsieh et al. (2024)	Case conceptualization, multimodal therapy, and the use of AI in counseling training.	A feasibility study with a single-blind assessment by experts.	ChatGPT can help aspiring counselors develop case conceptualizations with an acceptable level of accuracy, completeness, validity, and consistency.	Limited to a single AI model, the long-term effects have not yet been tested, and it has not yet replaced human supervision.	This is relevant because the global challenges facing counselors include not only social crises but also technological disruption. Counselors' self-efficacy must include the ability to use technology ethically and professionally.
The Impact of Behavioral Healthcare	The Midwest region of the United States	Stanek & Lee (2026)	Bandura's self-efficacy theory, multicultural counseling,	A quantitative longitudinal study involving a survey of	Self-efficacy in assessment predicts compas	The sample was limited to graduate students in a single	This is highly relevant because it broadens the understandi

Professionals' Multicultural Counseling Self-Efficacy on Their Professional Quality of Life			self-efficacy, cultural competence, and professional quality of life.	113 graduate students in the field of behavioral health.	sion satisfaction, while low self-efficacy in intervention is associated with burnout.	region, the majority of whom were women and White, so cross-cultural generalizations remain limited.	ng of counselors' self-efficacy in a global context, particularly in relation to cultural diversity, professional stress, burnout, and the sustainability of counseling services.
"It's real. It's a thing: Mental health counselors' listening exhaustion during COVID-19"	United States	Ricks & Brannon (2023)	The theory of emotional exhaustion, the theory of active listening.	Qualitative interviews with 20 licensed professional counselors.	Online therapy sessions increase hearing fatigue among counselors due to the loss of nonverbal cues, affecting both therapy outcomes and the counselors' mental health.	A small sample (20 counselors), limited to counselors who worked during the COVID-19 pandemic.	This describes the challenges counselors face in applying active listening in today's stressful digital age, which is crucial to counselors' self-efficacy in addressing global challenges.
"Staying power: Determining what keeps online counselors devote	India	Varyani et al. (2025)	The theory of posttraumatic growth (TPG), the theory of career commitment.	A quantitative survey of 270 online counselors in India.	Higher PTG reduces the intention to leave one's job, while career	Since this study focuses on online counselors in India, the results cannot be generalized to other	Highlighting the importance of resilience and a supportive organizational culture in maintaining career

d to their jobs"					commitment acts as a mediator in reducing TI.	types of counselors.	commitment, which is relevant to counselors' self-efficacy in coping with crises.
"Can AI be a good counselor? Comparing the effectiveness of AI and human career counseling"	China	Yang et al. (2026)	The theory of information overload, the theory of career effectiveness.	A 3-week controlled trial involving 183 college students in China compared AI counseling with human counseling.	AI counseling is more effective at reducing initial information deficits, while human counseling is more effective at boosting self-efficacy and improving the efficiency of career decisions.	The study is limited to college students and cannot be directly applied to professional counselors.	Provides an overview of how AI can serve as a complement to career counseling, particularly in terms of how technology can influence counselors' self-efficacy.
"Stress and Resilience Among Professional Counselors During the COVID-19 Pandemic"	USA	Litam et al. (2021)	Theories of Stress and Resilience	This quantitative study uses regression analysis to measure the effects of stress, resilience, and coping responses on burnout and secondary	Stress and post-traumatic stress are directly linked to burnout, while resilience reduces burnout levels	Limited to counselors in the U.S., it does not account for broader cultural factors in understanding stress and resilience among counselors worldwide.	This article explores the stress and resilience of counselors during the pandemic, offering insights into how to cope with global pressures in the field of counseling.

				traumatic stress.	among counselors.		
Severity and Correlates of the Symptoms of Depression, Anxiety, and Stress in Secondary Boarding School Counselors	Turkey (Boarding High Schools in Turkey)	Şahin et al. (2022)	Stress Theory, Self-Efficacy Theory, and Happiness Theory.	A quantitative survey using multivariate regression analysis, with data collected using the DASS-21 (Depression, Anxiety, Stress Scale-21).	Depression, anxiety, and stress are common issues among school counselors, and factors related to happiness and self-esteem are associated with a reduction in stress symptoms.	There is no significant association between demographic factors and counselors' self-efficacy regarding stress symptoms.	Highlighting the importance of school counselors' emotional well-being in coping with stress and global challenges is relevant to counselors' self-efficacy.
The Role of School Counsellors in Response to Eco-Anxiety	Turkey (School and Counselor at Yeditepe University, Istanbul)	Köse (2023)	The Theory of Eco-Anxiety, The Theory of Environmental Stress.	A conceptual article on the role of school counselors in addressing eco-anxiety and the application of relevant theories.	School counselors play a crucial role in supporting students experiencing eco-anxiety, and intergenerational dialogue is essentia	There is still a lack of literature on eco-anxiety among school counselors; further research is needed.	Discussing the importance of counselors' knowledge and skills in addressing global challenges (the climate crisis) is relevant to self-efficacy.

