

THE ROLE AND IMPORTANT OF SCHOOL COUNSELLING: CASE
STUDY AT PANDAN INDAH SECONDARY SCHOOL

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**THE ROLE AND IMPORTANT OF SCHOOL COUNSELLING:CASE
STUDY AT PANDAN INDAH SECONDARY SCHOOL**

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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 Ilmiah ini adalah satu kajian tentang peranan dan kepentingan guru kaunseling sekolah. Kajian ini bertujuan untuk mengetahui akan kepentingan dan peranan guru kaunseling di sesebuah sekolah. Penulis juga mengfokuskan tentang perlu atau tidaknya pusat Bimbingan Dan Kaunseling disekolah dan sejauhmana guru kaunseling ini memberi kesan atau faedah kepada murid-murid serta sejauhmana sambutan murid-murid terhadap guru kaunseling. Lain-lain perbincangan ialah mengetahui maksud kaunseling yang lebih mendalam lagi. Kaedah kajian yang di gunakan ialah kajian lapangan dengan merujuk kepada buku-buku, majalah, jurnal, keratan akhbar, soal selidik serta buah fikiran yang logikal. Dapatan daripada kajian ini, penulis mendapati bahawa guru kaunseling memanglah diperlukan di sesebuah sekolah. Memandangkan semakin majunya teknologi masa kini, makin bertambahlah masalah di kalangan remaja sekolah pada masa kini. Maka di sini, peranan guru kaunseling amatlah di perlukan, walaupun jika dilihat pada pandangan yang sebenarnya, pelajar-pelajar pada masa sekarang kurang berminat untuk berjumpa dengan guru kaunseling amatlah di perlukan di sesebuah sekolah.

ABSTRACT

This scientific investigation about the important of counselor duties, responsibility in counseling schools, or centers. This investment is to get know the important of teacher in individual school. The writer wrote, it is necessary or not to have a counseling centers or counseling classes in schools, and now far the teachers giving and doing the benefit, how is the children's performants. This investment was referring from the books, magazines, journals, newspapers and with logical conversation. After this investment, it knows that the children's hardly meet the counseling teacher; even they're facing problems. But every school's need a counseling teacher.

الملخص البحث

هذا البحث العلمي هو بحث عن دور المستشار وأهميته في المدرسة. وهو يهدف لمعرفة أهمية ودور المستشار في المدرسة. وركزت الباحثة على بيان ضرورة مركز التربية والاستشار في المدرسة وما مدى اقبال الطلاب على المستشار. واتجهت الباحثة نحو البحث الميداني بالرجوع إلى الكتب والمجلات والمقالات ومقطعات الأخبار، والاستطلاع الشخصي. وفي هذا البحث وجدت الباحثة أن المدرسة تحتاج إلى مستشار، خاصة بعد تطور التكنولوجيا المعاصر، فالمشاكل عند الشباب والطلاب كثيرة تحتاج إلى وجود متسشار في المدرسة، وإن كان في كثيرة من الأحيان أن الطلاب لا يجوبون أن يلتقون بالمستشار.

CONTENT PAGE

Title	Page No
Title page	
Author Declaration	i
Acknowledgement	ii
Abstrak	iii
Abstract	iv
Mulakhkhas Al-Baht	v
Content Page	vi
List Of Table	ix
Glossary	x
Transliteration	xi
Abbreviation	xiv

CHAPTER I

INTRODUCTION

1.1	Introduction	1
1.2	Important Of Research	3
1.3	Purpose Of Research	4
1.4	The Scope Of Research	6
1.5	Research Problems	6

CHAPTER II

LITERATURE REVIEW

2.1	Introduction	8
2.2	Definition Of Counselling	8
2.3	Professional Identity of Counselling	9
2.4	Role Of Counselors	10
2.5	Characteristics Of Effective Counsellors	11
2.6	Important types Of Counselling In Secondary Schools.	12
2.6.1	Career Counselling	13
2.6.2	Peer counselling	13

2.6.3	Multicultural Counselling	14
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CHAPTER III

RESEARCH METHODOLOGY

3.1	Study Design	16
3.1.1	Primary Sources	16
3.1.2	Secondary Sources	17
3.2	Population And Sample	17
3.2.1	Population	17
3.2.2	Sample	17
3.3	Data Collection Method	18
3.3	Conclusion	20

