

# Development of Students' Counseling System in the Division of Students Affairs in State University

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**Abstract:** *The objectives of this research were: 1) to study the component of students' counseling system for the division of student affairs in State University, 2) to study the current situation, desirable situation, and need, 3) to try out the counseling system, and 4) to evaluate the Propriety, Feasibility, and Utility. The samples were 435 heads of working group, counseling practitioners, and counselors in State University. The research instruments were: 1) the Interview Form, 2) the Questionnaire, and 3) the Evaluative Form. The statistic using for data analysis consisted of the Percentage, Mean, Standard Deviation, and Modified Priority Needs Index technique. The research findings found that: 1) there were 3 systems of students' counseling system including: (1) the Educational Counseling, (2) the Occupational Counseling, and (3) the Personal and Social Counseling. In addition, there were 4 major components including: (1) the Input, (2) the Process, (3) the Output, and (4) the Feedback. 2) The current situation and desirable situation, in overall, was in "High" level. The needs were ranked in order from high to low as follows: (1) the Personal and Social Counseling, (2) the Educational Counseling, and (3) the Occupational Counseling. 3) The findings in trying out the developed counseling system, were in "the Highest" level. 4) The evaluative findings in Propriety, Feasibility, and Utility of counseling system, found that: (1) the findings of measuring in knowledge and comprehension in counseling were increased, and (2) the overall competency, in overall, was in "High" level.*

**Key words :** *Students Counseling System, Division of Student Affairs, State University*

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## Introduction

Recently, the globalization trend played a major role in every country as well as in Thailand (Jermstittiparsert, Sriyakul, & Rodoonsong, 2013; Jermstittiparsert & Sriyakul, 2020). Consequently, the behavior of students in higher education institution faced with various rapid changes. The objectivism was given an importance more than mental value which would affect one's feeling and emotion. The students might be victims in consumption easily. Their ages ranged between 18-22 years old, late adolescent age. (Rogers, 2016) During this age, their physical, mental, and social development would be changed. Dweck (2015) proposed Self-Theory explaining one's thinking and belief on intellectual potentiality. Specifically, the students' lives in higher education institutions were different from secondary education lives. Since in this period, there were various kinds of instructional models. Besides, the technological media played more roles in this age. In some cases, the media were used inappropriately which would lead to sad emotion which was negative feeling. Facing with disappointment and rejection, one would be frustrated. (Manoch Law-tra-kul et.al. 2012) In addition, the student affairs standard specified major responsibility for enhancing the students' development in career choice, technological using skill, as well as ethics and morality. The counselors and counseling practitioners in State University would prevent and solve the other problems which would be occurred. (Warunyakon Kunakonwiroon, 2013) It was supported by the 12<sup>th</sup> issue of Educational Development Plan (2017-2021) in Higher Education specified the movement of university to the goal, national development in social, economic, technology, and innovation, the presentation of alternatives in society for desirable development, the higher education students' ages were ranged between 18-25 years old, a turning point, as a gap between childhood and adulthood. Their emotion was like storm and stress which might be faced with confusion, peer group relationship, decision making, and adjustment for their lives in university. According to these problems, the State University paid an attention to and provided the students' counseling system for the division of student affairs in State University.

Consequently, the students' counseling was started from the relationship between the counselor and counselee. The counselors would be professionals with training. The counselees were persons who needed help for self-understanding as well as understanding in the others and their environment. (Wacharee Sapme, 2013). Counseling was the key of counselors who should have appropriate characteristics and be ethical. They should keep secret or confidentiality for the counselees as best as they could. Counseling for the division of student affairs in State University should provide one's development in counseling skill continuously and regularly. Since during the counseling process, it was necessary for the counselors to have knowledge, competency, and skill in good communication. They would not be able to be responsible for their duty very well if they lacked of skills from Training, Practicing, and Exercising, Ornanong In-ta-ra-chit and Narin Ka-rin-chai, 2009) and professional counseling. If those problems were not counseled and supported, they might cause severe problems which might be difficult to be solved.