					l for addressing the climate crisis.		
Multicultural and Social Justice Counseling Competencies: Institutional Interventions for Professional School Counselors	United States (North Carolina State University, Raleigh, USA)	Leibowitz-Nelson et al. (2020)	Multicultural Counseling and Social Justice Competence (MSJCC), Social Advocacy Theory.	Integrating the MSJCC model into the work of school counselors; providing examples of interventions and social advocacy.	School counselors must possess social advocacy skills and multicultural competence to address injustice.	Further studies are needed to implement the MSJCC model in various contexts and to measure its impact.	Emphasizing the role of counselors in social advocacy and justice, which is crucial in addressing global challenges such as inequality and social change.
Understanding and Addressing the Well-Being of School Counselors	Missouri, USA (Survey of School Counselors in Missouri)	Jones & Pijanowski (2023)	Stress Theory, Self-Efficacy Theory, and the E.R.G. Model (Existence, Relatedness, Growth).	An online survey using a Likert scale, and an analysis of internal and external factors influencing counselors' well-being.	School counselors often experience emotional exhaustion and stress due to heavy workloads and a lack of clear roles.	Further research is needed to explore systemic solutions related to the role of school counselors.	Provides insights into stress and the factors that influence counselors' well-being, relevant to the challenges faced by counselors today.

The results of this research synthesis indicate that counselors' self-efficacy is a fundamental psychological construct in determining the quality of counseling services, particularly when counselors face complex global challenges. According to research, self-efficacy is the belief in one's ability to accomplish within a given domain; in this case, the individual's ability to plan and carry out the steps needed to achieve that goal (Bandura, 2012). Counselors are skilled at sharing contextualized information to clients from various socioeconomic and cultural backgrounds, even in challenging situations (Leibowitz-Nelson et al., 2020; Rodgers & Furcron, 2019; Smith et al., 2023). Attributes of self-efficacy, coupled with mindfulness, hope, and resilience, aid counselors in increasing attention, motivation, and emotional recovery from stress

or trauma (Amiri et al., 2025; Ender et al., 2018; Şahin et al., 2022; Zhang et al., 2021). Therefore, counselors' internal capacity and motivation enhance their self-efficacy in dealing with the varied global and occupational challenges.

Several internal and external factors shape counselors' self-efficacy. Greater exposure to counseling practice, professional supervision, constructive feedback, and ongoing training enhances counselors' self-efficacy to deal with counseling cases, crises, and complexity (Gentile et al., 2025; Köse, 2023; Morrison & Lent, 2018; Ooi et al., 2018; Tan & Chou, 2018). Construct relational efficacy posits that how a counselor views a supervisor's professional abilities and skills may influence the development of self-efficacy. The quality of the professional relationship is also an essential factor to consider in the development of self-efficacy. Reduction of a counselor's non-counseling duties, availment of clinical supervision, and professional affirmation modified counselors' internal locus of control, thus assisting them in coping with the all-encompassing demands (Bardhoshi & Um, 2021; Ooi et al., 2021). Self-efficacy related to technology for counselors is a form of conceptual training for counselors embedded in the use of technologies in tele-mental health, technology-based case simulation, and practice of technology-based role-playing as counselors to contribute to the safe and effective practice of complex evaluation and to enhance their adaptive skills (Hsieh et al., 2024; Lee et al., 2025).

