

## Importance Of Guidance And Counselling Service In High School: A Study On Opinion Of Teachers And Students

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### Abstract:

Guidance and counselling service provides the students assistance for directing their academic and personal life. To get Excellency and proper adjustment in the institution and the society, these services are useful to realise one's own self and aim to go forward. In school education, a student faces many challenges and sometime they cannot cope up with the challenges in an appropriate manner to solve them and this is due to lack of proper guidance. Students face problems on performance, choices of subjects, scoring good, competition, and interpersonal relation with teacher and peers. But due to loss of proper guidance they develop maladjustments. Then how can we create a balanced future with them, if they cannot develop a balanced personality. So there is a need of guidance and counselling service to adolescents so that they can tackle the problem smoothly and can run their life and career effectively. This paper is an attempt to study the importance of guidance and counselling service in high school education and provides some remedial solution for the implementation of the service. With the help of cluster sampling methods, 10 high schools are selected for the study and data were collected from the students of 9, 10, 11 and 12<sup>th</sup> standards. 60 students were selected as a sample and 30 teachers were selected to collect the data. Quantitative data were collected through a questionnaire from the students and qualitative data were collected from the school teacher

to get some valuable opinion regarding importance of school guidance and counselling service.

Keywords: Guidance and Counselling, Adolescence, High School.

## INTRODUCTION

Swami Vivekananda defines 'Education as the manifestation of the perfection already existed in man' (1993). The definition reveals the power to lead the nation that is within us. And the power can be moulded by education. We are the creator of our own destiny. Person has major concern with the mind that may interfere in the success, happiness, and satisfaction. When we think about a school student, their major concern is academy. But they must make a balance in some situation like family, identity, loneliness, loss of motivation, etc and lead to the mental health issues. According to Robert and Elizabeth (1983), during the adolescence period students experience alienation which is a syndrome comprising of distrust, anxiety, pessimism, egocentrism, meaninglessness, formlessness and powerlessness. They observe that guidance and counseling is therefore needed during this adolescence stage to assist them understand their developmental stage and adjust to school life. Guidance and counseling programme also help students choose and pursue achievable careers. According to Borrow (1983) the world is highly complex and dynamic which makes career choice very difficult. He reckons that time change, people change, technology progresses and these challenges everyone to change to new ways of living and working. The students need guidance and counseling programs to inform them about various jobs and openings available, the qualification required plus the responsibilities involved and the nature of the work so that they can decide and have clear occupational goals.

World health organization said that there is no health without mental health. And this loss of adjustment creates the issues like frustration, anxiety, depression, stress and many others. And that can lead a harmful effect on the harmonious development a students. Counselling comes at this point in the way of helping. It is not an advice but

directing the individual at the point when people fail to realise the actual support system which lies within us and guide them to help themselves and makes themselves as their helping hand. People sleep because he or she is tired. It is not always hundred percent true. People may sleep because he or she is depressed or stressed. So, it is not about acquiring good marks only for a student, it is about their sound mental, physical, intellectual, emotional, and social development. So Guidance and Counselling service is not a cup of tea like to provide information. It is a service by trained professional with scientific procedures to create a deep understanding of an individual and the situation so that a wise decision can be possible. Nowadays with the increasing complexity of daily living, there is an urgent need to change the perception towards surrounding and try to give a stress to the mental state of a person. And guidance and counselling service can help an individual to develop their potentialities to make a choice and a decision which can be best utilized for maximum benefit for the individual and society. Teachers are considered as the builder of a nation. And it is felt that there is necessity of a positive attitude towards student's problems and the way of recovery. Therefore the present study is an attempt to study attitude or opinion of school teachers towards guidance and counselling for making excellence in student's performance.

