

UTILIZATION OF GUIDANCE AND COUNSELLING AS A SUPPORT SERVICE FOR ENHANCING STUDENTS' PERSONNEL ADMINISTRATION IN PUBLIC SECONDARY SCHOOLS IN, ANAMBRA STATE

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Abstract

The study investigated the utilization of guidance and counselling as a support service for enhancing students' personnel administration in public secondary schools in Anambra State, Nigeria. Two research questions and two null hypotheses guided the study. The research design adopted for this study was a descriptive survey design. The study covered the 262 public secondary schools in the six education zones in Anambra State. The sample of the study consisted of a sample of 550 respondents (100 principals and 450 teachers) in public secondary schools in the six education zones in Anambra State. The instrument for data collection was the researchers' developed questionnaire. The face and content validity of the instrument were established by three experts. The reliability of the instrument was determined using a trial – test conducted in Enugu State. The Cronbach-Alpha method which yielded overall average reliability estimate of 0.80 which showed that the instrument was reliable. The researchers collected the data with the aid of five research assistants. The research questions were answered using mean and standard deviation while t-test statistics was used to test the hypotheses at 0.05 level of significance. Constraints identified by the study amongst others include disgruntled, frustrated and unrealistic individuals plagued the society, lack of students exposure to available opportunities in the society, lack of knowledge on subject combinations leading to a job, lack of training and personal qualities needed for several jobs, lack of career prospects and learning prospects, lack of career guide that provides information on courses, occupation and career paths. The study also found out that helping students choose their career, according to their interests, skills and the available employment opportunities, self -assessment in relation to their chosen subject of study, access to information about various occupational structures and requirements are among the strategies to enhance effective Guidance and Counselling as a support service in public secondary schools. Based on the findings, the study recommends that counseling services be established in all schools and colleges to enable students achieve their overall development.

Keywords: Utilization, Guidance and Counselling, Support Service, students' personnel Administration.

Introduction

Education is a tool for improving and developing ones potentials and skills and in the process contribute to sustained improvement of one's wellbeing and schools at all levels are charged with the responsibility of implementing national Education policy. According to (FRN,2004) secondary Education was established to achieve variety of purpose, for example producing a generation of youths who can think for themselves, respect the feelings of others, respect the dignity of labour and appreciate those values that are specified under the broad national goals. These can be achieved by providing the necessary services for learning to thrive and it can come as a support service. Support services according to Sukhdeep (2016) is a cluster of facilities and activities that are provided to make the learning process easier and more interesting for the learners. FRN (2013) defined it as those services provided to facilitate the implementation of Educational policies, attachment of Educational goals and promote the effectiveness of Educational system. In the context of this study, Support services could be seen as the broad range of support provided in the school to enable the student navigate through school successfully both tutorial academically and counseling wise. It is mainly non academic activities provided for the students to compliment their academic activities and to enable them acquire a high quality educational experience. Support services offered both students and teachers services that will enable them discover their individual academics skills and to become self sufficient, independent lifelong learners.

The personnel who offer these services comprised a broad range of professionals in Guidance and Counselling, facilitators who help teachers develop themselves professionally, librarians and technicians/technologists. They work as an integrated team within network of schools, focusing on the provision of group-based and individual support, work force capacity building and provision of specialized services. Therefore it is the duty of the principal to see that students are properly educated and in a secured and conducive environment. The principal as the school administrator deals with the various ways in which human and material resources are utilized to achieve set goals in an educational system. Principals as the chief administrator of secondary school level of education are entrusted with many responsibilities such as developing standardized curricula, assessing teaching methods, monitoring students' achievement, encourage parents involvement in school, revise policies and procedures, administer the budget, hire and evaluate staff and oversee facilities.

Choosing the part of a right career is one of the major decisions facing students at secondary schools and wrong choice of career may have adverse effect on

students' future. Joseph (2016), stated that through career guidance and counseling support services, students appear to know the occupations and jobs that best suits their interests, values and skills, and they tend to understand the kind of qualification and personal attributes required. Thus, this makes it imperative for principals to guide students in making career choices based on attributes, interest and personality of individuals. Secondary school students should be exposed to available opportunities and social expectations in the country through effective career choice, guidance and counselling support services.