This study provides evidence of counselors' self-efficacy regarding the challenges of a professional and global nature and the effects of the complex interplay among internal and external factors, multicultural competence, and technological support. The first research question investigates the relationship of internal factors, such as, within the context of this study, mindfulness, hope, and resilience, on counselors' self-efficacy. In a study by Ender et al., mindfulness enables counselors to cope with and focus on the tasks involved in their profession, manage and relieve the pressure of their emotions, and ultimately make the right decision in the face of imbalance and disorder (Ender et al., 2018). In her principles of section and pathways of hope (Niles & Levitt, 2026), hope serves as a motivator and mechanism for attaining and accomplishing professional objectives, enabling counselors to persevere despite workplace challenges. Resilience allows counselors to cope and recover from the emotional pressure and trauma of the occasion in the world (Amiri et al., 2025) and in the workplace (Litam et al., 2021). These three internal factors provide a unique and remarkable advantage for the counseling profession. This is significant in the existing body of literature on the two major disciplines, counseling psychology and professional education (Amiri et al., 2025; Ender et al., 2018; Zhang et al., 2021).

What is the importance of external and internal elements in counselors' self-efficacy? It has been documented that Organizational Support, Professional Supervision, and Continuous Professional Development Enhance Counselors' self-efficacy (Morrison & Lent, 2018; Ooi et al., 2018; Tan & Chou, 2018). Relational efficacy posits that counselors' evaluations of their supervisors' competence and trustworthiness can promote self-efficacy, thereby improving readiness to address global concerns. Providing work-related organizational support, which may include reducing work-related non-counseling tasks, providing opportunities for clinical supervision, and offering professional validation, to counselors helps global shifts and work-related organizational supports, and especially those of counseling, improve sense of control that aids in adapting to shifts in the world (Bardhoshi & Um, 2021; Ooi et al., 2021). Counselors can safely develop their skills through the rehearsal of varied scenarios using technology, tele-mental health, and AI case simulations (Hsieh et al., 2024; Lee et al., 2025). The primary outcome of these studies demonstrates that counselor self-efficacy is fostered by situational and personal factors, not solely by counselors' gained experience and personal skills/competence. It also describes the broadening of Bandura's social cognitive framework. In global counseling, the interaction between internal and external variables can serve as a model for building greater self-efficacy in the area of vocation.

The third research question addresses the relationship between counselors' self-efficacy and their readiness and ability to adjust the quality of counseling they provide to accommodate diverse multicultural and global crisis contexts. Counselors demonstrate high self-efficacy and

adapt their strategies to the individualized, cultural, and social frameworks of their clients (Levy & Keum, 2022; Stanek & Lee, 2026). This form of self-efficacy multiculturalism correlates positively with one's sense of professional well-being and stress management, enabling counselors to be effective with diverse and heterogeneous client populations. In the context of self-efficacy in global crises, such as pandemics and natural disasters, sociopolitical conflicts and shifting of educational modalities, and the use of the internet, self-efficacy compels the counselor to respond within the frameworks of the appropriate standards, directs the counselor to the rapidly shifting context within the global networks, and leads the counselor to collaborate in the appropriate cross-sector networks (Brown & Han, 2023; Schenzle & Schultz, 2024). The study's results provide high-value insights for educators, associations, and policymakers. These results can assist technology-integrated supervisory interventions and policies aimed at building counselors' preparedness. This study, while theory-driven in expanding counselor self-efficacy, shows that counseling skills alone are insufficient; rather, it is the structured self-efficacy within the self-confidence and support of professional literacy that provides competency, efficacy, and adaptability in professional counseling services.

This study demonstrates that integrating technology into practices, along with improved professional development, can promote self-efficacy. Self-efficacy, although the degree of enhancement was unspecified, increased after eight months of intensive training in professional collaboration (Merlin-Knoblich et al., 2024). According to the study (Hsieh et al., 2024), the potential of AI technologies, like ChatGPT, enables counselors to navigate a changing world and promotes their professional development through case-based activities reinforced with passive and reflective models. In this context, efficacy could be enhanced and viewed as a developing construct through the addition of personalized training, experiential learning, and the integration of technology for practitioners. Thus, these findings support the view that, from a psychological standpoint, self-efficacy is a developing construct that can be enhanced through carefully planned professional intervention and the interplay of theory and practice.

This study further contributes to counseling science by confirming that a counselor's self-efficacy is a complex concept. The interplay of internal, external, intercultural, and technological elements influences adaptive self-efficacy, allowing counselors to manage professional constraints, global crises, and cultural diversity effectively. This condition enables the creation of comprehensive, evidence-informed training, supervision, and professional development programs applicable across many educational and counseling service environments. This study advances our theoretical comprehension of Bandura's social cognitive theory by illustrating the formation, maintenance, and application of counselors' self-efficacy within a global framework.

