

"THE PERCEPTION AMONG STUDENTS REGARDING THE
GUIDANCE AND COUNSELING SERVICES"
A CASE STUDY : AT UNIT KAUNSELING DAN PEMBANGUNAN
SAHSIAH BAHAGIAN HAL EHWAL PELAJAR (HEP) KUIM

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KOLEJ UNIVERSITI ISLAM MALAYSIA

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AUTHOR DECLARATION

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

I hereby declare that the work in this academic project is my own except for quotations and summaries which have been duly acknowledged.

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ABSTRAK

Kajian ini menyentuh tentang pandangan pelajar KUIM terhadap perkhidmatan bimbingan dan kaunseling yang diberikan oleh Unit Kaunseling dan Pembangunan Sahsiah bahagian Hal Ehwal Pelajar (HEP) KUIM. Dalam kajian ini penulis telah membincangkan tentang makna, konsep dan sejarah perkhidmatan bimbingan dan kaunseling. Bagi memperolehi data dalam kajian ini, penulis telah menggunakan beberapa teknik kajian seperti soalan kaji selidik, temu bual, dan meneliti bahan-bahan yang berkaitan. Dapatan daripada kajian telah menunjukkan bahawa pelajar memberikan sokongan kepada setiap program yang dianjurkan oleh unit ini. Melalui hasil analisa soalan kaji selidik penulis mendapati wujudnya pelbagai pandangan dan pendapat di kalangan pelajar terhadap perkhidmatan dan program yang dibuat oleh Unit Kaunseling dan Pembangunan Sahsiah bahagian Hal Ehwal Pelajar (HEP) KUIM.

ABSTRACT

This research is about the perception among students regarding the guidance and counseling service by Unit Kaunseling dan Pembangunan Sahsiah bahagian Hal Ehwal Pelajar (HEP) KUIM. The writer discussed about meaning, concept and history the guidance and counseling. To get the data for this research, the writer had been using the method as questionnaire, interview and read any items regarding this research. The results from this research, the writer sees almost students give all support for programmes under this unit. From the analyze data questionnaire, have variety perceptions among students regarding this service and programme under the unit guidance and counseling KUIM.

ملخص البحث

هذا البحث حول رأى الطلاب في منهج القيادة والاستشارة في وحدة الاستشارة بهذه الجامعة. وتناولت الباحثة معنى وتاريخ القيادة والاستشارة. وللوصول إلى المعلومات حول هذه البحث استخدمت الباحثة طريقة الحوار والأسئلة للطلاب في معرفة رأيهم في القيادة الاستشارة الفائمة في جامعة العلوم الإسلامية بماليزيا. ونتيجة هذه البحث هو وجود آراء كثيرة مختلفة بين الطلاب في منهج القيادة الاستشارة بجامعة العلوم الإسلامية بماليزيا.

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Transliteration

1. Word

Arabic word	Latin word	Example	Transliteration
ء	'	فأر	fa'r
ب	b	برد	burd
ت	t	تال	tall
ث	th	ثوب	thawb
ج	j	جدار	jidar
ح	h	حليب	halib
خ	kh	خادم	khadim
د	d	ديك	dik
ذ	dh	ذهب	dhahab
ر	r	رفيق	rafīq
ز	z	زميل	zamil
س	s	سلام	salam
ش	sh	شعب	sha ^c b
ص	s	صخر	sakhr
ض	d	ضيق	dayq
ط	t	طازج	tazij
ظ	z	ظالم	zalim
ع	°	عقل	°aql
غ	gh	غلام	ghulam
ف	f	فيل	fil

ق	q	قلب	qalb
ك	k	كلام	kalam
ل	l	لبّ	lubb
م	m	مال	mal
ن	n	نجم	najm
ه	h	هول	hawl
و	w	ورق	waraq
ي	y	يم	yamm

