

**THE EFFECTIVENESS OF COUNSELING AND GUIDANCE
AMONG SECOND YEAR STUDENTS FROM FKP. A CASE
STUDY.**

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AUTHOR DECLARATION

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ

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

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

IN THE NAME OF ALLAH, THE ALL MERCIFUL, THE MOST GRACIOUS.
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ABSTRAK

Projek ilmiah ini memfokuskan tentang keberkesanan Kelab Kaunseling dan Bimbingan Kerjaya KUIIM di kalangan pelajar-pelajar tahun dua. Kajian lapangan ini hanya melibatkan sebahagian pelajar-pelajar dari Fakulti Kepimpinan dan Pengurusan. Kajian ini menjelaskan tentang maksud kaunseling dan bimbingan menurut tokoh –tokoh terkemuka dalam bidang kaunseling dan bimbingan dan sebahagian teori-teori yang biasa digunakan di dalam kaunseling. Secara keseluruhannya tumpuan yang diberikan adalah terhadap pandangan pelajar-pelajar tahun dua sendiri terhadap keberkesanan penubuhan kelab bimbingan dan kaunseling serta sejauh manakah perlaksanaannya dapat memberi manfaat kepada mereka.

ABSTRACT

This academic project paper focuses on the effectiveness of the counseling and career guidance in KUIM. The writer prefers to make a study on second year students from the faculty of Leadership and Management. The respondent involved was 50 persons including 20 male respondent and 30 female respondents. This study explains about the meaning of counseling and guidance, which also includes the theories of counseling that is familiarly used by the counseling scholars in counseling therapies. The overall focus given to the opinions and assessments from second the year students themselves towards the effectiveness of the implementation of the counseling and career guidance unit and lastly how far does the running of the unit gives benefits to them.

ملخص البحث

يركز هذا البحث على فعالية نادي الإستشارة والإرشاد في جامعة العلوم الإسلامية بماليزيا في طلاب السنة الثانية. وإن هذه الدراسة الميدانية خاصة ببعض الطلاب من كلية القيادة والإدارة. ويتناول هذا البحث تعريف الإستشارة والإرشاد عند الأعلام البارزين مع بيان الوسائل النافعة. والخلاصة، أن هذه الدراسة تتركز على آراء الطلاب للسنة الثانية في أثر وفعالية تأسيس نادي الإستشارة والإرشاد في هذه الجامعة وما مدى مساعدتهم لمواجهة المشاكل سواء كانت دراسة أو في غيرها.

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GLOSSARY

1. Al-Aqli: The intellect or faculty of reason.
2. Al-Quran: 'The Mother of Book', the collection of messages Allah revealed to the prophet Muhammad over a period of 23 years.
3. Al-Sunnah: The customary practice of a person or group of people. It has come to refer almost exclusively to the practice of the messenger of Allah. The prophet's example or way of life. Everything he said, did approved or condemned.
4. Islah: Reform. To make better, to put right.
5. Psychoanalysis: The technique to return back clients past emotions to detect the cause of mental problems, and identification of psychotherapy technique will be use.
6. Psychodynamic: A study about process and the power of mental.
7. Syariah: The holy law of Islam.

TRANSLITERATION TABLE ARABIC WORDS TRANSLITERATION SYSTEM

1. ALPHABET

| <u>Arabic</u> | <u>Latin</u> | <u>Example</u> | <u>Transliteration</u> |
|---------------|--------------|----------------|------------------------|
| ء | , | فار | fa`r |
| ب | b | برد | burd |
| ت | t | تَلَّ | tall |
| ث | th | ثوب | thawb |
| ج | j | جدار | jidār |
| ح | .h | حليب | halīb |
| خ | kh | خادم | khādim |
| د | d | ديك | dīk |
| ذ | dh | ذهب | dhahab |
| ر | r | رفيق | rafīq |
| ز | z | زميل | zamīl |
| س | s | سلام | salām |
| ش | sh | شعب | sha ^c b |
| ص | s | صخر | sakhr |
| ض | d | ضييق | dayq |
| ط | t | طازخ | tālib |
| ظ | z | ظالم | zālim |
| ع | e | عقل | ^c aql |
| غ | gh | غلام | ghulām |
| ف | f | فيل | fil |
| ق | q | قلب | qalb |
| ك | k | كلام | kalām |
| ل | l | لبّ | lubb |
| م | m | مال | māl |
| ن | n | نجم | najm |
| ه | h | هول | hawl |
| و | w | ورق | waraq |
| ي | y | يم | yamm |

2. Short Vowel

| <u>Arabic</u> | <u>Latin</u> | <u>Example</u> | <u>Transliteration</u> |
|---------------|--------------|----------------|------------------------|
| _____ | a | كتب | kataba |
| _____ | i | علم | ^c alima |
| _____ | u | غلب | ghuliba |

