

# The Assessment of the Counselling Needs among Undergraduate Students with the Practical Problems

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## ABSTRACT

This study aims to examine the practical problems faced by Thai undergraduate students and the assessment of the counselling needs among undergraduate students in Thailand. The descriptive designed was applied in this study. The respondents participated in this study were 120 undergraduate students from three difference faculties; there were Home Economics Technology, Liberal Arts, Science and Technical Education at Rajamangala University of Technology, Thanyaburi, Thailand by using randomly selected technique. The instrument used for the data collection was the questionnaire. The data were analyzed by using descriptive such as number, percentage, means, and standard deviations. The study investigated those undergraduate students faced practical problems; they preferred the assessment of the counselling needs to help them cope with practical difficulties. Based on the findings of this study, it was strongly recommended that each faculty should have counsellor who can be developed counselling assessments in helping undergraduate students to be practical when they have faced practical problems.

**Keywords:** The assessment, needs assessment, guidance and counselling services, undergraduate students, practical problems.

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## INTRODUCTION

The debt accrued during higher education has been increased substantially in recent decades [1]. Financial plays an important role among university students, financial problems can become a serious issue that needs to be addressed at it is let to multiple stages of practical problems [2]. In addition, type of classroom such as one taught in a traditional lecture hall may be caused students' feeling, some students worried about the inadequate lecture room space in the university [3]. Some students got emotional disturbed with different situations, and they were not able to mold themselves when they have faced may kinds of practical problems [4]. The assessment of the counselling needs of undergraduate students has prerequisite concerned among undergraduate students at the university, counselling needs of students were related to how to relate well with lecturers [5],[6]. Counselling services effectively motivated students to improve their mental health, positive mental health can be achieved through improving positive feelings of interiority [7]. Moreover, counselling can be improved and increased the level of depression, it can be helped students to reduce their worried [8] such as inadequate lecturer room space in the university.

## STATEMENT OF THE RESEARCH PROBLEM

Undergraduate students are facing practical problems because they lack the assessment of the counselling services to encourage them to cope with their problems. The aim of this study is to find out the practical problems of undergraduate students at Rajamangala University of Technology Thanyaburi and how do they need the assessment of counselling regarded as encouraging them to cope with their practical problems.

## PURPOSE OF THE STUDY

The main purpose of this study was to assess the counselling needs for undergraduate students at Rajamangala University of Technology Thanyaburi, Thailand whose faced practical problems. Specifically, the objectives of the study are as follows:

1. To examine the practical problems faced by undergraduate students at Rajamangala University of Technology Thanyaburi.

- To investigate the assessment of the counselling needsto encourage undergraduate students with practical problems at Rajamangala University of Technology Thanyaburi.

### RESEARCH QUESTIONS

- What are the practical problems faced by undergraduate students at Rajamangala University of Technology Thanyaburi?
- Doescounsellor provide the assessmentof counselling needs to help undergraduate students with practical problems at Rajamangala University of Technology Thanyaburi?

### METHODOLOGY

The reason for collecting quantitative such as numbers, percentages, means, and standard deviations because the quantitative study are included matching variables with the appropriate statistical test, there a key element in counsellor in education and preparation. Counsellors have made defensible claims about their research findings [9].This is a quantitative study that examined the practical problems among Thai undergraduate students and the assessments of the counselling needs of undergraduate students when they faced practical problems.

### THE POPULATION AND SAMPLES

The population for this study were undergraduate students from Rajamangala University of Technology Thanyaburi who were randomly selected (Table 1). From the faculty of Home Economics Technology, 20 (16.67%) were males and 20 (16.66%) were females. Meanwhile, the randomly selected student samples from the faculty of Liberal Arts, Science consisted of 20 (16.66%) males and 20 (16.67%) females and fromthe faculty of Technical Education20 (16.67%) were males and 20 (16.67%) were females.

**Table 1: Number of Selected Student Samples by gender, faculty of Studying**

Faculty	Student Samples		
	Male	Female	Total
Home Economics Technology	20 (16.67%)	20(16.66%)	40(33.33%)
Liberal Arts, Science	20(16.66%)	20(16.67%)	40(33.33%)
Technical Education	20(16.67%)	20(16.67%)	40(33.34%)
<b>Total</b>	<b>60 (50.00%)</b>	<b>60 (50.00%)</b>	<b>120 (100.00%)</b>

### THE INSTRUMENT

The original version of the practical problems faced by undergraduates' students [10]was translated into Thai language and the encouraging factor among undergraduate students to seek counsellor [11]was translated into Thai language. The instrument consisted of two parts, the background information, thepractical problems faced by undergraduatestudents and the practical counselling needs. The instrument was used to assess the questionnaire [12] for quantitative data analysis. The practical problems faced by undergraduate students consists of ten statementsandthe encouraging factorsamong undergraduate students assessing the counselling needs were measured using 15 statements.

### DATA ANALYSIS

For research question 1, descriptive statistics such as number and percentage were used to describe the practical problems faced by undergraduate students (Table 2). In addition, research question 2, the researcher was asked the respondents to rate whetherthe assessment of counselling's needs provided the counsellors in helping undergraduate students with practical problems. The expected answer is 1. Yes or 2. No. The descriptive statistic such as means, and standard deviations were used to answer research question 2 (Table 3).

### FINDINGS

#### **RQ1:**

What are the practical problems faced by undergraduate students at Rajamangala University of Technology Thanyaburi?