2. Short Vocal

Arabic Word	Latin Word	Example	Transliteration
_____	a	كتب	kataba
_____	i	علم	‘alima
_____	u	غلب	ghuliba

3. Long Vocal

Arabic Word	Latin Word	Example	Transliteration
ى، ا	a	عالم، فتى	‘alim, fata
ي	i	عليم، داعي	‘alim, da‘i
و	u	علوم، أدعو	‘ulum, Ad‘u

ABBREVIATIONS

ed.	editor/edition/edited by
n.a.	no author/no artist
n.d.	no date/no year
n.pl.	no place
n.pb.	no publisher
p.	page
pp.	pages

CHAPTER 1: PROPOSAL.

1.1 Background of Research:

The title of this research is about The Perception Among Students Regarding The Guidance and Counseling Services. This research will be organized at Unit Kaunseling dan Pembangunan Sahsiah Pelajar (HEP) KUIM, and the sample taken from the third year faculty of Leadership and Management students in KUIM.

This research organized related to the scenario of low participation of KUIM's students in counseling programmes. From this scenario we can conclude that different perception was analyzed and collected about the important of guidance and counseling service for them.

This research covered five important elements. Chapter one is about proposal. Chapter two, discuss about the concept of guidance and counseling service. Chapter three, collecting of a literature review and some issues about student's perception in guidance and counseling serviced. Chapter four is a result of the study cases this research. The last chapter is conclusion and suggestion.

The questionnaires and the interview session will be used as a methodology in this research. The questionnaires will be allocated to the selected students, which had been handled in November 2003.

The result from this research will be as an information resource to the Unit Kaunseling dan Pembangunan Sahsiah Pelajar (HEP) KUIM as their references to revise their services and to improve the quality services offered. From this research the respond from the third year students from Faculty of Leadership and management at KUIM had been analyzed.

The methodology used in the research is questionnaire and interview session to the selected third year students of Faculty Leadership and Management at KUIM.

1.2 Research Problem:

Low participation among the student in counseling programmes is mainly because of the different perceptions among them. This scenario will be improved through the attendance list because their participation and commitment can be improved.

1.3 Research objective:

- a. To observe about the perception of guidance and counseling services among the final students from Faculty of Leadership and Management at KUIM.
- b. To get the students view about the counseling services such as personally counseling, career guidance, academic guidance and others.

1.4 Research Aims:

- 1) To get the students perception about the guidance and counseling services at KUIM.
- 2) To show variety perceptions between the third year students from faculty of Leadership and Management about the guidance and counseling services among them.
- 3) To encourage the students to participate in programmes under counseling unit.
- 4) The result from this research will be as an information resource to the Unit Kaunseling dan Pembangunan Sahsiah Pelajar (HEP) KUIM as a their references to improve and to revise their services in the future.

1.5 Research methodology:

The process of methodology is very important in this research because it can determine the construction and process that will be used to get the general idea and new discovery in the research. This assignment involved interview, questionnaire and data analysis.

The interview session is done among the female and male year three students from Faculty of Leadership and Management to get their perception about the services offered by unit Guidance and Counseling KUIM to them.

1.6 Scope of research:

Between male and female Faculty of Leadership and Management KUIM. Involved the programmes under the Counseling Unit such as:

1. Counseling programme.
2. Career and personality workshop.
3. Time management workshop.

1.7 Literature Review:

I will be reading all article and material about the counseling services.

CHAPTER 2: THE CONCEPT OF GUIDANCE AND COUNSELING SERVICE.

1.1) THE GUIDANCE:

1.1.1-Therminology:

1) According to D.W. Leferer, guidance means a process of continues education, fully systematic and arranged which can help individual with their own effort expands their capabilities to practice and achieve prosperity in their life and at the same time accommodate to the social needs.

Mc Daniel and Shaftel (1957) highlighted that guidance is one of the service instrument, which cohered orientation, education and career opportunity information's, individual inventory, counseling and allocation and follow-up programmes.