3. Long Vowel

| <u>Arabic</u> | <u>Latin</u> | <u>Example</u> | <u>Transliteration</u> |
|---------------|--------------|----------------|--------------------------------------|
| أ, إ, ع | ā | عالم, فتى | ^ˆ ālim, fatā |
| ي | ī | عليم, داعي | ^ˆ alīm, dā ^ˆ ī |
| و | ū | علوم, أدعو | ^ˆ ulūm, Ad ^ˆ ū |

4. Diphthong

| <u>Arabic</u> | <u>Latin</u> | <u>Example</u> | <u>Transliteration</u> |
|---------------|--------------|----------------|--------------------------------|
| و | aw | نوم | nawn |
| ي | ay | ليل | layl |
| ي | iy | شافعي | shāfī ^ˆ iy (ending) |
| و | uww | علو | ^ˆ uluww (ending) |

5. Exemptions

5.1 Arabic letter ء (hamzah) found at the beginning of a word is transliterated to the letter “a” and not to ‘.

Example: أكبر transliterated to: akbar (not ‘akbar).

5.2 Arabic letter ة (ta’ marbutah) found in a word without ال (al) which is coupled with another word that contains ال (al) at the beginning of it is transliterated to the letter “ t ”

Example: مكتبة الإمام transliterated to: maktabat al-imām.

However if the Arabic letter ة (ta’ marbutah) found in a word with ال (al), in a single word or in the last word in a sentence, it is transliterated to the letter “ h ” .

Example: المكتبة الأهلية transliterasi: al maktabah al-ahliyyah
 قلعة qal^ˆah
 دار وهبة dār wahbah

ABBREVIATION

| | |
|---------|----------------------------------|
| ed. | Edition |
| n.a. | No author |
| p. | Page |
| Pp. | Pages |
| P.b.u.h | peace be upon him |
| S.W.T | subhānahu wa ta ^c ālā |
| Vol. | Volume |

CHAPTER
ONE



CHAPTER I

1.0: INTRODUCTION

Even some agree that, the existence of counseling study beginning hundred years ago among other society with different language and term. Now this service famously wider developed in United States. In conjunction of America society fully with complexes problem.

Through this circumstances environment be as a main contributor in developing of counseling service. So as a fore sure most of the pioneer are from there. Whereby they believe that every person has their own value. The successful and failure of a person are determined by their own self.

Similarly all these believe are close to counseling concept which the objective to give support to oneness with their own desirable by their own creativity.

1.1: The Meaning of Counseling and guidance

We cannot deny that counseling takes as a first place for someone to reduce pressure tension, increase self-esteem, motivation and others. Nowadays counseling service become more interesting and it pleasantly applied in everywhere especially in schools, universities and offices. The reason is counseling as a role in internal medicine for everybody.

The British Association for counseling's Code of Ethics and Practice for Counselors, state that ' Counseling may be concerned with development issues, addressing and resolving specific problems, making decisions, coping with crisis developing personal insight and knowledge, working through feelings of inner conflict or improving relationships with others'.

Counseling also can be derived as a process that has a series of sequential steps such as helping people to articulate why they are seeking help, or formulating goals and expectations for treatment, whereby the third one is teaching clients how to get the most from the counseling experience and the next step developing a high degree of trust and favorable expectations for change. Counselor also should explore the client's world, including past and present functioning, or facilitating the release of pent-up frustrations and conflicts and also supporting and accepting clients as a person while selectively reinforcing those behaviors that are most fully functioning.

Confronting inconsistencies in the client's thoughts, language, and behavior. In addition, some of the step is encouraging people to accept more responsibility for their choices and action and help them to develop more options for their lives and to narrow alternatives to those that are most suitable.

Counselor also should challenge an assumption that are inappropriate, self destructive, or irrational with uncovered hidden and unconscious motives behind actions also provide a constructive feedback after that he should make a structure all the opportunities in practice new ways of acting. Lastly, he also should facilitate a greater independence in the clients so that counseling ends in the most efficient period.

It also is known as a process of helping individual discover and develop his educational, vocational, and psychology potentialities and thereby to achieve an optimal level of personal happiness and social usefulness.

While **Guidance** in this sense is a pervasive activity, in which many persons and organizations take part. It is afforded to individuals by their parents, relative, and friends, and by the community at large through various educational, industrial, social, religious, and agencies, and particularly, through the press and broadcasting services part of such guidance may be the giving of information that enable the person to increase the scope of his exploratory behavior.

1.2: Research structure (research methodology)

In order to ensure the perfection of this research, a researcher preferred to select a case study, which focused on survey, questionnaires and some library research. The main objective of the research is to evaluate the effectiveness of guidance and counseling service in KUIM. The analysis is among second year student of faculty Leadership and management.