According to the above reason and significance, the researcher was interested in studying "the Development of Students' Counseling System for the Division of Student Affairs in State University," The objectives of this study were: 1) to study the component of counseling system, 2) to study current situation, desirable situation, and need, 3) to try out the system, and 4) to evaluate the Propriety, Feasibility, and Utility of Students' Counseling System as the major parts leading to development for the heads of working group, counseling practitioners, and counselors to obtain knowledge, comprehension, and competency in students' counseling efficiently and effectively further.

## Review of Related Research Literatures

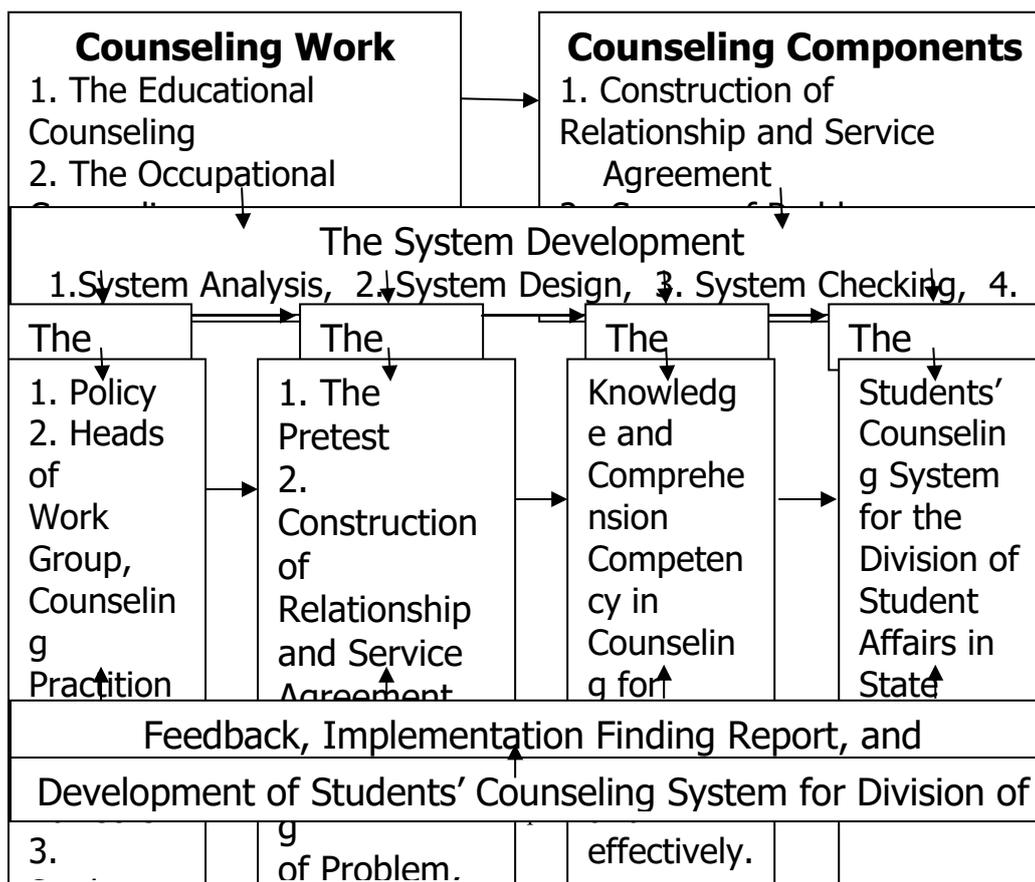
### 1. The approach of components for student's counseling,

According to the review of related research literatures, the researcher applied the approaches of Carl R. Rogers (1986); Hansen and others' (1988); William Glasers (1992); On-a-nong In-ta-ra-chit and Na-ri Ka-rin-chai (1996); Pongpan Pongsopa (2001); Jean Barry (2002); Wa-cha-ree Sap-me (2003); and Lak-ka-na Sa-ri-wat (2018). Four components were concluded: (1) the construction of relationship and service agreement, (2) the problem survey, (3) the understanding in problem, cause, and need, (4) the reflection and improvement, and revision.