2) Shertzer and Stone (1981), had viewed guidance as a process to help people to analyze themselves with the environment around them. With that definition, any individual will be helped by conductors or motivators to realize the strengths and weaknesses of themselves. It gives them ideas to set realistic aspiration that suit with their ability and interest. By that indication, individual will realize to expand their ability to the maximum level to achieve prosperity in their life.

3) According to Alice Crow (1964), guidance is an indication to help individual to set their short-term and long-term objective, with the specific actions plan and at the same time try to improve individual attitude and behavior in which they think is needed.

Guidance is not leadership programmers because conductor will not decide anything for the individual he helped. In whatever actions, objectives and results achieved had come from individual own effort. Conductor will not

setting anything to the individual to practice to fulfill their need and interest. That individual will handle all of these alone.

Currently, any guidance that had been given to students with the aims to help students to maximize their capabilities in line with their own ability and interest.

1.1.2-The Guidance Service Objectives:

- 1) Help students to understand and overcome any problem in a wider perspective.
- 2) Help students to make a wise decision in many aspects of life.
- 3) Help students to gain knowledge and career information.
- 4) Capable to make proper application to specific departments or organizations.
- 5) Organizing motivational camp for students from time to time, in order to improve their self-motivation.
- 6) Ensure the consistency and stability of students emotions so that they will always in full concentration and also happy.

1.1.3-Important Principles that should be included in the Guidance Service:

To ensure the successful and effectiveness of the guidance service, a set of principles to be followed has been set. It can be a good basic and reference to handling and organizing the service.

- 1) Guidance is an educational task.
- 2) Guidance is an element of knowledge.
- 3) Guidance is for all individual.
- 4) Guidance is a lifetime process.
- 5) Guidance aims to prevent rather than cure.
- 6) Students' details and information will be protected.
- 7) Complete and overall student's details are needed in guidance service.
- 8) Guider should be wise and intelligent.
- 9) All teachers are motivational facilitator.
- 10) Guidance helps students to set the realistic life objectives.
- 11) Sufficient duration of time for students to telling their problems.
- 12) Guider should be completed with specific skills to help others.
- 13) Comfortable guidance service room.
- 14) Any student or clients cannot be forced to share information or accept any decision.
- 15) Guidance emphasis on the current and future situation.
- 16) Guidance approach for any student is different.

(Ee Ah Meng. Second edition 1997, 1998)

1.2) THE COUNSELING:

1.2.1-Meaning of counseling:

Counselor helps people with a wide variety of personal, educational and career related problems. People come to counselor because they have problems in which they are unable to solve.

(Dixon & Glover, 1984; Fretz, 1982; Heppner, 1978; Horan, 1979)

✧ We as professional assume responsibility or not only promoting the welfare of the people who seek our services, but also protecting clients from harm. Thus, as professionals we need to continually update and extend our knowledge about human nature and the field of counseling as well as evaluate our services, especially because the applied nature of our work affects the daily existence of thousand of people.

(P.Paul Heppner, Dennis M. Kivligha JR, Bruce E. Wanpold, second edition.)

✧ Counseling is a word everyone understands, but no two people understand it in quite the same way. It is easier to practice that as and science of counseling than it is to describe it “London, 1964; Meehl; 1993 (Conventional dictionaries offer little help. If you look up counseling, you’ll find something like the art of advising)”

✧ Consider the variety of definitions provided by scholars, the similarities and differences of these references indicate how difficult it is to locate a succinct definition of counseling. Here is small sampling of the hundreds we here to choose from:

- 1) Counseling is the artful application scientifically derived psychological knowledge and techniques for the purpose of changing human behavior (Bruke 1989).
- 2) Counseling is a helping relationship that includes someone seeking help and someone willing to give help who is trained to help in a setting that permits help to be given and received (Cormier & Hackney 1987)

- 3) Counseling consists of whatever ethical activities a counselor undertakes in an effort to help the client engage in those types of behavior which will lead to a resolution of the client's problems (Krumboltz, 1965)

(Les Parrot III, second edition.)