Counseling and guidance can provide a good basis for a broader education for life. While being non-medical and non-psychiatric, it can be used as therapy for individuals with specific personal problems, or it can be the foundation of a more general "life skills training programme" for the student who, though not suffering from any particular problem, should be assisted in building up his/her personal resources in order to cope effectively with their future lives (Stokes, 1986). Hence, the Role of Guidance and Counseling in Effective teaching and learning in Schools is needed for the Childs' Future Success. And this research will provide an overview of attitude of teachers towards guidance and counseling service. So in summery it is needed to see the level of attitude of teachers towards counseling service and how it is related to the students' academic performance.

### **Guidance and Counselling**

According to Sharma, R. 2004 guidance is a means of helping individuals to understand and use wisely the educational, vocational and personal opportunities they have or can develop and as a form of systematic assistance whereby students are aided in achieving satisfactory adjustment to school and life. According to Crow and Crow-guidance is not giving direction; it is not the imposition of one person's point of view upon another person. It is not making decision for an individual, he or she should make for herself or himself. It is not carrying the burden of another's life. Rather. Guidance is assistance made available by personally qualified and adequately trained men or women to an individual of any age to help him manage his own life active, development of own point of view. Make this own decision and carry out own burden.

Guidance and counselling in educational context means assisting the students to select course of study appropriately to their needs and interests, achieve academic excellence to the best possible extent, derive maximum benefits of educational resources and facilities, inculcate proper study habits and satisfactorily participate in curricular and extracurricular activities.( Rao, 2017). Guidance is a philosophy of human uniqueness, goodness, worth and dignity. It is a help to recognise the inner potentialities of an individual and best utilize for the development of individual and society.

Guidance is a more comprehensive process which includes counselling as its most specialised functions. Counselling is a personalised programme with face to face relationship with the counsellor and counselee which enables the individual to know themselves and to solve their own problems and make substantial contribution to the society. Roger says, "Counselling is a process which helps counselee in gaining clear insight in to the problem and in achieving self confidence." Gusted (1953) noted that, "Counselling is a learning oriented process, in which a counsellor seek to assist the client to learn more about himself and to accept himself, to learn how to put such understanding into effect in relation to more clearly perceived, realistically defined goals to the end that the client may become happier and more productive member of the society."

### **Adolescence, a period of storm and stress**

Adolescence is a most significant period in human life. It is a stage of rapid growth and changes in physical, social, spiritual, moral, and intellectual aspects of life. And most of the adolescents are in secondary schools. That is why in schools guidance and counselling service has a crucial role to play. Adolescence is generally considered as a turbulent period and is often portrayed as negative phase of life- a phase of storm and stress to be survived or endured. Due to rapid growth and biological changes they face challenges to adjust with the society and increased a certain degree of turmoil, anxiety and stress. It emerges from later childhood and merge into adulthood with sexual maturity, increased hormone levels, desire for more independence, the capacity to think abstractly, escalating the interest in peers, distancing from parents due to relationship with peers or outside and inauguration of a romantic relationship are the characteristics of an adolescent. If the needs of adolescents are not properly gratified the adolescents become a problem of adult. And this paper is presented to study the relevance of guidance and counselling service in secondary schools for academic as well as social and personal development of an adolescent.

#### **PURPOSE OF THE STUDY**

The school guidance and counseling programme developed as a result of local, national and international conditions as well as advances in technology, which were confusing and threatening to individuals. The concern for the worth and dignity of each individual as well as the need for his best productive efforts formed the bases for guidance in the school (Mortensen and Schmuller 1959: v). Indiscipline is a severe problem in our present educational system. There are many social problems that teenagers go through. Consuming drugs, including alcohol and tobacco, continue to be a serious problem for these children. Examination anxiety among students and poor conflict resolution also contribute to student disturbances (Biswalo, 1996). Due to changes in the structure of society, pregnancies of unmarried teenagers, early marriages, drug and alcohol abuse, the escalation of juvenile delinquency, lack of knowledge concerning the use of leisure time, pressure on traditional values and norms, students fail to make a healthy balance between their academic and their personal life.