To address the first research question, the researcher used descriptive statistics such as number and percentage to answer research question 1 (Table 2).One hundred and fifteen (95.83%) undergraduate students expressed that they do not have adequate information about the university; 113(94.17%) students said that they face financial problems in the

university; 105 (87.50%) students claimed that they are worried about the inadequate lecture room space in the university; 103 (85.83%) students have felt the medical services offered in a university are not adequate; 101 (84.17%) students were worried about the poor facilities for the disabled persons in the university; 100 (83.33%) students have gotten emotionally disturbed when I fail to meet my financial demands; 95 (79.17%) students were disturbed about the high user fees charged by the university; 93 (77.50%) students were worried about the inadequate transport facilities in the university; 87 (72.50%) students were worried about the poor facilities in the university, and 85 (70.83%) students were worried about the high user fees charged by the university.

**Table 2: The Practical Problems Faced by Undergraduate Students (n = 120)[10]**

Items	n	%	Rank
I do not have adequate information about the university.	115	95.83	1 <sup>st</sup>
I face financial problems in the university	113	94.17	2 <sup>nd</sup>
I am worried about the inadequate lecture room space in the university.	105	87.50	3 <sup>rd</sup>
I feel the medical services offered in a university are not adequate.	103	85.83	4 <sup>th</sup>
I am worried about the poor facilities for the disabled persons in the university.	101	84.17	5 <sup>th</sup>
I get emotionally disturbed when I fail to meet my financial demands.	100	83.33	6 <sup>th</sup>
I am disturbed about the high user fees charged by the university.	95	79.17	7 <sup>th</sup>
I am worried about the inadequate transport facilities in the university.	93	77.50	8 <sup>th</sup>
I am worried about the poor facilities in the university.	87	72.50	9 <sup>th</sup>
I am worried about the high user fees charged by the university	85	70.83	10 <sup>th</sup>

**RQ2:**

Does counsellor provide the assessment of counselling needs to help undergraduate students with practical problems at Rajamangala University of Technology Thanyaburi?

Respondents were asked to rate whether the assessment of counselling needs provided by counsellors in helping undergraduate students with practical problems. The expected answer is 1. Yes or 2. No. The descriptive statistic was used to answer research question 2 (Table 3). Undergraduate students agreed that counsellor provided free guidance and counselling services (mean = 1.25); undergraduate students agreed that counsellor worked towards short waiting time (mean = 1.24); undergraduate students agreed that counsellor assured strict confidentiality (Mean = 1.21); undergraduate students agreed that counsellor encouraged and understood the students' world and ways of thinking (mean = 1.19); undergraduate students agreed that counsellor provided information about the existence of the service, location, opening hours, and the procedure in seeking guidance and counselling services (mean = 1.20); undergraduate students agreed that counsellor provided information about the benefits and functions of a guidance and counselling services (mean = 1.18); undergraduate students agreed that counsellor efforted to make guidance counsellors known by university students (mean = 1.17); undergraduate students agreed that counsellor provided guidance and counselling services at each faculty department (mean = 1.16); undergraduate students agreed that counsellor provided information about the mental health knowledge that guidance and counselling deal with (mean = 1.15); undergraduate students agreed that counsellor encouraged the advancement of guidance counsellors' competence or skills (mean = 1.14); undergraduate students agreed that the location of the guidance and counselling services provided by the counsellor was easy to be found (mean = 1.13); undergraduate students agreed that they could be appointed counsellor from different gender backgrounds (mean = 1.12); undergraduate agreed that counsellor provided flexible time of guidance and counselling services (mean = 1.11); undergraduate agreed that they could be appointed counsellors from a variety of ethnic backgrounds (mean = 1.09), and undergraduate students agreed in the others (mean = 1.07).

**Table 3: The Encouraging Factor among Undergraduate Students (n = 120) to Assess the Counselling Needs[11]**

Items	Mean	SD	Rank
Provide free guidance and counselling services	1.25	1.55	1 <sup>st</sup>
Work towards short waiting time	1.24	1.53	2 <sup>nd</sup>
Assure strict confidentiality	1.23	1.50	3 <sup>rd</sup>
Encourage guidance counsellors' understanding of students' world and ways of thinking	1.21	1.48	4 <sup>th</sup>
Provide information about the existence of the service, location, opening hours, and the procedure in seeking guidance and counselling services	1.20	1.47	5 <sup>th</sup>
Provide information about the benefits and functions of a guidance and counselling services	1.18	1.45	6 <sup>th</sup>
Efforts to make guidance counsellors known by university students	1.17	1.43	7 <sup>th</sup>
Provide guidance and counselling services at each faculty department	1.16	1.42	8 <sup>th</sup>
Provide information about the mental health knowledge that guidance and counselling deal with	1.15	1.40	9 <sup>th</sup>

Encourage the advancement of guidance counsellors' competence or skills	1.14	1.38	10 <sup>th</sup>
The location of the guidance and counselling services easy to be found	1.13	1.37	11 <sup>th</sup>
Appoint guidance counsellors from different gender backgrounds	1.12	1.35	12 <sup>th</sup>
Provide flexible time of guidance and counselling services	1.11	1.33	13 <sup>th</sup>
Appoint guidance counsellors from a variety of ethnic backgrounds	1.09	1.31	14 <sup>th</sup>
Others	1.07	1.29	15 <sup>th</sup>

### CONCLUSION

Based on the finding of the study, there is a strongly support that the assessment of counselling effective to interevent students with practical problems. Counselling can be used to secure students [13] who worried about the disabled person in the university. All of the respondents (120 students), students said that counsellor provided free guidance and counselling services (Mean =1.25) helping them to cope with their practical problems (Table 3) and 115(95.83%) students expressed that they do not have adequate information about the university (Table 2), from the findings of this study confirmed that counsellor have helped students to provide information about the university, counsellor understood students' way of thinking (Mean =1.21) (Table 3) which was similar to the study of the effectiveness of university counselling, counsellor reduced risk factors for students and encourage students with positive attituded and coped students with their practical problems[14].

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