CHAPTER IV

DEFINITION, THE ROLE OF COUNSELOR AND THE IMPORTANT OF COUNSELLING TEACHERS

4.1	Introduction	21
4.2	Definition of counselling	22
4.3	Counselling Principles	25
4.4	Forms Of Counselling	27
4.4.1	Individual Counselling	27
4.4.2	Group Counselling	28
4.4.3	Career Counselling	29
4.4.4	Recovery Counselling	30
4.4.5	Counsellor Self Qualities	30
4.5	The Role Of Counselling Teachers	32
4.6	The Important of Counselling Teachers	36
4.6.1	Helping to decide	36
4.6.2	Help students to control their behaviour	37
4.6.3	Help student To Be Rational	37
4.6.4	Improve Relationship	38

CHAPTER V
DATA ANALYSIS AND DISCUSSION

5.1	Age an gender Students	40
5.2	Students Image Towards Counselling Teachers	41
5.3	The number students like go to the unit Bimbingan And Counselling	41
5.4	Counselling Teachers is one of the People who can help the students	42
5.5	It's fare to have Unit Bimbingan And Counselling	42
5.6	Counselling Teachers are taking more about the students Educations	43
5.7	Counsellor are more important compare with normal teachers	43
5.8	Interview Findings	43
5.9	Discussion And Results	44

CHAPTER VI
RECOMMENDATION, PROBLEM AND CONCLUSION

6.1	Recommendation	45
6.2	Problems	46
6.3	Conclusion	48
	Bibliography	49
	Appendices	

LIST OF TABLE

- (1) Table 1- Statistic Gender
- (2) Table 2- Statistic Age
- (3) Table 3- Statistic students like going to UBDK
- (4) Table 4- Statistic Counselors teachers is one of the people who can help the students who facing problems
- (5) Table 5- Statistic all school must have Unit Bimbingan And Counselling
- (6) Table 6- Statistic Counselor today is very responsibility.
- (7) Table 7- Statistic Counselor are more important compare with normal teachers.

GLOSSARY

- (1) Fatonah - Discernment
- (2) Ummah - Community, The family of Islam, the community of Believers.
- (3) Shaitan - Devil/ is delived from verb “ablasa” he despaired.
- (4) Quran - It is written in the Arabic language.
- (5) Islam - Resignation to the will of God
- (6) Muhammad - The praised one The man chosen by Allah to received the Qur’an

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	تال	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`b
ص	s	صخر	sakhr
ض	d	ضيق	dayq
ط	t	طازخ	tālib
ظ	z	ظالم	zālim
ع	c	عقل	°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	°alima
_____	u	غلب	ghuliba

3. Long Vowel

<u>Arabic</u>	<u>Latin</u>	<u>Example</u>	<u>Transliteration</u>
ى، ا	ā	عالم، فتى	°alīm, fatā
ي	ī	عليم، داعي	°alīm, dā°ī
و	ū	علوم، أدعو	°ulūm, Ad°ū

4. Diphthong

<u>Arabic</u>	<u>Latin</u>	<u>Example</u>	<u>Transliteration</u>
و	aw	نوم	nawn
ي	ay	ليل	layl
يَ	iyy	شافعي	shāfi [°] iyy (ending)
وَ	uww	علو	[°] 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[°]ah
دار وهبة dār wahbah

ABBREVIATION

In this research, the researcher used some abbreviations to replace the basic word:

ed.	editor
n.a.	no author
pg	Page
pp.	Pages
S.A.W	Salla Allāh [°] alayh wa sallam
S.W.T	Subhānahu wa ta [°] ālā
vol.	Volume
Writ	Written By
N.Pl	No place ⁴
n.d	No.Date
UBDK	Unit Bimbingan And Counseling
Ibid	Same Books

CHAPTER

ONE

CHAPTER ONE

INTRODUCTION

1.1 Introduction

Counseling is one of the discipline in the field of knowledge as to it has resulted major theoretical discoveries and its people that has put themselves among other disciplines of knowledge. The knowledge is limited as it explore beyond its ground to the extend that has successfully land on several important aspects such as in term of research a application (in form of inter venison a care). This has been proved by the famous counselor a therapist such as sigmoid Freud, Carl Rogers, Albert Ellis, Fredick Pearls, Victory Frank a William Glasser for developing theories on counseling which has widen the people eyes.