From day to day, we are continuously facing variety of problems and challenges. In order for us to solve and face it, we need counseling services.

Counseling does not mean to give or to get advice; even it is an important element of it. Even the counselor will not give the direct solution to all client's dilemmas, because what he or she thinks are good are not necessarily be agreed by the clients. The benefit of this service is that it helps to give guidance to clients to analyze all of criteria in him that can be manipulated to the problems faced. The acceptances of these elements by clients are the basic factor for the changes that he should do.

Counseling relation are two-way communications. The counselor will analyze and understand followed by good interactions or treatments, whereby clients will telling their problems and try to overcome and handle themselves. The communication and reaction between the counselor and clients can help the clients to analyze important elements of themselves and the problems that they faced.

Counseling will give the good reflections to the clients to understand about themselves and the factors that lead to the problems faced. Therefore, focus of the discussion is about how clients will face the problems rather than about the problems alone.

Counseling is about re-education. Re-education happened from the problems and feelings, new knowledge and information from the interaction with counselor and new skills from the models that have been used and practices by the counselor.

(Mizan Adiliah Ahmad Ibrahim & halimatun Halalialiah Mokhtar, fourth edition 1998)

The word counseling comes from English language. Some intellectual in this field had illustrated various definitions.

- 1) According to Boy and Pire (1968), counseling is a face to face relation whereby the clients seeking the helps and guidance from the counselor. This relation includes effective communication, respect, counselor's acceptance regarding the client's problems and their feeling.
- 2) Arbuckle (1965) defines counseling as a process of helping clients to analyze and assets their self-potential, skills and realistic performance that they can achieve.
- 3) Cottle and Downie (1970), interpret counseling as a process whereby a counselor helps client to understand and a greed the analysis about themselves with the interaction between two of them and the others so that he can make an effective decision in his life.
- 4) Delony and Eisenberg (1977) describe counseling as a process whereby a counselor guide client to make an effective actions and reactions of in whatever aspect.
- 5) Gustael and Berdie (1953) defines counseling as an orientation and learning process which is conducted in practical social interactions whereby a trained counselor try to help client to achieve his goals and target to be a good and productive citizen.

1.2.2-Counseling Objectives:

- 1) To solve short terms problems, which any individual had faced.
- 2) To ensure the positive changes being achieved.
- 3) Logical and effectives action taken.
- 4) They value of life will be set to achieve a desired prosperous life.
- 5) To improve the ability to achieve psychological freedom or the ability to manage his or her own life.

(Ee Ah Meng, Second edition1997, 1998.)

1.2.3-Counseling Principles:

Mc Daniel and Shaftel (1956) had listed several important counseling principles as followed:

- 1) Any client should be accepted as an individual so that the proper and suitable treatment will be given.
- 2) Basic counseling is actually a permissive relation.
- 3) Counseling stress on two-way communications.
- 4) Counseling principles are on line with democracy ideas.

Patterson (1967) viewed counseling principles as followed:

- 1) Counseling is a process with the objective to guide clients to voluntarily accept any changes.
- 2) Counseling should offer and recommend the changes.
- 3) Client will face some obstacles which had been set in counselor objective depended by counselor's attitudes, norms and values.
- 4) Interviews and conversations session will be handled to give the benefit to the changes even not all conversations will be accepted as a counseling process.

Biason, F (1966) had list out several principles:

- 1) Counseling is for all and it is not limited to the specific person. The highlight used is “prevention is better than cure”.
- 2) Counseling will be effective when it is properly been planned systematically.
- 3) Counseling programmers will be more efficient if there are good communication between students, teachers, parents, counselors and administrators.
- 4) Counseling assumes any individual with the right to make the decision whether it is personal and the lifetime planning.