Overwhelmingly, research findings have shown that lack of proper career guidance and counselling support services in most African Schools, including Nigeria constitutes a major career barrier for educational institutions (Mvungi, 2009; Mbilinyi, 2012; Lugulu & Kipkoech, 2011). This could imply that secondary school students in Anambra State are not adequately guided to identify which field best suit their abilities and interests. Awoyemi and Odeniyi (2014), opined that the wrong choice of career may affect the physical well being of an individual irrespective of their gender and equally mar individual's happiness for life as a result of vocational maladjustment.

The first importance of guidance and counseling programme on secondary education includes bringing to the students an increased understanding of the educational, vocational and social information needed to make wise choice. On this premise, counselling was broadly defined as a form of education which the students receive from their counsellors. The essence of incorporating guidance and counselling into the school system was to eliminate overwhelming ignorance of many students on their choice of career prospects and personality maladjustment in secondary schools. Career choice is one of the key decisions among student's life. Career decision will give success in students professional life.

Career guidance in schools usually focuses on career information that provides information on courses, occupation and career paths. It also includes labour market information (Loan & Nguyen, 2015). Loan and Nguyen observed that the aim of career guidance and counselling in schools is to hold one on-one or small group interviews focused on the distinctive career issues faced by individuals, such as career in education. As part of vocational guidance and counselling programme, career development enables guidance counsellors to assist individuals to identify and learn the skills but which they can be more effective in planning for and choosing jobs, in making effective transitions effectively.

Guidance and counselling support service help students to identify the various career options based on their interest, values and attitudes as well as possible

opportunities in the labour market and also to use this information in career planning and course selection. School principals and teachers assist students to understand themselves and their opportunities, to make appropriate adjustments and decisions in the light of this insight, to accept personal responsibility for their choices (Musingafi & Matumbate, 2014). The essence of incorporating guidance and counselling into the school system was to eliminate overwhelming ignorance of many young people on their choice of career prospects and personality maladjustment among students. Based on these and more, career officers and counsellors were appointed to take the responsibilities in sensitizing students on the needs for effective career choice. Guidance and Counselling as a support services need to be an integral part of schooling and educational system as the services help students in their personal, social, emotional, educational and career development.

Awoyemi and Odeniyi (2014), emphasized that if the society is not to be plagued by disgruntled, frustrated and unrealistic individuals, secondary school students should be exposed to available opportunities and social expectations in the country through effective career choice and guidance and counselling support services. Students' personnel administration can be described as all activities of the managers, teachers and non-teaching staff member geared towards making students to be useful and better citizens of the society in which they belong. Students' personnel administration in Nigeria education has been a source of concern of late and the students form an integral part of this activity. Students personnel administration involves all the activities that are rendered to the students for the achievement of educational objectives apart from normal classroom instructions. In view of this, Nwakpa (2015) observed that students' personnel administration are all the activities that are carried out by the school administration to ensure that students derive the best from the school curricular and co-curricular activities.

In addition, Nwakpa (2015) opined that it is essential that there should be an organized programme for diagnosis of needs and counselling of students, an orientation programme based on principles of effective communication, remedial assistance and professional guidance for both physical well being and mental health. According to Dirk (2014), the objectives of personnel administration include the utilization of human resources effectively, establishment and maintenance of productive and self-respecting working relationship among the participants and attainment of maximum individual development of members in the organization. The general objectives of student personnel administration involve all the activities that are rendered to the students for the achievement of educational objectives apart from the normal classroom instructions. Students'

personnel administration also refers to all the activities that are carried out by the school administrator to ensure that the students derive the best from the school curricular and extracurricular activities. A safe learning environment is essential for students of all ages. Without it, they will be unable to focus on learning the skills needed for a successful education and future.