Many definitions have been given by some of the establish the western counselors a psychologist such as Carl Rogers, Tyler, Staffire, Shertzer & Stone..... and others. As the result, it can be said that their definitions one almost the same. Counselling is a process where a counselor is trying to help an individual to make or reach he or her a decision through a proper guidance and advice.

But then , in Islamic Counselling context, any decision a choice making by and client has to follow the Al-Quran, and “Hadis Ijmak Ulama” The reason is, man is known as weak in decision making or choice whether on awake and unrealise condition as long as does not across the rules of Allah. It is not wise to forget Allah in any matters. We slave ourselves and pray for help and also guidance from Allah. Allah said:

﴿ وَالَّذِينَ يُؤْتُونَ مَا آتَوْا وَقُلُوبُهُمْ وَجِلَةٌ أَنَّهُمْ إِلَىٰ رَبِّهِمْ رَاجِعُونَ ﴾ ﴿ 23:60

Means:

“Ask From Me, Surely I fulfill It”

(Al-Mu'min:60)

Only those who can think and listen to good advice can reach the happiness of life in world and hereafter. In term of counseling context, it is said that the person who gives advice is a counselor while the person who wants the advice is called a client.

Counseling is very important in man's life, as it is part of the way in helping people. It is compulsory in Islam for every person with power to help those who are not intelligent and those who are weak. Allah has made man to be weak, therefore no one can run away from problems in life. The way to overcome weakness is through the use of the brain in deciding the good and bad of a person's behaviors. Those who are weak and possessed by Shaitan will act beyond Allah's prohibition. But then if a man acts wisely and with blessing from Allah, certainly the person will gain success in the world and hereafter. Allah said that man would face difficulties during their life as a prohibition from him.

“Allah will make your way light, because man is made to be weak”.

The main role of a counselor in the counseling process is as guidance and support to the client in finding ways that go with Al-Quran, Al-Hadis and Prophet Sunnah. Briefly, counseling is for solving problems faced by the client. We should sympathize and help a

person who is in need. Besides, we will also ask for others to help us when we meet with problem of life.

1.2 Importance Of Research

Counseling is very important to us, as it is a process of helping each other. Islam has made it a compulsory for every powerful man to help those who is not and bright man to help the weak one.

Spark of idea on writing this thesis is because of the uncertainties situation among the teenagers specifically the school students. This group of people face with a serious problem. Therefore, the writer has decided to put forward the importance of this research in term of the role of counseling teacher in school. Further research on whether a counseling teacher is needed in school and also to discover the effectiveness of the teacher in a school.

If by looking at the surface of this problem face by teenagers nowadays, a good counseling teacher is the key or a valuable asset in my opinion to overcome it. On the other hand, not the entire counseling teacher no has really made use the status in solving their student's problem. But than, there are still some of the teachers who have help to curb the situation. This research will also look on how far the counseling role in helping students with such problem.

In this research, the writer wants to see whether it is a necessity for a school to have a counseling teacher. Based on observation made, we know that in certain school a counseling teacher has been the placed for students to express their problems, to them.

Those refer to those who find that counseling is one of the right ways to solve their problem. But then, some students' find counseling process only as accessories where they think their problem will no longer be safe to tell. In this case, it is the purpose of the writer to find out whether a counseling teacher is necessary or not to be provided in school.

The final important reason of this research made by the writer is to trace the effectiveness of a counseling teacher in school. This is because most of the school students do not know how to make use of it or the service. Here, we can see the role has to be played by a good counselor.

If the counselor were able to tackle the problem most likely the counseling unit can be said to be effective and the counseling teacher has made it successful to implement the counseling process. When the students can benefit themselves from the counseling teacher, I would say that the teacher is required in school. Personally from my point of view, counseling teacher is totally a must in school.

1.3 Purpose Of Research

The main reason of a counseling process is to guide and show the right way through choices made by Al-Quran, Al-Hadith and Prophet Sunnah. Therefore, Counseling is made for problem solving face by the client. We should sympathize people who are in a trouble, as time will happen the same as to us in the future. It is not a wise attitude to be a selfish person because this can solve nothing.