1.3: Research Area

Research about efficiency of counseling among students was implemented in KUIM. I give more preference to make a research in KUIM in order to seek information about the efficiency of counseling in our university, for students and how far counseling itself may reduce pressure among students.

1.4: The purpose of Counseling

The general purpose of counseling is:

- To decrease tension facing by clients
- To help clients solve their problems
- To Help clients to achieve their vision in life
- To create awareness among students about their internal strength in overcome the weaknesses.

1.5: Research objective

- To know a response among KUIM's students in counseling services.
- To ensure an effectiveness of counseling services among KUIM students
- To know the interesting of counseling for students life and how far it the effectiveness of student's achievements in their study.
- To know deeply about the services provided at counseling club in KUIM.

1.6: Research scope

This research focus on the effectiveness of counseling services at KUIM, which is more emphasize on second year students from faculty of leadership and management studies.



CHAPTER TWO



CHAPTER II

2.0: INTRODUCTION

After an independence day, the change moves to a step from an agrarian and excavation to the economic and industrial sector. A migration from rural to urban around 1957 actuates the existence of unconventional job chances. As well as school world, that all ex-students are not guided to tradition work field such as in government, either agro or excavation field, but to the other economic fields. These entire new things need guidance even in school as a new curriculum.

At early edition, this service known as “guidance” introduced in Malaysia since 1960 by ministry of education in school of various subject as motivation for guidance service at that time. On early 60 century, there is lot of tuition classes built as a cause an excellent achievement in examination. This factor leads guidance class to be spread of.

An approval from UNESCO towards this service as a formal curriculum every school in Malaysia where by an expert consultant from Canada (R.K Mackenzie) been in Malaysia as a trainer in handling guidance service education officer at that time.

Then, there are 2 universities (University Malaya and University Kebangsaan Malaysia) are the earliest universities introduce counseling subject for Bachelor of Art which majoring in Psychology. It has been followed by University Putra Malaysia in 1981 that introduce a programmed of Bachelor in Education (Guidance and Counseling). Then it spread wider to all universities in Malaysia

2.1: Library research on guidance and counseling

The writer has done some studies and the results on an effective way in educating teenagers nowadays are by counseling technique. The study about *islah* counseling unity (JIM) 1999 by Saniyah Abdullah, faculty of Usuluddin API, University Malaya. Shows that generally parents, teachers and society should deeply understand all issues

related with teenagers such as their education and self - potential (in getting and excellent person.)

While according to Ho Wan Kok through his study that the student attitude towards guidance and counseling service in school proved that the past research in counseling field giving a wider scope of knowledge. The beneficial and its merits are as references for us in our country.

Marinal Bt. Husin through “the relationship between a problem and students attitude toward guidance and counseling service “said that the feedback is in a very middle level. Even though data recognized that, none of them gives negative reaction towards the service but there are problems on an applicable towards their study, personal problem and vocational.

Through the information taken from bulletin of student. Support service UTM, counseling can be derived as a process face meeting between counselor and his client achieve help in order to understand client’s world. A writer also describe a role of counselor is to help, guide his client which facing problem, until the result taken in accordance with an alternative discussed.

Normally professional counselors always keep all files as confidential. This is the most important concept in counseling ethic and it will be kept until there are signs, which may harm clients’ safety.

The writer also describes on counseling process that contain a relationship problems finding, ensure the problems, an alternative discussion, and problem solving. Actually, these services have sessions until it been successful.

According to Duane Brown and David J. Srebalus in his book” introduction to the counseling profession “describe on the normal level in counseling process which have been divided into 3 steps.

The beginning phase divided into:

1. A good relationship with client.
2. An explore of client problem and the causes of counseling service.

The writer also describe, in the beginning a counselor should not evaluate the phase with positive ending where sometimes clients not too close to discuss a sensitive issue.

Therefore, a good relationship with client is the most important thing for counselor. This situation will ensure the effectiveness or the process until they achieve a solution between two sides.

Sometimes a counselor will expose with negative evaluation from client caused by misunderstanding information given. This situation we called as “transference”. There is also a situation where a counselor gives an emotional feedback because of consciousness and so on. Which known as “counter transference”.

The second phase (middle phase), the writer said that a counselor would react more active as a hearing in all clients’ problems. Through this level counselor will evaluate clients’ personality, attitude and behavior more deeply and clearly understood.

According to the writer a professional counselor is more carefully in guidance and advice process in order to be accepted easily by clients .In this middle step the brilliant and enough experience contribute more in preserve them for a change.

The concept” of Late phases “for the third step, he tries to build self-Image for his client. The good consciousnesses are the important and effective attitude in problem solving. Through this phase client, have more confident with positive manner towards their problems (Duane Brown and David J Srebalus)

2.2: Concept of Counseling

Nowadays, when life become more complex, the problems spread wider, therefore counseling service as the best way to solve it. This perception are differed from the previous whereby counseling services are provided for those who have mental problem Because of time change it been kept a side, but now it be as important as normal person need.