Oboegbulem (2014), stated the activities of students personnel administration in secondary schools to include orientation of students, provision of library services, provision of social services among others. Oboegbulem added that the provision of social services like clubs, unions and recreational facilities for the school is very important for the provision of social services to students which is likely to minimize vices and anti-social behaviour by students.

According to Aja-Okorie (2014), students' personnel administration encompasses all the activities assigned or performed by school administrators towards making students or learners improve themselves. The Improvement includes the cognitive, affective and psychomotor development of students. Students' personnel administration by Ejionueme (2010), refers to those school services that supplement and support the instructional programme of a school. Students' personnel administration in secondary school are viewed as welfare services provided in educational institutions in order to prevent unnecessary increase in the rate of anti-social activities among the students and to encourage positive thinking and actions that would promote the attainment of their academic pursuit and choices of their future career (Akinnubi & Kayode, 2012). Student personnel Administration according to Kadir (2017) is all the activities of the manager, teachers and non-teaching staff members, geared towards making student to be useful and better citizens of the society in which they belong.

Utilization of Guidance and Counseling as a support service for enhancing students personnel Administration in public secondary schools in Anambra State helps students to identify the various career options based on their interest, values and attitudes as well as possible opportunities in the labour market.

Statement of the Problem

Every education programme is geared towards development and Improvement of student's well being. The students' commitment and dedication in the teaching and learning process is facilitated through the provision of support services to create conducive school environment. This study was prompted by the alleged deficiencies in staff provision of guidance and counselling support services for students in Anambra State public secondary schools. Career guidance and counselling appears to be irregularly organized for secondary school students in Anambra State which needs to be examined. Despite the effort of the government

directed at improving the guidance and counselling support service in the state, students seem to display unwholesome attitudes such as poor career choice, lack of coherent career plan, barrier in the career decision process, the utilization of guidance and counselling as a support service is faced with challenges which are due to students not properly guided by the school principals to make their career choice in public secondary schools in Anambra State.

Purpose of Study

The main purpose of this study is to examine the utilization of guidance and counselling as a support service for enhancing students' personnel administration in public secondary schools in Anambra State. Specifically, the study sought to:

1. Ascertain the extent staffs utilize career guidance support services for enhancing students' personnel administration in Anambra State public secondary schools.
2. Determine the extent staffs utilize guidance and counselling support services for enhancing students' personnel administration in Anambra State public secondary schools.

Research questions

The following research questions guided the study:

1. To what extent does staff utilize career guidance Support services for enhancing students' personnel administration in Anambra State public secondary schools?
2. To what extent does staff utilize guidance and counseling, support services for enhancing students' personnel administration in Anambra State public secondary schools?

Hypotheses

The following null hypotheses were formulated to guide the study and were tested at 0.05 level of significance.

H01: There is no significant difference in the mean ratings of principals and teachers on the extent of utilization of career guidance support services for enhancing students' personnel administration in Anambra State public secondary schools.

H02: There is no significant difference in the mean ratings of principals and teachers on the extent of utilization of guidance and counselling support services for enhancing students' personnel administration in Anambra State public secondary schools.

Scope of the study

The study was delimited to all the male and female principals and teachers in public secondary schools in Anambra State.

Method

Descriptive Survey research design was adopted for this study. It was conducted in Anambra State. The study covered all the public secondary schools in all the six Education Zones in Anambra State. The six education zones include; Aguata Zone, Awka Zone, Nnewi Zone, Ogidi Zone, Onitsha Zone and Otuocha Zone. There are 262 public secondary schools in the six Education Zones. The population of the study comprised 262 school principal while that of the teachers are 5257 in the 6 Education Zones. The sample consisted of 10% of the population of the study. The instrument for data collection was the researchers' structured questionnaire titled "Utilization of Guidance and Counselling Support service (UGCSS), UGCSS had view point for the principals and the teachers. The instrument is structured thus: Very High Extent (VHE) = 4 points; High Extent (HE) = 3 points; Low Extent (LE) = 2 points; Very low Extent = 1 point. The instruments was validated and scrutinized by the three experts, two experts in Educational Management and one expert in Measurement and Evaluation, all in Educational Foundations Department, Faculty of Education, Chukwuemeka Odumegwu Ojukwu University, Igariam Campus. To determine the reliability of the instrument, the data obtained was subjected to test for internal consistency with the use of Cronbach Alpha method. This was done by administering copies of the instruments to 100 principals and 450 teachers of the 262 public secondary schools in Anambra State.