Guidance and counseling plays a vital role in preventing educational, personal, social, mental emotional and other similar problems among school students. In the context of the changing socio-cultural scenario the repertoire of guidance and counseling has been increasing at an unexpected speed. The widening of the spectrum of guidance and counseling demand a new approach to practice in schools, colleges, universities and other institutions in our country. It enables the students in enriching the perspective and promoting the attitude towards resolving educational, vocational and personal problems. Fuster (2002) points out the goals of counseling as facilitating behavior change, enhancing coping skills, promoting decision-making, improving relationships and facilitating the client's potential. It is a personalized and individualized process for helping the individual to learn and acquire habits, skills, attitudes and interests which make him a normally adjusted being. That is why an assessment is needed to see the level of attitude of teacher towards guidance and counseling services and the need of the service for students should be a concern.

#### **REVIEW OF RELATED LITERATURE**

There were many studies undertaken on guidance and counseling. A few of them are discussed below-

##### **Why Guidance and counselling program?**

Kumari(2013) in his significance of imparting guidance and counselling programme for adolescence stated that guidance and counselling has a great influence on students achievements. Khansa( 2014)finds a need of school counsellor to the further cooperate with teachers concerning improving counselling in school. Beesly's paper called teachers perception of school counsellor effectiveness stated that teachers are the first and most effective assessor of counsellor. Dahir and stone (2005) also mentioned that the role of school counsellor and tasks are continuously modified through the perception of parents, teachers, in their study of the transformed school counsellor. Amatea and clark found the necessity of school counsellor and the importance of laws for the counsellor in schools in their study of teacher perception and expectations of school counsellor contribution: implications for programme planning and training. According to

Oviogbodu (2015) counseling can be defined as a number of procedures in assisting an individual to solve his problems. Counseling is more involved emotionally in the affective realm personalized learning, that is, emotions and feelings, values, attitudes. Counseling is an interaction or relationship between two or few individuals, the client counselor relationship of trust (Geshinde 1991; Adebowale, 2012; Oviogbodu, 2015).

The aims of guidance and counseling service in schools is to assist the student in fulfilling his / her basic physiological needs, understanding themselves and developing associations with peers, balancing between permissiveness and controls in the school setting, realizing successful achievement, and providing opportunities to gain independence (Heyden, 2011). The purpose of guidance and counseling therefore provides emphasis and strength to educational programs. Makinde (1984) observes that the school counselor is concerned with facilitating the optimum development of students. This is supported by Bennars (1994); Mutie and Ndambuki (2000) and Ndirangu (2007) who argue that the programme is supposed to develop the learner's intellectual abilities, develop a balanced personality and to have a complete person intellectually, spiritually, morally and socially.

### **Teacher as a school counsellor**

Ulug and Eryitmaz( n.d) in their paper the effect of teacher attitude on students personality and performance stated that positive attitude has positive influence on students performance. Counseling services in schools provide the forum for responding to the challenging needs of society, prepare the students to meet these needs and also address the issues that concern the mental health of students. But the role of counselor is not adequately understood for which the functionaries are to be blamed themselves to some extent (Rashmi, 2019)

Effective teachers understand and are able to apply strategies to help students increase not only the academic achievement of students but also help learners cope with other life skills (Goodstein, et al. 2006). The teacher is considered as the friend, philosopher and guide. The guidance counselor should see the school child as his / her child, friend, and someone that needs helps as in a medical

doctor patient relationship (Theresa, 2016). So in summery it is needed to see the opinion and perception of teachers towards counseling service and the need of guidance and counseling service in an appropriate manner.

In the current literature review, a major limitation is discovered that a limited study has been done on attitude of teacher towards counselling service. Different studies show only effectiveness of guidance and counselling service in school and colleges. And some studies are conducted to see the role of teacher as a counsellor. But there is a need to study the opinion teachers and students regarding implementation of guidance and counselling service. With the new era of advancement, new challenges are also faced by the students. And new concepts like guidance and counselling is also included in school curriculum. But it is seen that the value of counselling is somehow underrated. Teachers are considered as artist to art the life of the students. So it is felt the necessity to have a proper positive attitude of teachers towards this service. That is why this research is worth to conduct and find out the attitude so that students can develop a balanced personality and cope up with the challenges of life and society.