Further more lot of scholars with their own definition seen that not just problem solving like:

According to Patterson, counseling is the process involving interpersonal relationships between a therapist and one or more clients by which the former employs psychological methods based on systematic knowledge of the human personality in attempting to improve the mental health of the latter (1959)

While Pepinsky and pepinsky (1954) said that, it is an interaction which occurs between two individuals called a counselor and it take place in a professional setting and initiated and maintained as a means of facilitating changes in the behavior of client

But Lewis (1970) agreed that counseling is a process by which troubled person (the client) is helped to feel and behave in a more personally satisfying manner through interaction with an uninvolved person (the counselor) who provides information and reactions which stimulate the client to develop behaviors which enable him to deal more effectively with himself and his environment.

An interaction process characterized by a unique relationship between counselor and client that leads to change in the client in one or more of the following areas like behavior, belief or emotional concerns relating to these perceptions, ability to cope with life situations so as to maximize opportunities and minimize adverse environmental conditions, decision-making knowledge and skill and level of emotional distress. (Lewis and Elizabeth 1944).

Blocher (1966) with his thought said that counseling is helping an individual become aware of himself and the ways in which he is reacting to his behavioral influences of his environment. It further helps him to establish some personal meaning for this behavior and to develop and clarify a set goals and values for future behavior.

While according to APA (American Psychology Association 1956), Counseling divided as to help individual towards overcoming obstacles to their personal growth, wherever these may be encountered and towards achieving optimum development of their personal resources.

2.2.1: Defining Terms

(a) Clients

Refers to the recipient of the therapeutic services whether inside or outside of medical setting. (Richard Nielson-Jones, 2000)

(b) Development Approaches

There are lot of definitions about guidance and counseling services, and the one who gave a comprehensive definition and more discussed (Myric 1997).

Which the development approach is an attempt to identify certain skills and experiences that student need to have as part f their going to school and being successful. Learning behavior and tasks are identified and clarified for student. Then a guidance curriculum is planned which complement the academic curriculum .In addition, life skill are identified and these are emphasized as part of preparing student for adulthood (Prof. Datin Dr. Hjh Mizan Adiliah Ahmad Ibrahim, 2003).

(c) Counselor

A person trained to give guidance on personal, social or psychological problems. (The Concise Oxford Dictionary, 1999).

(d) Counseling

The process of helping an individual discover and develop his educational, vocational and psychological potentialities and thereby to achieve an optimal level of personal happiness and social usefulness (The New Encyclopedia Britannica, 2002).

(e) Guidance

It is a pervasive activity in which many person and organizations take part. It is afforded to individuals by their parents, relatives and friend. By the community at large through various educational, industrial, social, religious and political agencies, and particularly through the press and broadcasting service. A part such guidance may be the giving of information that enable the person to increase the scope of his exploratory behavior (The New Encyclopedia Britannica, 2002).

(f) Psychotherapy

Psychotherapy or “Communication Therapy” is largely process of verbal encounter between two or more people and a non-physical type of treatment of the mind employing psychological means. It is aimed at establishing a greater awareness of the patient’s inner self, his impact and interaction with the world at large, thus relieving distress, promoting efficiency of mind and improving the patient’s adaptation to the group and the environment in which he lives, for the mutual benefit of all concerned (K.T. Koshy, 1985).

2.3: History of Counseling and Psychotherapy

Modern psychological therapies trace their history back to the work of Sigmund Freud in Vienna 1880s. Trained as a neurologist, Freud entered private practice in 1886 and by 1896 had developed a method of working with hysterical patients, which he called “psychoanalysis “. Others such as Alfred Adler, Sndor Ferenczi, Karl Abraham and Otto Rank were also analyzed by Freud and had brief apprentice-type training from him before becoming psychoanalysts in their own right. In the early the 1990s, Ernest Jones and A.A Brill, from the UK and US respectively, visited Freud in Vienna and returned to their own countries to promote Freud methods, Freud himself began a

lecturer tour of North America in 1909. Gradually many such as Farenzi, Adler, Rank, Stekel and Reich begun to develop their own theories approaches, which sometimes different markedly from Freud's. Jung in particular, a close collaborator of Freud's from 1907 – 1913 who was in some sense “groomed” as Freud's intellectual successor, eventually split from Freud and pursued the development of his own school of analytical psychology, drawing heavily on both Freud's and Adler's all this immediate descendent of Freud approach are characterized by a focus on the dynamics of the relationships between different parts of the psyche and the external world; thus the term ‘psychodynamics.’