In doing the research, the writer has chose to pick this titled because of several reasons. One of it is to know the effective level of counseling teacher whether in a secondary or primary school. Besides that is to hear some respond from students about their counseling teacher. Nowadays, most of the school has developed the counseling and Guidance Unit but then we never know how far the school students have used it, it is a must to have a counselors.

What the writer hopes to reveal is the effectiveness of a school counselor. Was it enough to have a school counselor to curb with the problem arising nowadays? Sometimes we can find that not all of the students problem. All times, the teachers use a short way to solve it maybe by only have one session with the student who does not find it interesting. But there are a still teacher who is able solves the situation and these happen to those who is specialized with it. Because of that, further research should be carried on it.

The second purpose is to find out how much the students make use of their counselor in school, It is because, many of them do not volunteer themselves to ask foe help unless they really wants it. Here, we can say that only when problem arise, students will seek for a counseling teacher. Still, there are some of these people who finds that school counselor is nothing but troublesome they could not find the used of this teacher but only to add more to their problem as they find unsecured or less freedom after they have been counseled. The students make a bad impression on school counselor. But then, not all of the students are the same, as some of them still come to meet the counselor. They find that through this way the problem can be lightened. After been search counseling teacher is an honour person but still it depends on how the counselors implement he or her duty.

As for that, this chapter will talk about the importance of counseling teachers and maybe we will know the answer on the next chapter.

1.4 The Scope Of Research

The scope of this research emphasized on the roles and important counselling teachers to students. This case study at Pandan Indah Secondary School. The researcher studied a major contribution to the students in this school. Besides, the researchers enclosed the effects to the students and how to give counselling teachers is very important to all students today.

1.5 Research Problems

In any case study written by a writer, problems can never be neglected. In this study case, the writer face problems such as on doing research in the effectiveness of a counselling school teacher, students who do not want to see the counsellor and students impression towards counselling service.

Before this research, been done the writer has come across with the ineffective counselling teacher in school and as to that it push the writer in making it to be as a case study. Basically in every school the counselling and guidance unit has been put up for students to benefit it but then if we look deeply there are several reason, which can be connected with that. Such as the school counsellor he or herself that does not play it, role for instance less concern on their students problem no initiative to attract them to see counsellor or even lack of skills in approaching students with problem.

The second reasons that are can find nowadays students do not want to see counsellor. They prefer to keep it inside rather than telling it to the counsellor as they afraid that the problem will be spread or they do not like to get a low image or status by telling their situation to the school counselor. This happened so because they do not realize the

benefits of interaction to the school counsellor, but then, everything has to be depending on the reaction of school counsellor itself.

Final problem arise that will be reversal by the writer is the students idea or impression towards counselling service and to the counsellor. Have the students think that the counselling service is one of the best ways to solve problem or only to burden them. This is because not all of them volunteer themselves to meet the school counsellor, for example students are afraid that they are going to be investigate and being watch after the counselling session by the counsellor. But then, not aid of them, think it that way as some still find counselling as one of the best way to help them to solve problem.

CHAPTER

TWO

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter begins with a brief definition of counselling according to various authors. This is followed by general idea about the professional identity of counselling, the role of counselors, school counselling, and important types of school counselling.

2.2 Definition of Counselling

According to Peterson and Nisenholz (1995), counselling is an interactive process, which is characterized by unique relationship between a counsellor and his or her client. This relationship leads to change in the client's behaviour, beliefs, emotions and ability to cope with life situations so as to maximize opportunities, decision making knowledge and skill, and minimize adverse environmental conditions. Peterson and Nisenholz (1995) argue that counselling should result in free and responsible behaviour on the part of the client. The client should be able to develop an ability to understand and manage his or her negative emotions. To be truly effective, the counsellor must have a thorough understanding of human behaviour in the social and cultural context and be able to apply that understanding to each client's particular set of problems or circumstances.

Neala J.Baxter (1995:1) gives a simple description of counselling and counselors.

He wrote:

Counselling is a profession made up of caring individuals. Counsellors are highly skilled in the area of listening, nurturing and giving appropriate feedback to clients. They do not seek great economic reward nor do they seek great publicity. Rather, counsellor's work quietly to help restore a sense of order and purpose to people's lives.

