

ABSTRACT

The COVID-19 phenomenon that hit all over the world including Indonesia contributed a lot of significant negative impact to physically and psychologically's health such as anxiety, depression and trauma. This makes the level of need for psychological assistance to overcome mental problems in Indonesia increasing. Indonesia government launched a service program called SEJIWA based on hotline program 119 ext 8 on purpose to fulfill Indonesian people's emotional and psychological need for free and reachable. SEJIWA is a *Psychological First Aid Service* or Early Psychological Assistance that is carried out by online to reduce negative impacts or is also known as a *Tele-PFA* services. In some cases there are people who have an unstable mental condition, they find it difficult to convey their personal problems when counseling takes place. The purpose of the study was to analyze the approach to interpersonal communication openness through *Tele-PFA* by psychologists at Sejiwa services in dealing with mentally unstable people due to the COVID-19 pandemic. This study uses a qualitative descriptive approach with open communication skills according to Devito. To obtain the results of the research, interviews were conducted with several volunteer psychologists who provide counseling at Sejiwa services. The results of the study show that a good psychologist's interpersonal communication is able to support effective communication. callers are open to revealing their problems so that psychologists can provide the best solutions and provide behavioral and emotional changes for callers.

Keywords: Interpersonal Communication, TELE-PFA, Psychologist