A separate strand of psychological therapies developed later under the influenced of psychology and learning theory and leading thinkers such as B.F. Skinner. Under the influence of Adler and Rank, the U.S psychologist Carl Rogers's way pioneered a third. Originally called ‘client-centered’ and later ‘person-centered’ Rogers's approach focuses on the experience of the person, neither adopting elaborate and empirically unstable theoretical constructs of the type common in psychodynamic traditions, nor neglecting the internal world of the client in the way of early behaviorist. Other approaches also developed under what came to be called the ‘humanistic’ branch of psychotherapy, including Gestalt Therapy and the psychodrama of J.L Moreno

2.4: Counseling and psychotherapy

In a common parlance counseling is frequently understood as a form of advice giving and this is legitimized by the continuing practice of dictionaries, one of which defines counseling as ‘specifically a therapeutic procedure in which a usually trained person adopts a supportive non-judgmental role.... or give advice on practical problems’ (Stephan Palmer and Gladeana McMahon, 1997). While the word “therapy” is derived from the Greek word “*therapeia*” meaning healing. Literally, psychotherapy means healing the mind or the soul. Nowadays, most commonly the meaning of psychotherapy is broadened to become that of psychological therapy involving healing the mind by psychological methods, which are applied by suitably trained and qualified practitioners (Richard Nelson-Jones, 2000).

Does counseling differ from psychotherapy? There is long running debate about the difference between counseling and psychotherapy. There are those as Patterson (1974) who concludes that there are no essential differences and trax and Carkhuff (1967) use the terms interchangeably. However, the following points are often made in attempts to differentiate between the two processes. Inevitably, there is some overlap between the individual views.

Psychotherapy is concerned with personally change whereas counseling is concerned with helping an individual to utilize:

- (a) His or her own coping recourses (Tyler 1967), Clarkson (1994) suggest that psychotherapy can be seen to emphasize intervention, treatment and reconstruction whereas counseling has an enabling and facilitating focus. However, Nelson-Jones (1982) argues that mobilizing coping recourses might well be considered as personality change.
- (b) Psychotherapists work with people who have history of pathology and psychological disturbance. In contrast counseling involves a process of problem solving with people who are basically emotional healthy but who are being confronted by a temporary life problem or issue, related to a crisis or developmental stage.
- (c) The focus of work for many psychotherapists is the transference between the two parties and the unconscious world of the client. The past life of the client re-experienced in the present. In contrast, counselor work in a person centered manner the here and now relationship between therapist and client as the lynchpin.
- (d) Psychotherapy is a long-term process, whereas counseling essentially has a short-term focus.

- (e) Psychotherapy training is based upon personal analysis combined with the development diagnostic and analytical skill. In comparison, counseling training is concerned less centrally with personal analysis and more with the process of goal setting and the tasks involve in achieving these. This view of counseling would be supported by the emphasis placed in counseling training over the past fifteen years on the work Gerard Egan.
- (f) Psychotherapy practice is rooted psychodynamic theory, whereas the theory underpinning counseling is largely derived from and inspired by humanistic writes such as Carl Rogers.
- (g) Psychotherapist works largely in clinical and medical setting, while counselor work across a wider range of arenas, including educational institutions and the work place. It follows that psychotherapist tend to refer to patients, while counselor talk about their clients. On the other hand, an increasing number of counselors have found employment within the primary health care setting (Stephen Palmer and Gladeana Mc Mohan, 1997).

The British Association for Counseling's Code of Ethics and Practice for Counselors states that "Counseling may be concerned with developmental issues, addressing and resolving specific problems, making decisions, coping with crisis, developing personal insight and knowledge, working through feeling of inner conflict or improving relationship with others (BAC, 1998)".

Both counseling and psychotherapy represent diverse rather than uniform knowledge and activities and both use theoretical models. Nevertheless, some people try to distinguish counseling from psychotherapy. For instance, psychotherapy may focus more deeply on uncovering unconscious influences and be longer term, and psychotherapy may be more a medical term that characterizes the work of psychiatrist and clinical psychiatrist, whereas counseling relates more to activities is more medical setting (Richard Nelson-Jones, 2000).

2.5: Counseling in Islamic Perspective

In Islam counseling term was not stated in *al-Quran* and *as-Sunnah* specifically but the revelation of the prophet as a messenger to guide, advice person for the good deed as in verse:

يَا أَيُّهَا النَّاسُ قَدْ جَاءَكُمْ مَوْعِظَةٌ مِّن رَّبِّكُمْ وَشِفَاءٌ لِّمَا فِي الصُّدُورِ وَهُدًى وَرَحْمَةٌ
لِّلْمُؤْمِنِينَ

(Al-Qur'an. Yunus 10: 57)

Therefore, counseling can be derived as guidance, instruct and bay human to the good deed as in verse:

ادْعُ إِلَى سَبِيلِ رَبِّكَ بِالْحُكْمَةِ وَالْمَوْعِظَةِ الْحَسَنَةِ وَجَادِلْهُمْ
بِالَّتِي هِيَ أَحْسَنُ إِنَّ رَبَّكَ هُوَ أَعْلَمُ بِمَن ضَلَّ عَنْ سَبِيلِهِ وَهُوَ أَعْلَمُ بِالْمُهْتَدِي

(Al-Qur'an. Al-Nahlu 16: 125)

As a conclusion, even though the term of counseling not had been stated in noble verse but its not means that counseling is contradict with it. Generally, the perception on counseling is related with advice and how to solve problems.