In brief, counselling is about making a client aware of himself through various ways, so that he can be a fully developed person in many dimensions such as mental, physical, emotional and spiritual. Through counselling, the client knows how to go about life problems smoothly.

2.3 Professional Identity Of Counselling

Simpson (1993) in her study reveals that counselling professionals' perception of counselling psychology and counselling are inconsistent with the traditional philosophy of this profession. She found a disparity between current ideology and practice. The traditional philosophy of counselling was to help clients cope with normal daily life problems. This philosophy is not very dynamic. It is superficial in nature compare to the modern philosophy of counselling, which is to facilitate the overall growth of a person e.g physically, emotionally, spiritually and mentally.

According to the same writer, today, counselling is more comprehensive in its nature. The development or growth of all aspects of a client's personality is given importance. She asserts that a person who undergoes counselling process, first of all, is expected to understand him or herself fully. One should know one's strength and weakness. One will be able to utilize one's strength and overcome one's weaknesses from time to time.

According to Corsini (1978), the more perfect a person's knowledge of himself or herself, the more likely it is that he or she will operate rationally more aware of themselves.

2.4 Role Of Counsellors

According to Baxter, Neale J.(1995), counselors help people with a wide range of personal, social, career and educational needs. Rao (1992:208) asserts that some of the functions of counselling are:

1. The appraisal service to assess objectively the potential of pupil academic, vocational, personality-by utilizing a variety of personal, psychological and social data.
2. The information service to provide accurate, up-to-date, exhaustive and reliable knowledge in educational, vocational and social field so that students are able to make better choices and take wiser decisions.
3. The counselling service to help provide assistant towards self-understanding and development through face to face small group relationships.
4. The planning, placement and follow-up service designed to increase vocational development by facilitating students to choose and utilize appropriate employment opportunities.
5. The evaluation service to provide feedback information for the benefit of the school or college administration and the community at large.

Arbuckle (1963:54-56) states the following functions of school counselors in elementary and secondary schools:

1. The counsellor helps emotionally distribed children to arrive at happier and satisfying solutions to their problems.

2. The counselors help children with their academic difficulties.
3. The counsellor is concerned with preventive and remedial measures. At the elementary school level there is particular stress on the preventive and developmental aspects so that there may be less need for remedial work later on.
4. The counsellor co-operatively works with teachers to help them gain greater understanding of the pupil in their classes.
5. The counsellor helps parents obtain better understanding and appreciation of their children.
6. The counsellor uses appropriate test devices for diagnoses and counselling purposes.
7. The counsellor maintains extensive and up-to-date record concerning pupils for whom he is responsible.
8. The secondary school counselor spends much of his time helping students to make wise decisions regarding college courses and jobs.
9. The school counselor aids needy students to obtain assistance.
10. All school counselors work closely with other specialized personnel.

From the above, we can conclude that there are generally six types of roles for the counselors. They are (1) conducting individual counselling, (2) organizing group counselling, (3) problems solving, (4) maintaining records and inventories, (5) giving career counselling and (6) analysis needs and organizing developmental programmes.

2.5 Characteristics of Effective Counsellors

There are so many characteristics for a person to be professional or qualified counselor. Brammer and Shostrom (1982;147-153) define some ten characteristics of an effective counsellor. They are as follows:

1. Skill at reaching out.

2. Able to inspire feeling of trust, credibility and confidence from people they help.
3. Able to reach in as well as reach out.
4. Able to communicate, care and respect for the persons they are trying to help.
5. Like and respect them and do not use the people they are trying to help to satisfy their own needs.
6. has expertise in some area that will be of special value to the person being helped.
7. Able to understand the behaviour of the people they try to help without imposing value judgements.
8. Able to reason systematically and to think in terms of systems.
9. Able to identify behaviour patterns that are self-defeating and to help clients change self-defeating behaviours to more personally rewarding behaviour patterns.
10. Able to distinguish between healthy and unhealthy behaviour patterns and to aid others in working toward the development of healthy, personally rewarding patterns.