This study has several limitations. This synthesis is based only on studies of a certain quality. This condition means that relevant studies may have been excluded. Furthermore, most of the studies under consideration are cross-sectional studies. Therefore, any conclusions about self-efficacy apply only to the present. Variations in cultural context, educational systems, and counselor population characteristics also affect the generalizability of the findings. However, given the 36 studies analyzed, this research still provides a comprehensive overview of the urgency of counselor self-efficacy, the relationship between internal and external factors, readiness to face global challenges, and contributions to counselor professional development, as well as to global education and mental health policies.

The study suggests that counselors' self-efficacy impacts professional readiness, versatility, quality of service delivery, and enhanced counseling outcomes. High levels of self-efficacy and intercultural competence stem from combinations of internal variables (i.e., mindfulness, hope, and resilience) and external variables (i.e., supervision, professional support, and training). It is training that affects counselors' self-efficacy globally. Hence, this study is of great importance in several areas, especially literature, professional practice, and global policy; in addition, it addresses the development of training programs, supervision, and the use of technology and counseling.

This study establishes that self-efficacy is a salient factor in counselors' ability to address professional and global issues within the context of interrelated internal, external, and

intercultural factors, aided by technology. Components such as resilience, mindfulness, and hope have been shown to support counselors in developing their self-efficacy by improving their ability to manage stress and their ability to make decisions in difficult situations (Amiri et al., 2025; Ender et al., 2018). To deal with global issues and maintain service consistency, factors like professional supervision, organizational support, and continual training provide an environment where counselors' service and self-efficacy are enhanced (Hsieh et al., 2024; Lee et al., 2025; Morrison & Lent, 2018; Ooi et al., 2018; Tan & Chou, 2018). It is evident that as counselors address their service challenges within their clients' generative culture and social structure, they experience greater service quality and job satisfaction (Levy & Keum, 2022; Stanek & Lee, 2026). These findings indicate that self-efficacy serves as an indicator of professional readiness, adaptability, and counseling effectiveness in a global context; thus, this study makes a significant contribution to the development of Bandura's social cognitive theory and the literature on counselor self-efficacy.

There is a certain degree of applicability to this study. Augmented supervision along with the incorporation of AI in professional training programs based on the principles of active learning, the self-efficacy of counselors in relation to the quality of the services they deliver will be improved, while also easing the level of their burnout experienced through their roles and functions (Hsieh et al., 2024; Merlin-Knoblich et al., 2024). Internal and external holistic structures allow educational institutions and professional organizations to develop more cohesive and enduring intervention approaches. Dynamic professionals and counselors with elevated self-efficacy are better able to handle multicultural consultations and social and professional crises. Hence, the more adaptive, inclusive, and responsive counseling services are to the clients' needs, the more the research will contribute to professional counseling practice and global education and mental health policies. These findings provide a foundation for developing an integrated self-efficacy enhancement model, which can serve as a guideline for future professional development.

The proposed studies utilize longitudinal designs to ensure adequate measurement of counselors' role growth and the effects of training and support on counselors' self-efficacy. Follow-up studies could also expand support for counselors' self-efficacy across varied education systems, cultures, and crises to improve generalizability. In addition to examining their impact on strengthening self-efficacy and the effectiveness of counseling services, exploring the use of new technologies, such as AI-based simulations, virtual reality, and tele-mental health platforms, can be integrated. Also, further research combining quantitative and qualitative methods to capture complex internal and external dynamics in greater depth is needed. Thus, counselors' self-efficacy can be enhanced both theoretically and practically, making a tangible contribution to improving service quality, professional readiness, and counselor well-being.

Counselor self-efficacy is crucial for addressing global problems, and this study is significant for developing strategies, positions, and theories in counseling psychology. Counselors with cross-cultural skills feel more confident working with clients from diverse backgrounds through a multicultural competency lens. Levy and Keum provide culturally based frameworks to help integrate and ground coursework and build self-awareness, and they suggest culturally based practicums to help work and enforce exposure (Levy & Keum, 2022). Counselors who can understand others better, or empathize, across cultures can better personalize and adapt their skills and techniques, and actually construct their methods bearing in mind their clients' cultural realities and the significance of cultural variations. In a global context, multicultural self-efficacy correlates with various beneficial outcomes, such as perceived work quality and stress management among counselors (Stanek & Lee, 2026). These outcomes mean, in essence, that stress management and work satisfaction, along with professional competence, largely depend on counselors' ability to tackle complicated, ever-changing socio-cultural problems.