2.6: Types of Counseling

There are two types of counseling individual counseling and secondly group counseling.

2.6.1: Group Counseling

This counseling is the process related with two students or a co-operation numbers with guidance teacher to discuss an important thing among group. Some important objective of this group:

- (i) Understand self-image.
- (ii) Self acceptance.
- (iii) Find the suitable methods.
- (iv) Have a proficient in problem solving and decision-making.
- (v) Alert with others need.
- (vi) To ensure cautiousness of their role in social relationship in order to understand and respect a society (Prof Datin Dr. Hajah Mizan Adiliah Ahmad Ibrahim, 2002).

This methods used by professional counselor to give an effective help towards some normal individuals which facing clearly problem at the same time. It is similarly with individual counseling but it gain more than one person. Through this group, a comfortable situation and good acceptance without doubt between each other's bring them to evaluate self-image and self-esteem in positive manner.

Originally, the objective of group counseling is to train client for the good deeds and having effective communication with foreign world. (Zuraidah Abdul Rahman, 1996)

2.6.2: Steps of Group Counseling

- (i) Orientation level and self-expose.
- (ii) Contrast and conflict level
- (iii) Integration level.
- (iv) Solving problem level.

(v) Ending phase.

Orientation Level and Self-Expose.

Naturally in the first and second session, counselor as a moderator to overcome comfortable situation, or a trust and a basic sharing. The successful of the group through a support and co-operation each other's where by this first level as introduction phase and sharing on personal information.

Conflict and Contradict Level

In this phase the discussion among clients specifically to be shared by, they start to feel scared, conscious and sometimes they attempt to give up, in these circumstances, the moderator should alert with different feedback faced by clients. He also should ensure, to make clients understand problem discussed. Basically this session more emphasize on contradict and feedback.

Integration level

After the second phase occurred, there are lots of understandings, the trust and responsible between each other brings a comfortable circumstance in sharing information and private life. They ready to cooperate with positive manner and the oneness with group binding will achieved.

Solving problem level

In this level clients have clearly understand the objective of each others whereby they will plan together to face problem discussed. All the causes are studied clearly, then suggestion will be evaluate in getting a resolution. Lastly, all attitudes will also be judge to evaluate honest feedback from clients. Therefore, this level presumes high confident, Real Leadership and high productivity.

Ending Phase

While the objective has been reached. The group will be dissolved. Moderator and counselor will summarize and conclude all the achievement of client's aim, that there is no more arising matter after this. Then every person should be prepared and ready to move by feeling a sense of humanity. (Prof. Datin Dr.Hajah Mizan Adiliah Ahmad Ibrahim 2002)

2.6.3: Individual Counseling

Individual psychology has been founded by Alfred Adler (1870-1937) emphasis on an analysis of human psychology as a whole aspect. This method contains a trust that individuals are creative persons and have a responsibility with an effort to achieve his objective in his life.

2.6.4: Main Characteristic in Individual counseling

a) Objective of life and good deed

Individual Psychology's core emphasizes on characteristics in human beings. They taught that men always strengthen for their aim. It focuses on subjective analysis, which contains the importance of individuals towards society. This taught also stresses on an interaction with nature is the most important. This aspect gives the important impact with the meaning of social interest in human personality development through Individual Psychology.

b) Social Interest

This concept relates to the human attitude in understanding Individual psychology. The change of every person is to prevent humbleness since childhood and focused on a desire to achieve self-excellence, not only for self-beneficial but for society.

Personal counseling taught that every individual has their own creativity, self-ability to make a choice with alternatives. Therefore, he can choose either get good or bad fortune, profit or lost for him and society. It means that he will have wider interaction to others.

c) Life style

Lifestyle will determined person in society either within the pride or ignores it. Even though the faith and virtue was not with him but his strength to change the nature surrounded. This job done by life responsibility as a care and challenge in society.

Each person will move for the sack of self excellent, not only for a proud ness but as a successful of social interest does who's strange ten his aim from all harm ness he will achieve a consciousness and directly he will give a contribution with a good situation for all society members.

Adler concentrate individual into three responsibility towards society, job and gander issue, is also trust and consciousness on the existent of great power (God) with all his Gracious, he been tied with self-consciousness about all the problems have solutions.

The taught automatically means that every person have their role in society with co-operation among them.