Stewart (1978), in explaining the characteristics of effective counselors, suggests that all counsellor must expend time and effort to gain additional skills and knowledge in order to be appropriated assistance to clients. They must spare time for further reading and consultation. Further the same author advises that counsellor must monitor their client's performance and be fully involved in related activities.

2.6 Important Types Of Counselling In Secondary Schools

There are many types of counseling practices in developed countries such as school counselling, family counselling and marriage counselling. But, schools in these countries practices only certain types of counselling. Career counselling, peer counselling and multicultural counselling are very important for schools with multiracial students. To

maintain peace and harmony among different races, which is the overall aim of The National Education Philosophy, Malaysian students also need these types of counselling services.

2.6.1 Career counselling

Career counselling became important long ago, that is since early 17th century in the United State of America and Europe. At that time, this type of counselling became very important especially to schools leavers and adults who were seeking for suitable jobs for themselves. Today, career counselling has become a vital part of the curriculum or professional help in schools.

Johnson (1993) found that students, especially those in high schools, needed a lot of information on job opportunities, qualification and the skills involved. They wanted school counselors to provide this information through career counselling. For this purpose, skilled personnel in on-line career information through computer and the like become a must in schools. Career counselling should become part of counselling services in schools. Specially trained counselors are needed for this. Manuel (1982) found that parents do expect career education to be an integral part of the school education system. Masino (1995) argues that both normal children and children with disabilities need good career counselling. Further, he found that parents' expectations for future educational attainment through career counselling are higher for children with disabilities than for children without disabilities.

2.6.2 Peer Counselling

According to six (1993), the intention of peer counselling is to improve the overall well being of participants through peer intervention and education. This type of counselling treatment is very important in schools. Students are influenced by each other in their daily life. This influence may have positive or negative impact. A well-trained counsellor can effectively use the positive influence to help in the choice-making process of their peers. These types of training by full time counselors must be given to many students in Malaysia. In many ways, well-training students can help their peers efficiently

Hurrelmann (1988) stresses peer counselling in schools. He found that there were two main factors causing stress among adolescents. They are firstly, the discrepancies between adolescents' school performance and their parents' expectations and secondly, the adolescent's feeling of inadequacy in keeping up with their peers. He suggested that preventive and remedial interventions should be taken through peer counselling by introducing professional counselors into schools. Trough peer counselling and preventive youth and family policies, the psychological stress in school going adolescents could be reduced. By appointing full time counselors, the Malaysian Ministry of Education expects students in various schools to be free from stressful life.

2.6.3 Multicultural Counselling

The population of Malaysia consists of the Malays, Chinese, Indian and other small ethnic groups. They live together peacefully, in spite of differences in beliefs, values and ways of life. Multicultural counselling is necessary for them to improve their present life and relationship. Multicultural counselling has become a new approach in present day counselling practices.

According to Robinson (1993), students from various religious and cultural backgrounds needed counselors who are trained in multicultural counselling, in order to develop greater sensitivity among them. He wrote that a close look at the counselling services was needed to meet the unique challenges faced by students from various cultural and spiritual backgrounds. They should fully concentrate on their job, as to be most effective. The appointment of full time counselors in schools by Malaysian Education Ministry is in line with this concept.

Countries with many ethnic groups such as Malaysia should produce counselors who are capable of conducting multicultural counselling. This can be done through proper training and development programmers related to this type of work. The content of such programmers should also reflect the belief system of various ethnic groups and the nation's aspiration to maintain a peaceful life.

CHAPTER

THREE

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Study Design

Methodology is an important part of every research. Data had been collected in two ways: Primary Sources and Secondary Sources.

3.1.1 Primary Sources

Primary sources are sources, which have got from interview, questionnaire, surveys and observations. I had collected the primary sources around Pandan Indah Secondary School, the place of the research.

The questionnaires had been distributed to teenagers, boys and girls aged year old 13 years old to 19 years old. This activity helps me to collect required information and statistics.

Besides I held, interviews with several individuals about the role and important counselor in school. This activity was held on the early stage of the research. The interview was held informally with individuals who have useful information about the topic of the research.

Observation and surveys on the sample and the target places had been held a few times to recognize the sample, time required to gather information and studying the atmosphere of the place of the research. We start the observation step by step. We choose the topic, the method, data gathering, data analysis and the last step is to write down a report.