1.2.4- Process of Counseling:

Counseling is a process, which includes these characteristics:

- 1) Duration of time so that clients are willing to make a change for example a few hours, several sessions and appointment.
- 2) Systematic steps and indications. Counselor will create a good relationship between client and himself from the beginning to the ends of the session. Client will be guided to understand their problems and criteria in them from different perspectives, agreed and accepted weakness in their selves and thus manage to overcome that problems.
- 3) The existence of good relationships between client and counselor. It is the main element that will determine client’s feelings interpretation. The actions and reaction changes between client and counselor will also help clients to recognize him and the problems faced.
- 4) The knowledge about mankind and nature can be a good inspiration. It is covered with the understandings of mankind’s problems, motivations, needs and learning skills.

Therefore, counseling process begins with the understandings between two individual (clients and counselor) to get involve in the management of specific questions or problems. This process includes variety of steps depend to the relations occurred.

1.2.5-Step in the counseling process:

First step: Pre session preparation.

For client that comes to set an appointment, the counselor should be informed about client's profile and background to assist him to join a relation before he start to offer some help and advice.

Second step: Join a relation, hearing, understandings and specific treatments.

A good relation with any individual which seeking some helps is very important to begin the counseling sessions. Here are some guidance to build a good relation between a counselor and his clients:

- 1) To show a good respond from the attitude.
- 2) To show a willingness to help.
- 3) Willing to hear anything.
- 4) Willing to hear and face the feeling expression.
- 5) Willing to understand covered and uncovered feelings.
- 6) No assumption and perception.
- 7) Understandings the verbal and in verbal actions or responds.
- 8) Try to allocate more hearings and understandings rather than talking.

Third steps: Explore and analyze the problem.

All problems should be explored. This is to make sure counselor and client really understand the problems so that the clients can analyze the problem faced effectively.

Four steps: Identify the root of problems.

Clients should be helped to realize the root of problems for the specific intervention process. It is important to classify whether it is the main problems or just a minor problems.

1.2.6-Types of counseling:

1. Individual counseling:

An individual counseling is a counseling session that organized between counselor and only a client.

2. Group counseling:

Group counseling can be defined as a group of several interacted individual with good psychological relation among them.

(Ee Ah Meng. Second edition. 1997, 1998.)

1.3) THE GUIDANCE AND COUNSELING CONCEPT.

A psychological expert, Cribbin had concluded that guidance focus to clients and related to overall and optimum clients self-development and also individual achievement as well as social achievement.

Meanwhile, counseling is defined with several means and explanation by the psychological expert depends to the need and the environment of the researcher according to the studies done by them.

According to Pepensky (1954), counseling can be defined as “the interaction process between a counselor and a client which is confidential to change or improve the client attitudes.”

Meanwhile, Good (1954) outline counseling as an exclusive and personal way to help and guide someone from academic achievement aspect as well as career development.

Refer to these definitions, we can say that counseling programmers need three main elements that is helping and advise people before they take any action, stressing on counseling and learning programmers and the changes and personality developments.

From this definition, we can conclude that the guidance process had stressed more on how to teach and guide an individual to achieve life prosperity. Meanwhile, the counseling process can make more stress on self-enhancement and self-development. Even it is define from different perspective but still these two elements are unique and important to solve man’s problems. From time to time, it keeps on changing and being adjusted to meet the current aspiration as well as to clarify it own identify.

(Kamal Abd. Manaf, first edition 2000)

Concept that institutions especially schools should promote the efficient and happy lives of individuals by helping them adjust to social realities. The disruption of community and family life by industrial civilization convinced many that guidance experts should be trained to handle problems of individual adjustment. Though educators had recognized the need for attention to the whole individual since the time of Socrates it was only during the 20th cent that researchers actually began to study and accumulate information about guidance.