(d) Ability to Achieve Self-Excellent

The role which has been gain by person is more emphasize on consciousness should be motivate to achieve self-excellent as an advantages for him and his society. Motivation in psychology's is study contains effort and braver to do the risk planning. Every person should more from humble ness to confident and self-excellent.

(e) Last Fictions

This concept is the main objective, which removes an individual's attitude. This aspect influence person that his attitude is affected for the time being expected and not back to the past. Individual him self will take an idea (objective) as a references as a way of life. (Prof. Madya Dr. Othman Dato' Haji Mohamed, 1997)

2.6.5: A Comparative between Group and Individual Counseling.

1. Therapeutics in-group occurred between counselors with some person in the group. Where by in individual counseling the process contains a counselor with a client.
2. Every person in group counseling have a chance to give an accept help. While in individual counseling a construct only from counselor's side.
3. A function a counselor in group counseling can be change and handle by others without any active order from counselor but not in personal counseling.
4. There are quite hard to find a comfortable situation and safety in group counseling caused of unlimited members, but if this circumstances can be kept a side and the value of acceptances without doubt ness, it resume the highest proud ness and satisfied than personal counseling.
5. When they willingly to share experiences, feelings and opinions, the co-operation and collaboration will built among them. This attitude not occurred among personal counseling (Zuraidah Abdul Rahman, 1996).

2.7: The Objectives and Methods Performed by Counseling and Guidance Club at KUIM.

1. To ensure self-independence in student personalities.
2. To give guidance in academic field.

3. To guide in job career.

4. Counseling units under student affairs offer for a professional service in helping student to achieve self-excellent in their personality and career for future day. Purposes in helping them all aspect, which contains self-adaptation in campus life, handling academic consciousness complex psychological problems. Any services offered such as:

1) A confront individual counseling and e-mail group which open by a session booked or direct meeting. Students also encouraged contacting with e-mail.

2) Time management workshop and techniques of effective study

This service is open for all students through schedule booking from time to time. Students are helped in time management with effective study techniques.

3) Career and personal workshop

It's provided to help students in recognizing their personality and suitable job, which contains technique to have Interview, resume and so on.

4) Peers club

The students will get an opportunity to involve in Peers club services. (From students themselves). The committees of peers are well trained and professionally within high potential in academic achievement and self-independence.

5) Motivation resources and career center

This center are under counseling unit to motivate student in achieving self esteem and career chosen service through the tools provided, which opened to all during office hour.

2.8 Counseling Theory and Practice

2.8.1 Psychoanalysis Theory

Psychoanalysis theory is a psychological system. It became famous in the counseling service after being introduced by Sigmund Freud, a counseling scholar from Slovakia.

His early contribution in counseling is as a medical doctor and researcher in neurology. Psychoanalysis can be defined as a way to give treatment for individuals that have emotional problems. Psychoanalysis have three theories of consciousness, they are:

- a) Conscious
- b) Pre conscious
- c) Under conscious

This level of conscious very important in Psychoanalysis. The conscious level is all behavioral aspect, actions and conscious feelings by the individual. For example: writing, running and others. The pre conscious level is the part in thinking that is related with feelings and our thinking that can be called by our selves to feel in a conscious situation. Although originally this kind of feeling or thinking is not as a part from the consciousness as mentioned earlier. For example, in certain situations we can feel hungry, cold, hot and others. The unconscious level is the most important level in psychoanalysis process. It is because this level plays its role in individual behavioral establishment. It is the situation where someone is not conscious about it and needs help to be conscious. For example, through counseling. Psychoanalysis theory divides human personalizes into three main internal structures; they are:

- a) ID
- b) EGO
- c) SUPER EGO

Id is a natural structure, inherited and already exists in the human body. According to psychoanalysis views, Id is an unconscious phenomenon. The main purpose of id is to create instantly self-satisfaction.

Ego is an element that is not existent in the birth of the human. Instead, it expands in levels. As one of the conscious element, ego is filled with the perceptions, a need for development and can adapt its functions according to the situation. The development of ego can be achieved through the social relationship, identification of characteristics with one another and surrounding objects. As a tool for the self to strengthen at the

conscious level, ego plays an important function in behavioral structure and individual personality. Ego has two ways to act in emergency situation, they are:

- a) Ego can play action towards behavioral problem solutions based on experience and socialization.
- b) Ego can also use going against method, rejecting and cheating by changing the true situation or truth. For example, the self defense method.

Super ego is the third structure in behavioral thinking of psychoanalysis. The super ego is similar to the individual's conscience. Super ego has its roots from the good aspect of moral strength. The moral values are attained from the family or society. This type of moral is learnt from the nursing on the early period of children and then expands with the moral application that is familiar with their consciousness. The super ego is responsible to guide ego and id. On the other hand, the super ego plays a role as the father and mother to someone that always reminds each other about the situation, events, perceptions, emotions and others.

