

COUNSELING SERVICE PERFORMANCE OF SHANXI UNIVERSITY

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Abstract

The purposes of this research were to examine: 1) the level of counseling service performance of Shanxi university and 2) the comparison of counselor's opinion on counseling service performance of Shanxi university which classify those status by gender, age, and education background. The samples were 92 counselors who worked in Shanxi University. The research instrument was an opinionnaire which were based on Chen Hanying's concepts. The statistical used to analyze the data were frequency, percentage, arithmetic mean, standard deviation, t-test, and One Way ANOVA.

The research findings were as follows: 1) The level of counseling service performance of Shanxi university as a whole and individual were at a moderate level. Ranking with arithmetic mean from the highest to the lowest were as: analyzing and diagnosis, formulate counseling objectives, implement guidance and assistance, collecting information, selecting counseling options, consolidate the effect, tracking feedback. and establishing a counseling relationship respectively, and 2) The comparison of counselor's opinion on counseling service performance of Shanxi University which classify those status by gender, age, and education background were no significant difference.

KEYWORDS: PERFORMANCE OF STUDENT CARE AND SUPPORT SYSTEM

Introduction

With the deepening of the reform of higher education in China, the requirements for personnel training in colleges and universities have been strengthened, and the goal of higher education is to cultivate college students with high comprehensive quality and all-round development of morality, intelligence, physique, beauty and labor. In the moral education work in the new period, how to find a unified way between the mental health consultant and the moral education educator in practice. (Lu Ailin, 2012:2). College stage is an important stage

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for teenagers to enter adulthood from adolescence and an important turning point in their lives. College students are physically mature, but they are not fully developed in the psychological aspects of emotion, self-exploration and social life adaptation. Life adjustment, academic pressure, and psychological process are all full of upheaval. College students are also confused about their future and career development, which makes them feel pressure. These are the risk factors that threaten the mental health of college students. According to the survey of Wang Jianzhong and Fan Fumin (2002:312-331), 16.51% of college students have psychological problems. The problem of suicide among college students is also serious. At present, the suicide rate among college students in China is high, which belongs to the high suicide rate stipulated by the international regulations. Nanjing Crisis Intervention Center's survey of some universities in Nanjing found that the suicide rate among college students is 20 per 100,000, The suicide rate is several times higher than that of ordinary citizens and two to four times higher than that of the same age group, which is within the range of high suicide rate set by international regulations (Ji Huaiyuan,2011:1). Therefore, how to systematically help college students to solve psychological problems, maintain a healthy psychological state, successfully through the university stage, has its important significance. In this context, the decision-making departments have promulgated laws and regulations requiring universities to set up corresponding psychological counseling centers for standardized requirements and management. The function of consulting service in colleges and universities is to cultivate students 'sound personality and promote their all-round and healthy development, which has a certain degree of influence on helping contemporary college students establish correct world outlook, values and outlook on life. The Central Committee of the Communist Party of China and the State Council issued The Opinions on Further Strengthening and Improving the Ideological and Political Education of College Students, pointing out that the whole society should care about the healthy growth of College students. With the goal of all-round development of college students and in-depth quality education, we should also help college students establish a correct concept of employment. In 2018, the Ministry of Education issued the Guidelines for Mental Health Education for College Students to strengthen students humanistic care and counseling, standardize the development of mental health education and counseling services, and better adapt to and meet the needs of students' mental health education services. Therefore, colleges and universities gradually attach importance to the psychological counseling of college students. Colleges and universities actively create

conditions to establish a mental health education system and regularly carry out psychological counseling.