This development occurring largely in the United States was the result of two influences. John Dewey and others insisted that the object of education should be to stimulate the fullest possible growth of the individual and that the unique qualities of personality require individual handling for adequate development also in the early 20th cent, social and economic conditions stimulated a great increase in school enrollment. These two forces encouraged a reexamination of the curricula and methods of secondary schools with social reference to the needs of students who did not plan to enter college. The academic curriculum was revised to embrace these alternative cultural and vocational requirements.

Early guidance programs dealt with the immediate problem of vocational placement. The complexities of the industrial economy and the unrealistic ambitions of many young people made it essential that machinery for bringing together jobs and workers be set up vocational guidance become that machinery. At the same time counseling organizations were established to help people understand their potentialities and liabilities and make intelligent personal and vocational decisions. The first vocational counseling service was the Boston Vocational Bureau established (1908) by Frank Parsons a pioneer in the field of guidance. His model was soon copied by many schools municipalities' states and private organizations.

With the development of aptitude and interest tests such as the Stanford Bidet Intelligence Test and the Strong Vocational Interest Blank commercial organizations were formed to analyze people's abilities and finish career advice. School organizations testing and placement services many of them in cooperation with federal and state agencies. Under the provisions of the National Defense Education Act

(1958) the federal government provided assistance for guidance and counseling programs in the public secondary schools and established a testing procedure to identify students with outstanding abilities. The US Dept of labor has been an active force in establishing standards and methods of vocational guidance helping states to form their own vocational guidance and counseling services. The personnel departments of many large corporations have also instituted systems of guidance to promote better utilization of their employees.

Modern high school guidance programs also include academic counseling for those students planning to attend college in recent years school guidance counselors have also been recognized as the primary source for psychological counseling for high school students this sometimes includes counseling in such areas as drug abuse and teenage pregnancy and referrals to other professionals (e.g. psychologists social workers and learning disability specialists). Virtually all teachers colleges offer major courses in guidance and graduate schools of education grant advanced degrees in the field.

(Website: <http://www.nage.org/counGuide/guide.htm>)

1.4) THE HISTORY OF GUIDANCE SERVICE IN MALAYSIA.

Counseling services first introduced in 1963 to the secondary schools organized by UNESCO led by Russel K. Mackenzie, an expert of Colombo Agreements. In 1962 to 1963, he had trained several executives from the State Education Departments focused on the specific elements in counseling services. The result from this training, a book titled "Guidance Services In School" was established by Dewan Bahasa dan Pustaka and was distributed to the schools in 1966.

In 1968, Ministry of Education was organized two days counseling seminar in Selangor, P.Pinang and Kedah. In the same year a Notice KP5209/30(13) dated September 1, 1968 had been forward to the chief education departments in every states to make sure that the headmaster provide the basic facility to the teachers regarding the guidance and career advice with the objectives to ensure the success of the counseling services offered.

In 1969, with the support of UNICEF, the total of 275 teachers had been involved in the 6 days counseling seminar in Maktab Perguruan Ilmu Khas, Cheras. It was followed by career seminar which is took place at Sekolah Menengah Bukit Bintang, Petaling Jaya.

In early 1973, Education and Career unit had been transferred from the Planning and Research Department to the School Department. In early stages, the focused more to the counseling and guidance, educations, personal, career, socio-economics and the prevention of drug abuse.

In 1980, Maktab Perguruan Ilmu Khas launched counseling incentive programmes for one year, which is the certificate level of education. In the same year, Counseling Diploma had been introduced by UKM for the graduates teachers, prison officer, drug addict treatment center and social welfare.

Teacher Education Department started the counseling and guidance seminar during school holiday in 1982, which is took place for 8 weeks which in the same year UPM starts to offer the Degree in counseling and guidance which is 4 years duration of study. The other local universities for example UM and USM from time to time had organized the seminars and course in counseling and guidance agendas.

To encourage more activities and programmes of counseling and guidance, Malaysian counselor Association (PERKAMA) and Malaysian Vocational Guidance Association (MAVAGO) had been established.