2.8.2 Individual Centralization Theory

The individual Centralization theory is introduced by Carl R. Rogers as a result from the influence of "field theory", it is different from the psychoanalysis theory by Sigmund Freud that is influenced by "genetic theory". The Individual Centralization Theory has a strong tendency to use Humanistic approach. Carl Rogers had introduced the familiarity concept and the importance of having close relationships between the counselor and their clients. He also realizes that humans have a natural pressure to improve them selves and always step forward towards self-tranquility.

The humans are also able to give positive values to the positive experience and negative values to the bad experience. The three important characteristics that can create the therapeutic situations, they are:

- a) Empathy – The counselor puts himself into his client's feelings and thoughts.
- b) Willingness – The counselor accepts his clients without hesitation.
- c) Purity – The counselor accepts his clients with full sincere and honest.

2.8.3 Transactional Analysis Theory

In the 1950's, Eric Berne started to develop his theory about Transactional Analysis. His approaches are based on structured analysis process and application about theory script. It is because most of the individual scripts can be expanded only after being created perfectly through ego standpoint games that are implemented by the individual. The main characteristics of Transactional Analysis Theory are:

1) Life Script

Life Script has been organized at the early stage of individual's life. According to the perception and sometimes overturning scripts as based on family order.

2) Ego standpoint games

Everyone has different levels of ego, they are:

- a) **Parenthood:** Parenthood constant caresses, and critics. It is a voice of power that is stored which includes trained attitude that learnt from childhood. As we know our family, teachers, surrounding people and others shape us. The phrases like: always, do not forget, do not lie and others. Our parenthood is shaped by the events and experiences we pass through our childhood until adulthood.
- b) **Childhood:** Constant child, proper child, free child. Internal reaction and feelings to the different events shape the "childhood" when angry or disappointed as a main factor, it means the childhood controls the situation.
- c) **Adulthood:** Adulthood means the situation when the humans are able to think and to determine their actions based on the information received. If we want to change the parenthood and childhood situation, we have to do it through our maturity.

3) Transactions

Transactions refer to the communication among humans. The transactions analyzer is trained to recognize the position of ego that happens, according to the transactions responses to be interrupted to achieve the quality of communication.

4) Caresses

The human needs caresses as a sign of appreciation in life. The understanding of how the human gives and accepts positive and negative caresses and the change to the unhealthy caresses are the most important things in transactional analysis.

5) Games People Play

Barne had defined some of the behavioral that are nonfunctional as games. It is repeated and in effort to get the caresses through self-concept and negative feelings and then shut the direct thoughts and emotional expressions.

6) Contracts

Transactional Analysis Practice is based on the contract of both sides to make a change. Transactional Analysis looks at human having abilities in deciding what they want in life.

2.8.4 Individual Psychology Theory

Individual Psychology is introduced by Alfred Adler (1870- 1937). It has focused on human Psychology Analysis from the overall aspect. The principle of this approach includes the confidence that an individual is creative and at the same time has a responsible character. Besides that individuals are also always a step forward towards their objectives around their lives.

When we look at the personality structure aspect and the use of basic concept, individual psychology differs from psychoanalysis in the aspect of individual personality development. It is because the individual need to be analyzed entirely. This concept means emotion, thought, behavior cannot be separated. The relationship

processes in these therapies focus on the collaborative relationship between the counselor and client. Besides that, clients are given support to be responsible for all his or her actions. The counselor works very hard to consciously create vision to their client about their internal strength. The analysis method and the interpretation in the individual counseling process uses:

- 1) **Parents Constellation:** As an objective to understand clients, counselor also uses analysis towards the combination in a client's family. The birth position among siblings is also used as analysis and assessment to understand the lifestyle of clients. The position of psychological aspect gives more emphasis when a birth position analysis is used as an interpretation. The process is important for the counselor and its intent is to understand their perception and experience that had influenced their life.
- 2) **Early memories:** The Adlerian therapy uses the technique of early memories, where these remembrances can be used as the sign to understand the client's lifestyles. From these early memories, the counselor can feel their client's objectives and other things and values that inspire their clients.
- 3) **Vision Encouragement:** This method gives more emphasis to the counselor's capability after understanding their client's lifestyle to make effort and encouragement to the clients about new attitudes. By using the confronting technique, the clients will be challenged to become conscious on their objectives that can damage their future. Usually, good interpretations are needed to create new visions for clients. The interpretations are also used in appropriate conditions with counselor's interpretation about the client's lifestyle. An acceptance of new objectives by the client is the beginning for those clients to feel the responsibility towards the issues discussed in therapy.

2.8.5: Rational Emotive Therapy

Elbert Ellis found this Rational Therapy Emotive is influenced by the Greek philosophy. According to him, individual psychology believes that a reaction of the