Internal Consistency

Reliability estimate yielded correlation co-efficient of 0.72 for extent of career guidance and counselling support services and 0.87 for personnel administration on career guidance and counselling support services in public secondary schools in Anambra State. The researcher collected the data with the aid of five research assistants. The research questions were answered using mean and standard deviation and the t-test was used to test the hypotheses at 0.5 level of significance.

Presentation of Results:

Research Question 1: To what extent does staff utilize career guidance support services for enhancing students' personnel administration in Anambra State public secondary schools?

Table 1:Mean ratings of principals and teachers on utilization of career guidance support services in enhancing students' personnel administration.

S/N	Item Description	N	X	SD	Decision
1.	Help students with their educational needs	550	3.62	.78	HE
2.	Helps students with their career needs	550	2.74	.96	HE
3.	Develop and understanding of an individual through interviews		550	2.99	.70
	HE				
4.	Work in unions with parents, teachers, administrators for academic success	550	2.87	1.05	HE
5.	Assist students with their social needs	550	2.34	.82	LE
6.	Prepare the students for the future through career day workshop		550	2.87	.78
	HE				
7.	Assessing the ability and potentials in students		550	3.12	.78
	HE				
Grand Mean		550	2.93		HE

Findings from table 1 revealed the mean ratings of principals and teacher on the extent of utilization of career guidance support services. The table revealed that they had to a very high extent agreed to item 1 with mean rating of 3.62; they agreed to a high extent to item 2,3,4,6, and 7 with mean rating of 2.74, 2.99. 2.87 and 3.12 respectively and agreed to a low extent to item 5 with mean rating of 2.34. Meanwhile, the grand mean showed that principals and teachers agreed to a high extent with mean rating of 2.93. Hence, the study that utilization of career guidance enhanced students' personnel administration to a high extent.

Research Question 2: To what extent does staff utilize guidance and counseling support services for enhancing students' personnel administration in Anambra State public secondary school?

Table 2: Mean ratings of principals and teachers on utilization of guidance and counseling support services in enhancing students' personnel administration.

S/N	Item Description	N	X	SD	Decision
8.	Place the students in class based on their career choice	550	2.75	.78	HE
9.	Provide information on entrance requirement for jobs that the students are interested in pursuing	550	2.54	.96	HE
10.	Provide the students with professional capacity for managing their problems	550	2.62	.69	HE
11.	Pointing out the likely cost to be incurred by students in the course of their career choice	550	3.00	.80	HE
12.	Specify the availability options for further qualifications on students completion of their career choice	550	3.69	.70	VHE
13.	Listing the relevant subjects that will complement the students career choice	550	2.45	.92	HE
Grand Mean			2.84		HE

Analysis in table 2 x-rayed the mean ratings of principals and teachers on utilization of guidance counseling support services in enhancing students' personnel administration. It showed that they agreed to a very high extent to item 12 with mean rating of 3.69, they agreed to a high extent to item 8,9,10. 11 with mean ratings of 2.75, 2.54, 2.62, 3.00 respectively, and to a low extent to item 13 with rating of 2.84. The study concluded that utilization of guidance and counseling support services enhanced students' personnel administration to a high extent.

Testing Hypotheses

Ho1: There is no significant difference in the mean ratings of principals and teachers on the extent of utilization of career guidance support services for enhancing students' personnel administration in Anambra State public secondary schools.

Table 3: Independent t-test of principals and teachers on the extent of utilization of career guidance support services for enhancing students' personnel administration.