(Ee Ah Meng second edition.1997, 1998)

1.5) BACKGROUND OF UNIT KAUNSELING DAN PEMBANGUNAN SAHSIAH BAHAGIAN HAL EHWAL PELAJAR (HEP).

The Unit Kaunseling dan Pembangunan Sahsiah Bahagian Hal Ehwal Pelajar (HEP) KUIM, established on 2001/2002 the same year of the first batch of KUIM's students. This unit was allocated at level 13, Menara A Persiaran MPAJ, KUIM.

The vision is to produce the intellectual with dynamic Islamic knowledge, progressive and able to face the challenge through the balance in all aspect including mental, emotion and physical.

The mission is to offer friendly service to students' through the psychological method and counseling to help the students with self-development programmes.

-1.5.1 The objective:

- 1) To organize self-development and enhancement programmes.
- 2) To organize academic development service.
- 3) To organize career information service.

Unit counseling which is organized by Student Affair Department (HEP) offer professional and friendly services with the objectives to help the students to achieve self-development and enhancement and also suitable career information for the future.

It helps students in many aspects of the campus life including orientation session, academic result achievements together with any complex psychological problems.

-1.5.2 The programmes of counseling service have been offer to the students at KUIM are:

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1. Individual and grouping counseling, and counseling by e-mail.

In this part, students can booked for this service or see direct for individual and grouping. The students can also connect their counselor by the e-mail.

2. Manage time and effective technique study in workshop.

This workshop have been offered to all students by booked the session depend the up-date schedule by counseling unit. From this workshop, students will be guided to managed and conduct their time study. In otherwise students can developed their skill of study with effectively.

3. Personality and career workshop.

Career counseling service had been opened to help the students to identify their personality in choosing the suitable career with them. It also has variety main techniques for choosing their career in the future. The techniques and skill to made the preparation for interview, how to write the resume and others skill.

4. PRU service.

Students can get the PRU service from the counseling unit at KUIM. They are among KUIM's students. They are had been choosing by authority with the specific qualification.

5. Motivation and career resource center.

Under counseling unit and their function are for helping the students to develop their motivation. It also gives more choices in selection of their career from the counseling service and items had been prepared for them at motivation and career resource center. It will be open for students during office time.

(www.kuim.edu.my)

1.6) ISLAMIC COMPARE WITH CONVENTIONAL COUNSELING.

Malaysia as a developing country had a vision to be industrial and developed country by the year 2020. As a develop country, the overall aspects of technology standard will be improved as well as the life standard of the citizens. Unfortunately, from the negative perspectives, the possibility that the decline of positive moral value for example the respect to the elder, honesty, society programmes involvements, and etcetera had increased. The pressures from various ways lead to the increase in the level of stress and anxiety among peoples.

Therefore, among the preparation to face that possibility, peoples require guidance and helps from the experts so that any problems that they faced can be solved. Because of this, the missions of the counselors are to bring back the humanity functions of them so that they can be independent, high self-confidence, and full of spirit. The clients will also need continues guidance and guidelines to face any problems that become more complex. These elements will always been carried and practiced by the current counselors.

The history of the counseling practice in United States started in Boston by Frank Person in 1908. In Malaysia, the Education Committee of Negeri-Negeri Selat and Negeri-Negeri melayu Bersekutu had introduced the counseling and career guidelines. They had published The Vocational Guidance in Malaya for parents, teachers and pupils. (Taken from the research by Ministry of Education, 1966)

This practice had been grown tremendously since 1981 and had first implemented by Maktab Perguruan Ilmu Khas (MPIK) followed by Universiti Malaya, Universiti Kebangsaan Malaysia and Universiti Pertanian Malaysia. The programmes that relate to counseling had been offered in certificate, diploma and degree level. As we can see nowadays, the counseling programmes had become very popular. The services offered from day to day increasingly needed in the society to face the challenges and complex problems.