### 2. The Approach of System Theory,

According to review of research literatures, the researcher applied the approaches of Schoderbek (1990) ; Smith (1982) ; Banghart (1969) ; Katz and Kahn (1978) ; Schoderbek and others (1990) ; Kowat Tesaputa (2002) ; Tidsana Kammane (2012) ; Owens (2004) ; Hoy and Miskel (2008) ; and Lunenburg and Ornstein (2011) Four componenets were concluded : (1) the Input, (2) the Process, (3) the Output, and (4) the Feedback.

The researcher developed conceptual framework through the review of research literatures as shown in Figure 1:



## Research Methodology

### 1. Population and Samples

Phase 1: the component of students' counseling system for the division of student affairs in State University were studied. The key informants were determined by the researcher as 7 experts for evaluating the propriety of component and indicator. They were selected by Purposive Sampling by using the In-depth Interview.

Phase 2: the current situation, desirable situation, and need (PNI), the students' counseling system for the division of student affairs in State University, were studied. The population of this study were 977 heads of working group, counseling practitioners, and counselors from 53 State Universities. The samples were 435 heads of working group, counseling practitioners, and counselors. The sample size was determined by using Krejcie and Morgan's (1970) Table. Then, Multi-stage Sampling was administered. There were 435 samples.

Phase 3: the students' counseling system for the division of student affairs in 3 State University with Best practice, was tried out. The key informants were 15 heads of working group, counseling practitioners, and counselors by interviewing. Furthermore, the tentative system and handbook for students' counseling. The key informants were 9 experts for evaluating the Propriety, Feasibility, and Utility of system by Focus Group Discussion.

Phase 4: the evaluative findings of Propriety, Feasibility, and Utility of the students' counseling system for the division of student affairs in State University, the key informants were 38 heads of working group, counseling practitioners, and counselors of Mahasarkam University by volunteer to participate in the research study.

#### **The Research Instruments for Data Collection:**

1. The expert's Interview Form and the Evaluation Form of Component in Students' Counseling System for the Division of Student Affairs in the State University.
2. The Questionnaire of current situation, and desirable situation of Students' Counseling System for the Division of Student Affairs in the State University.
3. The Evaluation Form of Propriety, Feasibility, and Utility of Counseling System for the Division of Student Affairs in the State University.
4. The Inventory of Knowledge and Comprehension in Counseling System for the Division of Student Affairs in the State University, the Item Difficulty (P) ranged between 0.50-0.80, the Item Discrimination (B) ranged between 0.33-0.53, and Reliability of total issue was = 0.87.
5. The Evaluation Form of Competency in Counseling for the Division of Student Affairs in the State University.

#### **Data Collection**

1. The official letter was established in asking for support in interviewing. The interview was implemented by the researcher by using the prepared Interview Form through the field note, audio tape recorder, and digital camera.
2. The Questionnaires were sent by mail to the University Rector or the Vice Rector in Student Affairs for Student Affairs in the State, total of 435 issues. The envelopes and stamps were prepared by the researcher. The researcher's address was written for being returned by mail to the researcher.
3. Three Universities with best practice were studied by the researcher. The official letter from Faculty of Education, Mahasarakham University was established in asking for providing the information and cooperation by phone. The date for interviewing the related persons, was made for schedule and appointment by the researcher through the structured interview. Then, the tentative system and handbook were improved based on thesis advisor's recommendations, and presented to 9 experts by Focus Group Discussion in order to be evaluate the propriety, feasibility, and utility on the 21<sup>st</sup> June 2019, 2.00-5.00 p.m. at Conference Room on the 5<sup>th</sup> floor at Faculty of Education, Mahasarakham University.
4. The Students' Counseling System for the division of Student Affairs in the State University was applied by the researcher from the 10<sup>th</sup> July to 20<sup>th</sup> September 2019. The researcher collected data by testing the competency in students' counseling for the division of student affairs in the State University.

#### **Data Processing and Analysis**

For data processing and analysis, the researcher analyzed data and research findings based on research objectives.

1. Data from Interview Form were analyzed by constructing the conclusion from interviewing content, and grouping the content from obtained data. The conclusions of components of students' counseling for the division of student affairs in state university, were presented for thesis advisor's advice.
2. Data of current situation, desirable situation, and need (PNI), the students' counseling system for the division of student affairs in state university were analyzed by computer program for analyzing the Mean and Standard Deviation. The findings were interpreted based on Midpoint criterion.
3. Data were analyzed and synthesized by concluding from the content of interview. In addition, the content from data was arranged for being basic information for system development.
4. Data from evaluation of system propriety were analyzed by finding the Mean and Standard Deviation (S.D.) by using the computer program. The findings were interpreted based on Midpoint criterion.