#### **STATEMENT OF THE PROBLEM**

Due to its need and significance the present study is titled as-

#### **Importance of guidance and counselling service in high school: A study on opinion of teachers and students**

The statement of the problem for present study is concerned with importance of guidance and counselling service for comprehensive development of a student in high school. The present study is designed to identify the status of guidance and counselling service in high school and the need of this service from the viewpoint of teachers and students. And the research work will address the following points—

- What is the thought of a teacher regarding implementing the counselling service for the students?
- Is there any guidance and counselling service in schools? And how is it operating?



- Whether a student feel the need of guidance and counselling service in school with an adequate procedure and professional or not?

#### **OBJECTIVE OF THE STUDY**

1. To study the general status of guidance and counselling service in high school.
2. To study the importance of guidance and counselling service in high school according to the opinion of teachers.
3. To analyse the relevance of counselling service in respect to Vocational, Educational and Personal counselling.
4. To suggest some measures for providing counselling in schools based on opinion of teachers and students.

#### **DELIMITATION OF THE STUDY**

1. This study is limited to only secondary school students.
2. The study was conducted in government high school only.
3. Data were collected only from teachers and students.
4. This research has been delimited to study only in Guwahati, Assam.

#### **METHOD OF THE STUDY**

Method of the study is descriptive survey method. Researcher tries to collect a general trivia of guidance and counselling service in high schools through a survey. And to do a qualitative analyse of need and importance of guidance and counselling service from the perspective of teachers and students, researcher put an effort on collecting quality data through an opinionnaire. This paper is analysed in both qualitatively and quantitatively so that general information and a deep understanding of the relevance of guidance and counselling service can be presented.

Data of this research were analysed with the help of mixed method approach. Mixed method is a research approach whereby researcher collects and analyse both qualitative and quantitative data within the same study. This approach allows researchers to explore diverse perspectives and uncover the multiple facets of a research question.

Purposeful data integration helps a researcher in viewing phenomena from different viewpoints. Here in this present study, researcher collect data with a close ended questionnaire with some open ended questions. And data were analysed quantitatively with the help of percentage and some key facets are analysed qualitatively according to the opinion of teachers.

### **SAMPLE DESIGN**

Population for this study was all government high schools situated in kamrup metro district in Assam. And all the secondary schools children and their teachers are subject to study for this research. Here researcher used cluster sampling method for selecting sample. Researcher divides the population into small groups or clusters and then randomly selected schools form that as a form of sample.

Cluster sampling is a method of probability sampling that is used to study the large populations, particularly those that are widely geographically dispersed. Kamrup Metro district covers a wide range with six Revenue Circles (RC), four Development Blocks and 60 Municipal Wards in the city of Guwahati. So researcher selected pre existed six revenue circles as the cluster to get the desired sample. These are Sonapur RC, Guwahati RC, Azara RC, North Guwahati RC, Chandrapur RC, and Dispur RC. After that randomly schools were selected from that cluster. 6 secondary schools were selected one from each revenue circle for the study. And from each school 10 students and 5 teachers were subjected for the research purpose. For this study total sample was 90 including 60 students and 30 teachers. The design of the sample for this study is presented through this following diagram—

### **STUDY INSTRUMENT**

A self made questionnaire was prepared to collect the data for this study. The questionnaire was made to know the general status of guidance and counselling service e.g. counselling cell, counselling curriculum, expertises, career notice boards, therapy, workshop on vocation, etc. prevailed in high schools. Again some opinions of teachers regarding the need of counselling service in schools were collected from the teachers selected for study respectively. And questionnaire also includes a proportion which is related to know the student's viewpoint regarding the

requirement of guidance and counselling service. And with the help of 5 point likert scale, in every statement five responses were designed like Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree. And the questionnaire was scrutinised with the help of expert before executing.

### DATA ANALYSE AND INTERPRETATION

Data analysis and interpretation was done both quantitatively and qualitatively. According to the objectives the researcher tries to find out the desired result to know the importance of guidance and counselling service.