As a specialized institution of mental health education and counseling service in colleges and universities, the university psychological counseling center is an institution that specializes in providing mental health education for college students, popularizing and publicizing mental health knowledge, and improving and promoting students' psychological quality. Stone and Archer believe that the first major task of university counseling centers is direct services such as individual counseling and group counseling, and the second major task is related outreach and training. Psychological counseling is aimed at the whole school students, through individual face-to-face counseling, group counseling activities, psychological behavior training, telephone counseling, network counseling and other forms, to provide effective mental health guidance and services to college students, guide them to maintain a healthy and upward psychological state, and effectively help them solve practical problems. To help them alleviate the pressure from the economy, employment, study and life(Stone and Archer,1990:539-607). The counseling service activities in universities directly affect the effect of higher education. Under the background that the mental health problems of college students are so serious and the government departments have paid attention to the construction of university psychological counseling centers, the willingness of Shanxi University students to seek help is still not as expected. This is thought-provoking. Through the empirical research and evaluation of the psychological counseling center of Shanxi University, this paper hopes to broaden our thinking, learn from each other's strengths and weaknesses, try to summarize meaningful experience, and provide effective suggestions for university mental health and counseling institutions.

For college students in learning, environment adaptation, development, love, interpersonal communication, employment and other maladaptive phenomenon, cannot timely self-adjustment and cannot get effective help from the outside, will aggravate these maladaptive, and even cause psychological disorders. Schools to carry out psychological counseling work, can provide a place for college students to pour out the inner silts of trouble, depression, worry, pain, with the help of psychological counseling teachers, so that college students can quickly out of the dilemma, toward the correct goal of healthy development. Psychological counseling can also help college students have a correct understanding of themselves and guide them to discover their true selves. Through consultation. Students with mental illness can also be found in time.

And effective psychological treatment to them, to avoid the occurrence of the patient or extreme events. The findings of this study can promote the Shanxi university to develop in the direction of more professional consulting service work, for the relevant departments to formulate the consulting services to offer reference to the relevant policies and perfecting measures.

Research Objectives

1. To examine the level of counseling service performance of Shanxi university.
2. To examine the comparison of counselor's opinion on counseling service performance of Shanxi university which classify those status by gender, age, and education background

Research Question

1. What is the level of counseling service performance of Shanxi University?
2. What are the differences of counseling service performance when considered the variable of gender, age, education background?

Research Hypothesis

1. The counseling service performance of Shanxi University is at moderate level.
2. There are no significant difference of counseling service performance of Shanxi University when considered the variable of gender, age, education background.

Research delimitation

The researcher selected the counseling service performance concept of Chen Hanying (2019, 1631-1638) who mentioned that there are 3 phases 8 processes of counseling service performance; 1) Start phase: (1) Establishing a counseling relationship (2) Collect information (3) Analysis and diagnosis 2) Mentoring and helping phase: (4) Formulate counseling objectives (5) Selecting counseling options (6) Implement guidance and assistance, 3) Consolidation and closure phase. (7) Consolidate the effect and (8) Tracking feedback.

Research Definition of Term

Counseling Services Performance means an activity to evaluate the results and efficiency of counseling service. Counseling is a process of giving counseling objects help, inspiration and guidance with the help of a special interpersonal relationship and the use of

psychological theories, knowledge and methods through language, text and other ways of information transmission. The process of counseling service is divided into eight processes which consist of (1) Establishing a counseling relationship (2) Collect information (3) Analysis and diagnosis (4) Formulate counseling objectives (5) Selecting counseling Options (6) Implement guidance and assistance (7) Consolidate the effect and (8) Tracking feedback.

Shanxi University is an educational institution for teaching, examination, or both. Now it is the Ministry of Education and Shanxi Provincial people's government "joint construction of colleges and universities". It located in Taiyuan City, Shanxi Province. It enrolls students in different disciplines and awards degrees from different schools, usually represented as colleges or similar institutions.

Research Methodology

In order to achieve the purposes of the study, research methods were established, including research design, population, sample and respondents, studied variable, research instrument, building and developing instrument, data collection, data analysis and research statistics.

Research Design

The descriptive and quantitative research methods were used in this study. Literature review was used in qualitative research. The data generated from the questionnaire. The study design used in this study was a one-shot, non-experimental case study.

Population

Population in this research are in total of 117 counselors of Shanxi University. The number of counselors in each grade were: 35 freshmen, 33 sophomores, 30 juniors and 19 seniors.