Burnout is detrimental to counselors' self-efficacy. If uncoupled from protective factors such as mindfulness, hope, and resilience, so emotional exhaustion, depersonalization, cynicism, and those declining in self-efficacy (Amiri et al., 2025; Ender et al., 2018) can undermine counselors' service quality and incite burnout despite effective stress management. Several

negative emotions such as anxiety, stress, burnout, and loss of loyalty due to crisis can reduce the counselor's self-efficacy (Aydin & Odaci, 2020; Donald & Walter, 2022; Niles et al., 2024; Ricks & Brannon, 2023; Varyani et al., 2025). High levels of self-efficacy protect counselors from burnout. Resilience enables counselors to recover from emotional stress or trauma and sharpen the ability to respond to social, environmental, and mental health crises (Ender et al., 2018). Therefore, the elaboration of variability expands global capabilities and meets professional requirements.

Based on this synthesis's findings, the relationship between internal and external factors is an important consideration for counselors' self-efficacy. Counselors with robust internal factors who receive thoughtful supervision, critical and constructive feedback, leadership, empowerment, and undergo relevant professional training have shown improved skills in dealing with complex issues (Middleton et al., 2025; Morrison & Lent, 2018; Mullen et al., 2019; Ooi et al., 2018; Tan & Chou, 2018). Direct and supportive training, mastery exercises, sustained self-efficacy, and direct supervision make counselors self-confident and enable them to remain responsive to a changing world while maintaining the quality of the service they provide. Counselors with high levels of technological self-efficacy are more likely to use online counseling services, thereby increasing the level and quality of therapy interventions (Lee et al., 2025).

Given the major issues worldwide, the social, cultural, legal, and technological complexities in which such counselors operate are immense. Counselors' training in responding to violent crises in schools enhances self-efficacy, leading to positive outcomes during emergencies (Brown & Han, 2023). This improvement is further reinforced when there is organizational support, in this case from the school (Feng et al., 2024). Schenzle & Schultz further argue that, to address the social and political crises, the quality of service is maintained by Counselors providing psychosocial support (Schenzle & Schultz, 2024). Counselors with developing self-efficacy bolster the mental endurance of these characteristics, can multi-faceted innovation and drive cross-boundary initiatives, and advocate for self-regulatory practice critically.

Furthermore, the research results underscore the significance of continuous training and the value of the new technology introduced in the field in improving counselors' self-efficacy. For instance, an active, cooperative, and systematic training spanned from eight (8) months and resulted in a major positive change in the participants' self-efficacy (Merlin-Knoblich et al., 2024). The AI and related technologies, such as ChatGPT, can serve as assistants for counselors, provide coaching on case articulation practice, and nurture self-efficacy and self-adaptive thoughts for a diverse, emerging global imperative (Hsieh et al., 2024; Jaber & Al-Hroub, 2023; Yang et al., 2026). Overall, the research synthesis confirms that counselor self-efficacy is a multidimensional construct influenced by the interaction of internal and external factors, multicultural competence, supervisor support, professional training, and technology. High self-efficacy enables counselors to adapt to global challenges, improve service quality, reduce burnout risk, and maintain professional well-being. These data are presented in a table showing the distribution of publications by year and a PRISMA diagram highlighting the selection of articles and research trends related to global counselor self-efficacy

CONCLUSION

This systematic review concludes that counselor self-efficacy is a key factor in strengthening counselors' professional readiness, adaptability, and ability to provide effective counseling services in response to multicultural and global challenges. Internal factors, particularly mindfulness, hope, and resilience, contribute to counselors' capacity to manage stress, maintain confidence, and respond effectively to demanding professional situations. However, self-efficacy is not shaped by internal resources alone. Its development is strengthened through the interaction of these personal resources with external factors, including professional supervision, organizational support, continuous training, and the appropriate use of technology.

The findings further indicate that stronger self-efficacy enables counselors to adapt their practices to diverse cultural and social contexts, respond more effectively to crises and technological changes, improve the quality of counseling services, and reduce the risk of

professional burnout. Thus, counselor self-efficacy should be understood as a dynamic and multidimensional professional capacity that can be continuously developed through the integration of personal, professional, intercultural, and technological resources.

These findings imply that educational institutions, counseling organizations, and professional associations should prioritize sustained professional development, high-quality supervision, organizational support, multicultural competence, and technology-integrated training. Such initiatives can strengthen counselors' self-efficacy and prepare them to deliver adaptive, inclusive, and responsive counseling services amid increasingly complex global challenges.

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