**Objectives No. 1:** To study the general status of guidance and counselling service in high schools.

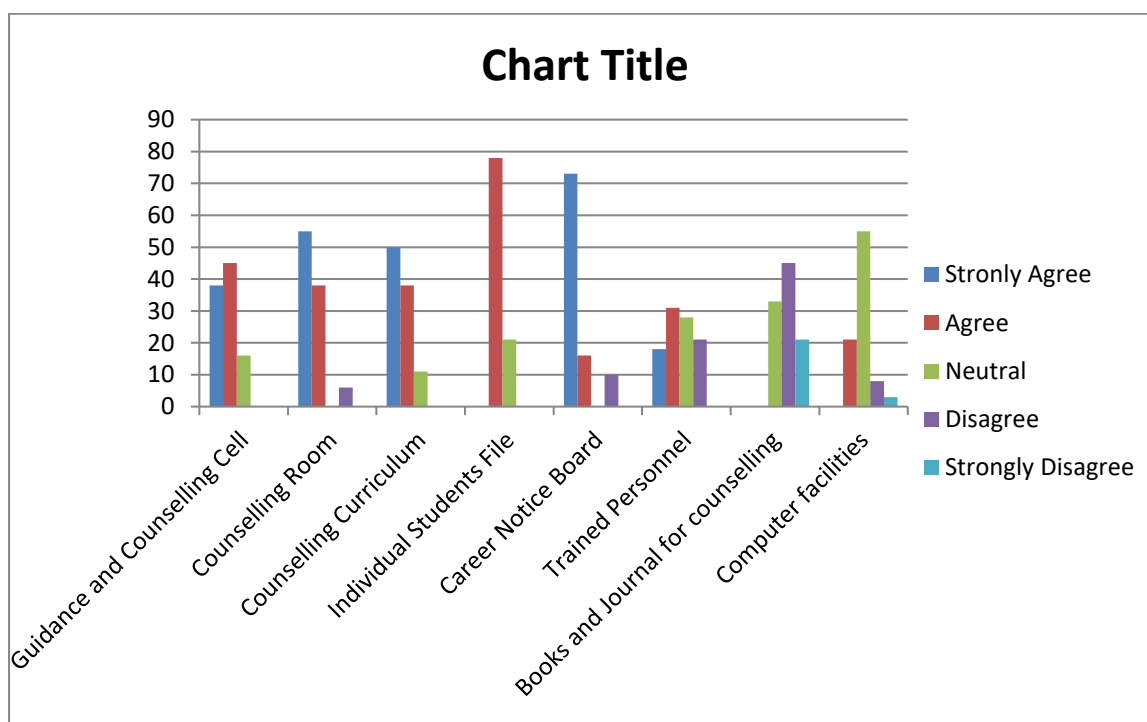
A checklist was formulated to assess the availability and utilization of guidance and counselling services in high schools, and responses were gathered from students to ascertain whether they have access to such services. The responses are discussed in frequency and percentage below-

**Table No. 1: General status of guidance and counselling service in high school**

Services	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%	N	%
Guidance and counselling cell	23	38%	27	45%	10	16%	0	-	0	-
Counselling room	33	55%	23	38%	0	-	4	6%	0	-
Counselling curriculum	30	50%	23	38%	7	11%	0	-	0	-
Individual students file	0	-	47	78%	13	21%	0	-	0	-
Career notice board	44	73%	10	16%	0	-	6	10%	0	-
Trained personnel	11	18%	19	31%	17	28%	13	21%	0	-
Book and journal for counselling	0	-	0	-	20	33%	27	45%	13	21%
Computer facilities	0	-	13	21%	33	55%	5	8%	2	3%