#### **Research Results**

1. The findings of study in component of students' counseling system for the division of student affairs in State University, consisted of 3 systems including: 1) the Educational Counseling, 2) the Occupational Counseling, and 3) the Personal and Social Counseling. Furthermore, there were 4 major components

including : (1) the Input, (2) the Process, (3) the Output, and (4) the Feedback. It was confirmed by the experts. The Propriety was in “the Highest” level.

2. The findings of current situation, desirable situation, and need for students’ counseling system for the division of student affairs in State University, Solitude in Table 1

Table 1: The value of  $PNI_{modified}$  of Students’ Counseling System for the Division of Student Affairs in State University.

The System	I	D	$PNI_{modified}$	Ranking of Significance
System 1: The Educational Counseling	4.35	3.57	0.22	2
System 2: The Occupational Counseling	4.31	3.49	0.23	1
System 3: The Personal and Social Counseling	4.35	3.63	0.20	3

According to the Table, found that : considering the needs for development of Students’ Counseling System for the Division of Student Affairs in State University, ranking in order from high to low as follows: the analysis of need in overall from total of 3 systems, the first order of need was the Occupational Counseling ( $PNI_{modified} = 0.23$ ), the second order was the Occupational Counseling ( $PNI_{modified} = 0.22$ ), and the third order was the Personal and Social Counseling ( $PNI_{modified} = 0.20$ ).

3. The findings in trying out the students’ counseling system for the division of student affairs in State University from 3 universities with best practice, found that the need values being ranked through the significance from high to low including: 1) the Occupational Counseling, 2) the Educational Counseling, and 3) the Personal and Social Counseling. The findings of development in student’s counseling system for division of student affairs in state university, consisted of 3 systems and 4 major components including: (1) the Input, (2) the Process, (3) the Output, and (4) the Feedback. Moreover, the findings of checking the data from component of student’s counseling system for division of student affairs in state university, the findings of system evaluation was in “the Highest” level.

4. The findings of evaluation in Propriety, Feasibility, and Utility of student’s counseling for applying in the division of student affairs in state university, found that: 1) the evaluative findings of knowledge and comprehension in counseling were increased by responding the knowledge test, every one passed the criterion 80%, they gained improved knowledge between 18-27, and 2) the evaluative findings in overall counseling competency were in “High” level.

## Discussions

1. The findings of component in students’ counseling system for the division of student affairs in State University, consisted of 3 system including: 1) the Educational Counseling, 2) the Occupational Counseling, and 3) the Personal and Social Counseling, and consisted of 4 major components including: 1) the Input, 2) the Process, and 3) the Output, and 4) the Feedback. The researcher studied and search for the related literature and theoretical approach and synthesized the component of student’s counseling system. It was supported by Von Bertalanffy’s (1968) four components as follows: 1) the Inputs were necessary in system implementation, 2) the Process was step or technique of implementation for changing the input into needed product, 3) the Output was the obtain finding from implementation process of system, and 4) the Feedback was the presentation of finding from system into returned information for the input. It was supported by Parichat Rattananrach’s (2016) study in the rational and approach in “the Development of Supportive System and Counseling for Nursing Students,” found that there were 4 components including: 1) the counseling work unit, the counseling committee cooperated, monitored, and followed up, 2) the counselors took care and were responsible for assigned students, they made plan for meeting the students and counseled through Website, 3) they provided counseling for Nursing Students, observed, and reported their student’s risky behavior to the counseling committee, 4) the Counseling Website provided information and news in the studying, adjustment, and preparation for occupation. The student’s counseling system was evaluated by the experts by considering the precision, propriety, feasibility, and utility. For the evaluation, it could be used as the feedback for activity to be accomplished. It was supported by Siriporn Promna’s (2010) findings, found that there were 4 systems of counseling system development including: 1) the Input, 2) the Process, 3) the Output, and 4) the Feedback.