3.1.2 Secondary Sources

The writer also gathered the information via books, magazines, and article. The reference had helped me a lot in completing my research about counselling teachers.

3.2 Population and Sample

3.2.1 Population

The location of the research is at Pandan Indah Secondary School. So, the population comes from town students. There is one of the secondary school in this area. This school has male and female students. Pandan Indah in the area Cheras. The students in this school come from any religion, but Islam Religion more than another Religion.

3.2.2 Sample

Considering that the target is the student, all samples had been taken from boy and girls aged 13 to 19 years old. The total of respondent is 100 people. Most of them are the girls,

which reach the amount of 60 peoples. While the boys are as many as 40 people 100 percent of them are students.

3.3 Data Collection Method

The data collected from responds to the questionnaires had been distributed to 100 teens from around student year one until year six. The respondents are boys and girls aged 13 to 19 years old and all are students. 110 questionnaires had been given but only 100 respond received. They are 40 boys and 60 girls.

The questionnaires are distributed by hand and not via electronic devices like E-mail, Fax and etc. By using questionnaires, respondents are allowed to choose the most suitable answers with a longer time to think and to decide comparing to an interview.

The questionnaires are distributed randomly to the respondents with any estimation. These methods a regular method to gather information and it is known as random sampling type.

The measuring device is a set of questionnaires where a scale from 1 to 5 provided. The scale is used to let researcher get a clearer view of the answers. It is a regular method to assess something.

This scale is as stated below:

1. Strongly Agree
2. Agree
3. Not Sure
4. Disagree

5. Strongly Disagree

The third option is discounted, as the respondent doesn't sure how to answer the question or he didn't want to answer that. When the respondent doesn't sure whether to choose the first, second, third or the fourth option he can choose the third one.

But, when the data is analyses, the third option will be discounted in calculating the average, mod and median. The third option is considered as center points between agree and disagree. That's means that only the first, second, third and fourth options will be counted in calculating the average, mod and median.

They are the objective questionnaires where every respondent had to evaluate the questions and classified them from 1 to 5. Respondents can write down their evaluation on the space provided. The latest chapter in chapter c, the views and opinion chapter. In this section, the respondent is required talk about the role and important counselling teacher at schools.

The important method in the research is the using of numerical data codes. For the genders, number one is need male and number two is need for female. While for the ages, I used number one for age 13 years to 15 years, number two for 16 to 19 years old. The usage of the codes is important, as a code-based data is easier for the researcher to analyses it.

3.4 Conclusion

Methodology is a part that plays an enormous role in collecting and gathering information and data. One of the methods that been used in this research in interviews. It had been held on the early stage of the research. Besides, I had used the questionnaires and surveys in my methodology. The respondents aged 13 to 19 years old as the research is about the teens. The population is at Pandan Indah Secondary School. There are 100 respondents, which consist of 40 girls and 60 boys. In completing a research, the researcher should recognize the objective and the methodology. This will provide a more systematic and efficient works.

CHAPTER

FOUR

CHAPTER FOUR

DEFINITION, THE ROLE OF COUNSELOR AND THE IMPORTANT OF COUNSELLING TEACHERS

4.1 Introduction

The process of helping each other has resulted man to consider one of the important elements in life would be counselling. Even in Islam has said that each person has an obligation on others. Allah has made want to be weak and with the use of brain it will help man to overcome his own attitude. If man strongly control the mind from any influence by Shaitan , then they are said to be act wisely and with the bless from Allah, man will gain success in world or hereafter.

Modernization of the world has caused such problematic phenomenon along with the advancement that occur. Nowadays, school teenagers are no longer considered to be well behaving, as they seem to lack of knowledge within themselves. So it this situation happens with no period it will be more difficult to be cure. Therefore, such action has be taken to improve the problem where every school either secondary or primary will have its own counselling center. It is one of the ways to lower down the problem before it is too late.

Couselling service center is handle by several expert teachers in the own field. These teachers are the one who will understand the student's problem. Precisely, counselling service center is more than its word, which mean the counselor, is not like any regular teacher.

4.2 Definition Of Counseling

According to D.W Lefever, guidance means a continual. Well arrange systematic process, which help individual in using their own potential to widen their skill as to reach happiness in life and also being able to modify themselves with the community needs.