Based on the analysis of Table 1, it is evident that the majority of students acknowledge the existence of guidance and counselling services and a designated room in their school. The school maintains individual student files based on the responses received. However, negative feedback

was observed regarding the availability of books and journals for student counselling. Moreover, there was ambiguity in the responses related to computer facilities and trained personnel, with students not clearly indicating their agreement or disagreement. Therefore, it can be concluded that although guidance and counselling services are present in the school, there appear to be implementation challenges due to a lack of expert support and adequate infrastructure. Responses are visually presented through the following graph-



**Objective No. 2: To study the importance of guidance and counselling service in high school according to the opinion of teachers.**

An investigation was done to see the awareness of teachers regarding counselling and guidance services using the opinionnaire, revealing that teachers are knowledgeable about the service and its significance. They have responded to the meaning of guidance and counselling in following way-

A psychological support,

Giving advice according to their problem,

For Mental Development,

Guidance is for making good practices,

All-round development,

Sharing their problems,

It is a platform to express,

Understanding the issues or problems of students,

From the responses it can be concluded that the teacher were well acquainted with knowledge of guidance and counselling service. They believe that the service can create a nurturing and conducive environment for students to thrive academically, emotionally, and socially, ensuring their holistic development and success in life beyond the school years.

The importance of guidance and counselling services in schools cannot be overstated. These services play a crucial role in supporting the overall well-being and development of students. The guidance and counselling service is vital in the following educational setting-

#### **Vocational guidance**

Due to advancement in science and technology and consequent changes in industry and occupations have been emerged. There are thousands of specialized jobs /occupations. In this context, there is a great need of vocational guidance to choose an appropriate occupation according to the need and abilities, prepare for it, and enter upon it and progress in it. Guidance counsellors assist students in identifying their interests, strengths, and skills to make informed career choices. They provide information about different career paths, educational opportunities, and job market trends, guiding students towards fulfilling and suitable career options.

#### **Educational guidance**

Educational guidance is related to every aspect of education, the aim of education, the curriculum, the method of instruction, curricular and co-curricular activities, discipline, etc. it is an assistance of finding inner potentialities of students, finding ideas of different educational opportunities, and make satisfactory progress in academic and become an adjustable good human social being.

### Personal guidance

Student faces many personal problems related to identifying themselves, their strength and weakness, problem with their parents and friends. And they develop a feeling of disappointment, incompetence, insecurity, social acceptance which leads low self concept and self esteem. In the present era of advancement and competition, students faces many mental health issues and involved indifferent anti social behaviour due to lack of proper guidance and counselling at the personal level. Counselling services offer a safe and confidential space for students to discuss their concerns, build resilience, and develop coping strategies to manage stress, anxiety, and emotional difficulties.

To study the need and importance of guidance and counselling service in high school, researcher extended the survey with some statements regarding its necessity amongst students. Students were asked to response to the statements indicating whether they felt the need for such guidance and counselling support or not. The responses were discussed below-

**Table No. 2: Need of guidance and counselling service**

STATEMENTS	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%	N	%
I know how to get a career in future	21	35%	29	48%	10	16%	0	-	0	-
I have goals for my life beyond school	20	33%	33	55%	0	-	7	11%	0	-
I understand and respect myself and others	15	25%	30	50%	15	25%	0	-	0	-
I know my strength and weakness very well	0	-	38	63%	22	36%	0	-	0	-
I need help during my exam time	38	63%	22	36%	0	-	22	36%	0	-
I cannot cope up with my friends	20	33%	12	20%	15	25%	13	21%	0	-
I know how to find jobs	0	-	0	-	16	26%	40	66%	4	6%
I can handle any situation in life	0	-	18	30%	20	33%	18	30%	4	6%

From Table No. 2, it can be analysed that students felt the need of guidance service in their educational course of time, but they do not get that counselling properly. From

the table, it is evident that maximum students requires help during their exam time, they do not know how to find jobs after the educational course, they are confused regarding handling their life situation, and about their strength and weakness. Most of the students were responded that they cannot cope up with the friends in an appropriate manner. Therefore it can be said that students are facing different academic, social, emotional, mental problem in their life. And it requires an urgent implementation of guidance and counselling service with proper facilities.