2. The findings of current situation and desirable situation of students' counseling system for the division of student affairs in State University, found that the overall was in "High" level. The needs were ranked in order from high to low: 1) the Occupational Counseling, 2) the Educational Counseling, and 3) the Personal and Social Counseling. Since the student's counseling aimed for good mental health as supportive factors for stepping into the goal of good life. It was supported by Charenat Chitbantao's (2011) findings found that there were 3 major components including: 1) the Occupational Counseling System, 2) the Educational Counseling System, and 3) the Personal and Social System. Consequently, it affected the study of needs for student's counseling system in the division of student affairs in the state university, in overall, in "High" level.

3. The findings in trying out of the students' counseling system in the division of student affairs in the State University, consisted of 3 systems including: 1) the Educational Counseling, 2) the Occupational Counseling, and 3) the Personal and Social Counseling. The evaluative findings of Propriety, Feasibility, and Utility of the Educational Counseling found that it was in "the Highest" level. The Occupational Counseling was in "High" level. In addition, the Personal and Social Counseling was in "the Highest" level. It might be because each system consisted of related components in being responsible for counseling administration and management by the head of working group, counseling practitioner, and counselor for being accomplished in development through collaborative work started from the plan making before working, the precise determination of objective, the implementation according to plan, the investigation whether the specified plan being put into practice would be accomplished, and the improvement of the problematic part. It was supported by Metinee Wongwanich's (2016) findings found that there were 3 aspects of student's problem situation including: 1) the study, 2) the behavior and life style, and 3) the economic status. The guidelines for solving the problem in their study were: the students should bring "Four Bases of Success based on the Lord Buddha's teaching," for putting into practice in order to be successful in their study. Furthermore, the guidelines for solving the problem in adjustment and living were: the students should bring the Contemplative Education for self-development to be perfect human beings and balance in their physical, mental, and thinking for practicing. It would help them to live with consciousness by using their intelligence reasonably, keeping their goodness as well as behaving themselves as good persons. The guidelines for solving the economic problem were: the students should use technique in financial administration and management by the quality cycle system of administration and management so that they would be used for financial administration and management most efficient for themselves as well as their family. According to research findings, it might be due to 3 systems of major component including: the Input, the Process, the Output, and the Feedback. It was supported by Sawadda Kampiw's (2017) findings found that: 1) 49 university professors had knowledge of counseling in "Low" level, 2) the experimental group counselors obtain higher level of their knowledge in counseling after participation in training at .05 significant level, and 3) the experimental group counselor obtained higher level of their counseling skill after participating in training at .05 significant level. As a result, after the student's counseling system for division of student affairs in state university being tried out, there were significant.

4. The evaluative findings of Propriety, Feasibility, and Utility of students' counseling system for the division of student affairs in State University being applied, found that: 1) the findings of testing in knowledge and comprehension of counseling were increased, 2) the findings of measuring in overall counseling competency, were in "High" level. It was supported by Siripon Proman's (2010) findings found that there were 4 aspects of component in "the Development of Academic Counseling System for Undergraduate Study in Private Higher Education Institution," including: 1) the Input was policy of academic counseling system, related staffs, instrument and in counseling, and information communication and technology system, the spent budget, 2) the Process was the administration and management work of academic counseling system as well as counseling, 3) the Output was the communication among the professors and students for providing the academic counseling, the students understood the law and regulation of the university and had satisfaction in academic counseling system, and 4) the Feedback was to bring the evaluative findings in Output to be considered for improving the Input as well as the Process so that the Output would be improved. The evaluative findings in trying out of 4 components of counseling system, found that it could pass the evaluative criterion. Moreover, the improvement findings could cause the Propriety of academic counseling system with Private Higher Education Institution, and the evaluative findings of Propriety, Feasibility, and Utility of student's counseling system for the division of student affairs in State University, in overall, were in "the Highest" level as shown in the research findings.

## Recommendations

The application of research findings from this study, the body of knowledge and comprehension in policy for taking care of students, should be constructed. The counseling policy should be established as indicators for the administrators as well as staffs so that the moving mechanism of counseling system would obtain the most benefit.

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