Source of Variation	No	Mean	Sd.	T-Cal	df	P.value	Remark
Principal	100	20.45	5.97	.029	548	.677	Not significant
Teachers	450	20.47	5.88				

The result from Table 3 showed that the independent t-test of principals and teachers on the extent of utilization of career guidance support services for enhancing students' personnel administration revealed t-calculated of .029 at 548 degree of freedom and P-value of .677. The p-value of .677 is greater than .05 alpha levels, therefore the null hypothesis of no significant difference in the mean ratings of principals and teachers on the extent of utilization of career guidance in enhancing students' personnel administration.

Table 4: Independent t-test of principals and teachers on the extent of utilization of guidance and counseling support services in enhancing students' personnel administration.

Source of Variation	N	X	SD	T-cal	df	P-value	Remark
Principals	100	18.23	3.38	.033	548	.004	Significant
Teachers	450	18.24	3.34				

Analysis from table 4 showed that the independent t-test of principals and teachers on the extent of utilization of guidance and counseling support services in enhancing students' personnel administration revealed t-calculated of 0.33 at 548 degree of freedom and p-value of .004. The p-value of .004 is less than .05 alpha level, hence the null hypothesis of no significant difference was rejected. Therefore, there is a significant difference in the mean ratings of principals and teachers on the extent of utilization of guidance and counseling support services in enhancing students' personnel administration in Anambra state public secondary schools.

Discussion of Findings

Findings from the study revealed that staff utilization of career guidance support services enhance students personnel administration in Anambra State public secondary school.

The study also showed that there is no significant difference in the mean ratings of principals and teachers on the extent of utilization of career guidance in enhancing students personnel Administration in Anambra State public secondary schools. Although, there was a variation found in the mean rating of principals and teachers on the extent of utilization of career guidance support services. It showed that both staff to a high extent agreed to the fact that utilization of career guidance support services enhances students personnel administration on a high mean rating of 18.21 value and 2.34 low extent value with a difference of 15.87 which was found not to be significant considering the p-value which is less than .05 level of significance.

This finding is in agreement with the opinion of Sheriff (2020), which depicts that adequate orientation, enlightenment and awareness will improve effectiveness of career guidance services in public secondary schools. Another finding by Umar and Hakuna (2014) found that most of the female students aspire for medical profession, the level of education of parents has considerably increased, and this has influenced the students to aspire for higher education, parents have no direct influence on the career choice of students.

Further findings from the study revealed that staff utilization of guidance and counseling support services enhances students personnel administration in Anambra State public secondary schools to a very high extent. The study also showed that there is a significant difference in the mean ratings of principals and teachers on the extent of utilization of guidance and counseling support services in enhancing students personnel administration in public secondary schools in Anambra State. Although there was a variation found in the mean ratings of principals and teachers on the extent of utilization of guidance and counseling support services showing a high extent mean of 14.6 value greater than the low extent mean value of 2.45 with a difference of 12.15 which was found to be significant considering the p-value which is less than .05 level of significance. A similar study by Orewere, Ogenyi and Dogus (2020) found that there exist numerous problems encountered by students in their process of career choice. Some secondary schools students are not properly guided due to lack of guidance and counseling services, counseling service are not encouraged and even where they exist, they lack professional counsellors.

Conclusion

Based on the data analysis and the discussion that followed, the researcher made some conclusions. The essence of incorporating career guidance and counseling into the secondary school system was to eliminate overwhelming ignorance of many students on their choice of career prospects and personally maladjustment among secondary school students. Career choice is one of the key decisions among student's life.

Recommendations

Based on the findings of this study, the following recommendations are made: Principals of public secondary schools with the help of the government set-up more career guidance and counselling centers' with more professional counsellors employed in public secondary schools.

1. School administrators should organize various guidance and counselling activities and qualified resource persons should be invited to deliver lectures on various professions especially to the final year students.

2. Governments should re-emphasize on principals organizing orientation and provision of career guidance and counselling support services for the students.
3. School principals should provide information on entrance requirement for jobs that the students are interested in pursuing after school.
4. There is need for the school principals with the help of the teachers to organise career talks on subjects needed for different areas of specialization.

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