Meanwhile Mc Daniel and Shaftel (1957) said that guidance is a form of service that guidance the orientation, information, education with carrier, self inventory, counselling, placing and follow-up activities.

In the guidance service book states it as a process in helping people or individual to understand themselves and their world. The implication of this meaning is to realize that each individual will be help by their counsellor or school counsellor in knowing their own strength and weakness. Trough this method, the individual is said will be able to see their own potential, which can bring them to the maximum level of their life.

Nevertheless AlieCrazo (1964) find that guidance is a help given to any individual as to decide their short or long term goals, action planning as to improve the behavior or attitude in all of the important aspect of a person.

Guidance is not an instruction process, which means that decision is made by the individual and by the counselling every step, the individual itself, which is not been made by the counsellor in any decision making, makes goals and result. That person is the one who finds the method to fulfill needs, desire or even interest by the help of a counsellor.

In term of students' context, guidance is given to them as develop their own potential to the maxsimun level along with the ability and interest.

However counselling has its strong meaning. The word counselling comes form English vocabulary, which has been defined in many ways by several expertise of this field.

According to Boy and Pine (1968), counselling is a face to face interaction between client and a counsellor who seek advice or help, in another way the interaction include an elective communication, respect, counsellor sincere acceptance of the client and self center on needs, problem and feeling of the client.

Arbuchle (1965) states that counselling is a person to help client to get to know him or herself better in term of who they really and what they have and vice versa, things that they easily done or hardly to achieve and not able to-achieve at all.

Cottle and Downie (1970) think that counselling is one of the process in helping client to behave through an effective method.

Gustel and Berdie (1971) define counselling as an easy social situational where with the help of a counsellor a client will be able to reach its goal and to live in a happy and productive life.

Hansen J (1972) said that counselling is a process of teaching client to learn ways on handling and adjusting self with life situation. Decision making will be practice either by

individually or group. By this it is hope to bring out the individual potential to become an effective person.

Mc Daniel and Shaftel (1956) also define counselling as a direct meeting series with the individual with a help purpose on modifying self with the environment. By doing this is which will be the basic platform their future attitude.

Corey (1977) refers counselling as a process of client difficulties in discovering things, which cause by it. As the result from it the individual will be more concern on the choices that they have to achieve a better life.

Smith, G.E status counselling is process of data analysis, which has been done on the client with the help of the counsellor. Relevant facts are being analyses such as choices, plans or even any necessary adjustment.

In order to study on term of counselling, there are many define sections through out counselling research made by different psychologist.

Therefore we can conclude counselling as a face to face interaction, positive communication, sincere counsellor acceptance, free thinking and felling statements by a client. Basically a client is responsible for an open discussion and not by the counsellor. In another way it help the client to develop there needs and produce changes within themselves that resulted a better person. Besides that, confidentiality of client information is highly respected a counselling is a professional service which also regards certain skills and attitude.

It is also known as deep understanding of man in term a human behaviors and community which is not totally on advice. Furthermore, client will not be persuade to influence their value, trust and attitude of even to convince them in mean by using warning or threatening them.

4.3 Counselling Principles

Knowledge of counselling contains principles that comes from a different opinion for instance by Mc Daniel and Shaftel (1956) has presented his counselling principle which he said as an individual acceptance with a better treatment made for the client. A true respect should be made by the counsellor on the individual rights, such as to achieve or vise versa. Ways of life and responsibility of changes hold on the hand of a client.

Counselling is actually a positive platform. These can be seen in to ways, Firstly, counsellor and client relationship can be terminated just about any time. By this, there will no element of force. Secondly, counsellor should not persuade client to agree or accept suggestion and idea made by them. But it is more to exchanging mind or opinion between these two parties. Counselling is a set of procedure that stress on thinking than making decision for the client. Ideas, suggestion or opinion will be openly discussed in regards of any decision making and action.

Principles of counselling constitute with a democratic idealism by mean a counsellor must be able to accept the client rights on differences of interest, needs, intellectual ability, emotion and other. Follow to this, the concept of respectable rights of an individual in counselling.(Perkhidmatan Bimbingan Dan Kaunseling,1997,pg 75-80)