

**A STUDY ON THE LEVEL OF AWARENESS ON THE
EXISTENCE OF THE COUNSELLING SERVICES
PROVIDED BY THE PERSONNEL SUPPORT PROGRAM
SECTION IN HUMAN RESOURCE MANAGEMENT UNIT
OF THE CHIEF MINISTER'S DEPARTMENT AMONG
THE PUBLIC SECTOR EMPLOYEES HOUSED IN
WISMA BAPA MALAYSIA, PETRA JAYA, KUCHING.**

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TABLE OF CONTENTS

Letter of Transmittal	i
Acknowledgement	ii
Table of Contents	iii
List of Abbreviations	v

CHAPTERS

1.0 INTRODUCTION	
1.1 Introduction	1
1.1.1 Background Of The Study	2
1.1.2 Scope Of The Study	5
1.1.3 Problem Statement	7
1.1.4 Objectives Of The Study	9
1.1.5 Rationale Of The Study	10
1.1.6 Research Question	11
1.1.7 Limitation Of The Study	11
2.0 LITERATURE REVIEW	
2.1 Definition Of Counselling	13
2.2 Basic Principles Of Counselling	15
2.3 Rationale For Counselling Services In The Organization	16
2.4 Purpose Of Counselling Services In The Organization	17
3.0 RESEARCH METHODOLOGY AND DESIGN	
3.1 The Data Collection	18
3.1.1. Data Collection From Secondary Data	18
3.1.2 Data Collection From Primary Sources	19
3.1.2.1 Survey Method	20
3.1.2.2 Personal Interview	25
3.2 Sampling Design Process	26
3.2.1 Target Population	27
3.2.2 Sampling Techniques	27
3.2.3 Sample Size	28

INTRODUCTION

1.1 Introduction

The main objective of the organizations either public sector or private sector is to achieve higher productivity in term of profit or work quality. To achieve this objective, the employees have an important role to ensure that they're organization is active and productive. In order to get the best output from the employees, the organization needs to make sure that their employees are satisfy with their jobs and to their employers so that they will always feel motivated and keep on giving their best in their jobs.

When realizing that the discipline cases have increased, the Chief Minister Department have create the Personnel Support Program Section in Human Resource Management Unit in order to help the public sector employees that face problems. The Personnel Support Program Section had helped the Service & Career Development Management Section to provide counselling services to the public sector employees that involved in discipline cases. By doing so, the public sector employees can solve their own problems and it will prevent them to repeat the offence.

LITERATURE REVIEW

2.1 Definition Of Counselling

2.1.1 Life Science Therapy defines counselling as (to) help people improve their senses of well-being, alleviate their distress, resolve their crises and increase their ability to solve problems and make decisions for themselves.

2.1.2 The Macquarie Dictionary (1981) defines counselling as follows:

“Counsel / 1. Advice, opinion or instruction given in directing the judgement or conduct of another. 2. Interchange of opinions as to future procedure: consultation; deliberation” (p.421)

2.1.3 Human Resource Solutions (UK) defines counseling is an attempt to correct a situation and prevent it from getting worse without having to use disciplinary procedure.

2.1.4 Samuel T. Gladding in his book “Counselling : A Comprehensive Profession” defines counselling is a relatively short-term, interpersonal, theory-based, professional activity guided by ethical and legal standards

RESEARCH METHODOLOGY AND DESIGN

3.1 The Data Collection

The researcher has taken several approaches to undertake this research. The research includes primary data, secondary data and also sampling techniques.

3.1.1. Data Collection from the Secondary Data

Secondary data are gathered and recorded by someone else prior the current project. Secondary data usually are historically and already assembled. They required no access to respondents or subjects.

Advantages of the secondary data come from the availability. Obtaining them is almost always faster, easily accessible and less expensive than acquiring primary data.

The disadvantage of the secondary data is that they were not designed specifically to meet the researcher's needs. Thus, researcher has to know how to pertinent the data are to the project.

In this research, the secondary data are gathered mainly from the published sources such as newspaper, articles, magazines, internet and also reference books. These sources are used in the research