Sample

The samples in this research were 92 counselors who worked in Shanxi University. The 92 respondents were indicated by Krejcie and Morgan's study on the sample size of research activities (R. V. Krejcie and D. W. Morgan), and using stratified random sampling technique which divided all counselors by grade: freshman, sophomore, junior and senior

Studied variables

There were two kinds of studied variables which are 3 independent variables and 8 dependent variables; **1. The independent variables** were about the respondents' status which consist of gender, age, and education background and **2. The dependent variables** were about counseling service performance based on Chen Hanying's concept which composed of 2.1 Establishing a counseling relationship, 2.2 Collect information, 2.3 Analysis and diagnosis, 2.4 Formulate counseling objectives, 2.5 Selecting counseling Options, 2.6 Implement guidance and assistance, 2.7 Consolidate the effect, and 2.8 Tracking feedback .

Research instrument

The research instrument was an opinionnaire which divided into 2 parts; **Part I**: The samples' status which composed of gender, age, and education background, and **Part II**: The counseling service performance of Shanxi University, based on counseling process of Chen Hanying. The opinionnaire was designed as Likert's five rating scale

Construction and developing instrument

Step 1 Deep study and analyze about the counseling process of Chen Hanying. Then, write operational definition and build in the items of opinionnaire under the counseling of thesis advisor. **Step 2** Tested the content validity of the opinionnaire by 3 experts for examination the content validity with the consistency objective index (IOC). The result of Index of Item objective congruence: IOC were 1.00. **Step 3** Analyzed the reliability of the opinionnaire, the researcher try out the opinionnaire with 30 counselors in Shanxi University by using Cronbach method, and consider through Alpha coefficient (α -coefficient) was .963. **Step 4** Do the completed opinionnaire and then bring to collect with 92 counselors of Shanxi University.

Data collection

The researcher sends those official letters to the leader of each organization for admitting the staffs to answer the research instrument. The opinionnaires were collected and re-examined the completion of each opinionnaires by the researcher.

Data analysis

The data were analyzed and interpreted with in 3 parts; 1: Analysis of Information Background of the sample used frequency (f) and percentage (%), 2: Analysis of the level

Counselor service performance in Shanxi University used arithmetic mean, (\bar{X}) and standard deviation (S.D.), and 3: To analyze the opinions of sample to the counseling services performance when compare by gender, statistics was the t-test. To analyze the opinions of respondents to counseling services performance when compare by age, and educational background, statistics was the One-way ANOVA. Analysis of the comparison on counseling service performance in Shanxi University.

Conclusion

The findings of this study found out within two objectives. The conclusions were as follows; 1. The level of counseling service performance of Shanxi University as a whole was rated at a moderate level. When considered in each of component, there were rated at a high level too. Those 8 components were ranked from the highest to the lowest arithmetic mean as; analyzing and diagnosis, formulate counseling objectives, implement guidance and assistance, collecting information, selecting counseling options, consolidate the effect, tracking feedback. and establishing a counseling relationship respectively. 2. There were no significant difference on counseling service performance when considered the differences variable of gender, age, and education background of the counselors from Shanxi University.

Discussion

From the findings of this study, the researcher can give a discussion as following.

1. The result indicated that the level of counseling service performance in Shanxi university was rated at a moderate level which concordance with the hypothesis of the study which set that “the counseling service performance of Shanxi University is at a moderate level”. From this result can describe by the fact of the situation on counseling service performance that the counselor performed their task beside the main task as a teacher. Therefore, they can not pay more attention on work of counseling service. Another reason why counseling service performance in Shanxi university was rated at the moderate level, just because of the counselors were more male than female and those counselors were young. The 70% of counselors were lower than 40 years old. This factor might be affecting their performance. When we considered in each component of counseling service performance, the highest arithmetic mean of those component was analysis and diagnosis of their students. This mean that Those counselors paid more attention on determine the type and nature of