**Objective No. 3: To analyse the relevance of counselling service in respect to Vocational, Educational and Personal counselling.**

Importance of guidance and counselling service in respect to vocational, educational, and personal counselling is discussed in the following table on the basis of teacher's opinion-

**Table No. 3: Relevance of counselling service according to the opinion of teachers.**

<b>Educational Guidance</b>	<b>Vocational Guidance</b>	<b>Personal Guidance</b>
Motivating students,	Choosing their right path in life,	Primary source to reduce suicide,
Reduce violence, indiscipline in class,	Directing right path in the career,	Way to express their thoughts and ideas,
Solving irregularities,	Information about their goal,	Reduce hesitation to share their problem,
Good habits creation,	Circulation ideas and thoughts,	Reduce emotional stress.
Problem solving skill,	Choosing career according to their needs and ability.	

**Regarding Implementation of Guidance and Counselling Service:**

To implement the guidance and counselling service in a proper way, according to the viewpoint of teachers, there are some suggestion, that can help to provide appropriate guidance and counselling service.-

- It is not only the duty of an assistant teacher in high school to provide the guidance and counselling to

different social and emotional issues of students. It requires a **trained expert** to understand the problem and the way to prevent it.

- As teacher are asked to follow the syllabus and there is a time limit to finish the syllabus. It is not possible to cover the other issues of students covering the syllabus. So, **in-service training** should be given to the teacher so that a normal teacher can also provide the adequate service to the students.
- To understand the issues of students and to provide guidance and counselling based on the requirement of the students, it requires **adequate equipment** and **infrastructure** like a separate room, book and journal, expert trainer, etc.
- **Create awareness** among students and parents about the availability and benefits of counselling services. Conduct outreach programs to remove any stigma associated with seeking help.
- **Periodical assessment** should be used for the effectiveness of counselling services through feedback from students, teachers, and parents.
- Develop and implement **comprehensive counselling** programs that address the diverse needs of students. These programs should encompass academic, career, and personal/social counselling to support students holistically.
- Organizing an **experience-sharing program** featuring inspirational stories from various resilient teachers or individuals who have overcome struggles can serve as a powerful motivation for students to enhance their personal, social, and academic lives.
- Certain teachers express the importance of a **conducive environment** for offering counselling services and engaging with students to discuss their problems. Such interactions are hindered in chaotic school situations, emphasizing the necessity for a calm and supportive atmosphere.
- Several teachers highlighted the existing provisions of **counselling services in Kendriya Vidyalayas India**, such as comprehensive career counselling, teacher-parent associations, personality development programs, life skills training, and more. They emphasized that these services should also be extended to government schools, as it would greatly benefit the students and enhance the effectiveness of counselling initiatives.



## **CONCLUSION**

Guidance and counselling service has a prominent role in educational context. An appropriate service with scientific and systematic procedure, adequate infrastructure, and trained professional can help a student to solve their problems in academic as well as in their personal life. A better academic skill, attitude, habits, test taking skills, critical thinking skill, decision making skill can help an adolescents to lead a healthy academic and social life. Guidance and counselling service in school helps them to set plan for their future life and achieve realistic goals. More guidance is required in educational needs for a student in high school to develop life strategies and skills for violence prevention, conflict resolution, substance abuse prevention, increase enrolment, reduce dropout rate, basic employability skills, (E.g. Punctuality, discipline, hard work, and time management.), improving teacher learner relationship and enhancing personal and social development.

## **SCOPE FOR FURTHER RESEARCH**

The result of the study shows that a systematic and scientific procedure and adequate resources with trained expert should be employed in schools to provide guidance and counselling service. It was found that teacher and students feel the utmost requirement for this service in an appropriate manner. As guidance and counselling has a crucial role in both students and teacher's life and in educational context for the excellence in academic as well as in social dimensions, further research can be done in all over the Assam and their schools. And a comparative study can be done with the government and private schools and their guidance and counselling service. Again a survey can be conducted in schools and their guidance service and practice in remote areas. Quality assessment of this service should be a matter of topic.

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