Refer to the complex society structure; the government had agreed to increase the number of the counselor and to improve the training facilities. Unfortunately, the main aspect in current counseling practice had been criticized negatively to follow totally from Americans counseling practice. Many of them are worried that the western approach is not suitable for Islamic clients especially with the problems that involved with Aqidah.

Generally, in Malaysian community, it is not a new trend for someone to seek guidance and assistance from the others. Before we had achieved and independent, the phenomena of seeking and advice from the village leader, religious leader, and the oldest had been a normal trend. But these traditions are hardly to be found in the current complex society. The main reasons to have a trained counselor are to provide multi effective services to the peoples.

It had been proof through that overall aspects in the conventional counseling can be practiced by Muslim as it is not been any harms to the clients' and counselors' iman. According to Wan Hussein @ Azmi (1983), the counseling practices from United States are mostly the same with Islamic counseling. The Islamic counselors for example Al-Ghazali, Ibn Taimiyah and Fakhrurazi had used the ratio concept when they are analyzing and these approaches are quite similar with the current conventional approaches. It brings the same meaning in any counseling.

The dissimilarities between conventional and Islamic perceptions on the human factors does not means that all criteria in conventional practices being ignored. We can try to implement the good ideas and to discuss and comment the new approaches that are uncommon to the Malaysians.

According to Wan Azreena (1994), generally the real and trained counselors will not simply accept approach and indications from the west without making the specific research. For the goods of the services the Islamic experts can discuss itself, the various related conventional approaches and concept. Any current and new indications in counseling cannot be ignored. In some aspects, we should learn and discuss

everything from them and decide which approaches should be taken and which approaches should be left.

From the different perspective, Khairul Azhar Idris claimed that the conventional counseling approaches had ignored the important elements from the religious and spiritual perspectives. Nevertheless, he had agreed that as long as it is not opposites the aqidah, syariah and akhlak, it can be accepted followed by the example that Prophet Muhammad S.A.W had once directed the Non-Muslim to teach the Islamic children as a ransom during the launchings ceremony of Kota Mekkah. Furthermore, the method used to develop an Islamic civilization was also by a good discussion and flexible attitudes (Infitah) regarding the good elements practiced by the Non-Muslims that can be followed by Muslims as a better way. These elements are also an important element in the counseling services.

1.6.1-Iman Al-Ghazali Counseling Techniques:

Iman Al-Ghazali had established the counseling approaches based on Al-Quran. Allah has said:

"بل إن تصبروا وتتقوا ويأتوكم من فورهم هذا يمددكم ربكم بخمسة إلف من الملكة

مسومين"

“Yea- if ye remain firm, and act a right, even if the enemy should rush have on you in hot haste, your Lord would help you with five thousand angles making a terrific on slough.”

(Al-Quran. Ali-Imran 3: 125)

From this Quranic verses, it call and guide peoples to believe Allah with intelligence and good advises, and discuss among them in a proper way. ✨

1. Intelligence approach.

Intelligence are the same meanings with the goods to be patience to support the truth and against the wrongs, justice, always make a good decision, telling the truth, avoid vandalism, concern with the educations, practiced prophets' attitudes and strongly support the truth that been referred to the Al-Quran.

2. A good advice.

Some interpreters had explained the meanings of the advice as:

- a) To give supports and positive influences especially to left the wrongs.
- b) To give a good explanations to be used to improve the self-confidence.

Some interpreters believe that a good advice related to a specific and firm advises and it is not with the hard way. It can bring benefits to the realizations of the truth and humble to the rights.

3. A good discussion.

A good discussions means to avoid bring the damage or spoil to others privacy and feelings and it is the right way for the counselors to analyze, to understand and to solve the clients' problems. The clients itself had to be responsible of felling everything which related to the problems. By that, clients' will realize that he is not alone and someone are concern about his problems and try to give the proper guides to solve the problems.

(Kamal Abd. Manaf, first edition 2000)