psychological problems and determine the adaptability of counseling. As the same time they were going to analyze the degree of psychological problems and treat them differently. While they were also look for the causes of psychological problem too. Because of these performances were the function of counselors that they should perform to help the students. The findings of this study concordance with the principle of counseling service performance of Chen Hanying who mentioned that counseling service should be performed based on psychological counseling. While Kumar Simon mentioned that counseling service performance would be successfully by consultant which reflected in quality of service, the determination of clear objectives and the ability to solve problems. Moreover, he also mentioned that the counseling service should be integrity and honesty of the core skills and values, good communicating with customers, high trust. It also concordance with the concept of counselors of Chen Fugho, who mentioned that the basic process of school counseling concerned with 6 steps: 1) establishing relationship, 2) assessment questions, 3) agreed objectives, 4) make a plan, 5) implementation plan and 6) ending counseling. While Yang Jiaoli cited that counseling service performance should reflect and analyze the changes in someone aspects to judge whether the psychological consultation had achieved the desired effect that related to the effect evaluation of psychological concentration. Whereas this finding also concordance with the suggestion of Xiao Shumei who mentioned that school psychological counseling effect, counseling workers should establish evaluation models of counseling and treatment methods suitable for a different patient. The finding of this study was also concordance with the study of Cui Jianai who found that psychological counseling in college choose concern with defined the goals and actions of college students. Where Li Li and Zhu Runrui study on counselor responses, he found that the counselors should listening positively and analyze those informations to prediction effect and also follow - up.

2. From the finding of the second objective of this study, there were not significant differences of counseling service performance when considered differences variable of gender, age, and education background of counselors in Shanxi university. This finding concordance with second hypothesis which mentioned that “there are no significant difference of counseling service performance of Shanxi university when considered differences variable of gender, age, and education background”. This means that even the counselors had a difference in gender whether man or woman , variety in age, and different in education level they have to carrying out counseling work as the same manner. The position and their

responsibility very important of their duty. They have to do their jobs whether they were man or woman, younger or older and variety in education level. Because consultants need to undertake generally, responsibilities which included providing professional psychological counseling services, conducting mental health screening, establishing mental health files, and a series of professional work. They also sensitive and thorny in student affairs management. The psychological consultant must also undertake the teaching task of certain period of time. Therefore, the job responsibilities of psychological counselors in college had high sense of responsibility and rich practical experience to be competent for his position. Another reason would describe that there were no significant different in counseling service performance in Shanxi University maybe because of the department ownership management mechanism where the administrative organs of psychological counseling in college or university belong to students affairs office, therefore counselors working in counseling agencies as a part of the students affairs as a job to take a responsible. Moreover the counseling service as the consultant process was the most critical link, therefore counseling staff should responds to those function. This finding concordance with a study of Cui Jainai who studied on the application of psychology in group psychological counseling for college students and he found that whether the counselors were man or woman or with any type of person in counseling duty, those person should work for counselors task with different function such as defined goals and actions of college students, reasonable penetration of life elements, strengthen the construction of teachers and implementation of health education. Moreover the findings of this study also concordance with the study of Tiago who found that there were similarities between groups counseling and psychotherapy for college students.

Recommendations

There were meaningful from this study to work for counseling service in Shanxi university. The researcher would like to give some recommendation as following:

General recommendation

1. The University should stimulate the counselors to give the students with a warm and courteous.
2. And the university should open room for the counselors to discuss about psychological problems of their students.

3. The counselors' section should set objectives of counselors jointly formulated by both consultants.
4. The university should push-up counseling plan for achieving the expected purpose.
5. The university should stimulate counselors point out the achievement and progress of the students.

Recommendation for future research

1. The future research should be concerned with some variable that effect to counseling service performance like a work load of counselors, willingness of counselors, number of visiting students, etc.
2. The future research should be purposely to find out the guidelines of better counseling service by contacting up participatory research or by focus group discussion.
3. The future research maybe formulated survey research on the satisfaction of visiting students.

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