Counselling Services Delivered in Higher Educational Institutes to Build Positive Environment Impacting the Total Satisfaction of Students

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Abstract

Counselling helps to build faith and trust in the society so that the students can grow with less stress. The students need to work on professional and technical skills for creating their value in life. The skills with right minds can build assets and wealth of the country. The counselling's is needed to build ability of students to harness the resources for creating valuable services for the growth and development of the social system. The better advice and counselling can help to build effective systems for the country for designing technical knowledge. Counselling has become important for the students in these changing times. It is the need of moment to create an environment where students can manage the changes happening the environment. The aim of the paper is to develop a strategic framework for analysis of the impacts of quality counselling for providing students to create empowerment. .

Keywords – Counselling, communication, satisfaction, quality networks

Introduction

The social capital of any human society can be created through effective development of students through spiritual and emotional stability to believe in the positive ethics of the society. The development through counselling can build a mature response of students to take decisions impacting their quality of life. The training and development of counsellors can enhance the skills and abilities for creating wealth of the country. Knowledge can design minds to build systems for creating economic prosperity of the country. The economic impact of counselling can harness the real human resource for the country. The employable skills can be developed through better decision making ability. The learning maturity and growth can build modern systems with high technological inputs. The students in this era are addicted to the computer screens and mobiles for their work and entertainment, which has created frustration. The human interface and interaction is becoming less, where quality time spent with friends and relatives is creating lack of communication. The counsellors need to develop the

human resources by leveraging students' abilities to connect with emotional aspects for developing valuable relationships. This can also help to build positive faith with students to access content which is growth oriented. The mentoring, testing & certification of talent through workshops can help to create a team of well-trained pool of students who can connect with mainstream to build and give professional services. The wealth of knowledge, content developed by counsellors through e-books & e-journals on websites can build emotional wellbeing for creating student empowerment. The multi-lingual content development is also needed by learners in many rural areas. The quality of counselling service is important for creating research, networking for the growth of students in a sustainable way. The basic impacts of counselling can help them to connect with the global forums of knowledge for creating unprecedented development of information. The new dimensions of spirituality can open doors for developing minds. The counselling is important for the development of any student to build the reflection of mind and soul. The economy can only grow if the youngsters have positive mind-set to create a culture of growth and development. The knowledge economy can be managed by students and young minds to imbibe the values of leadership for guiding the generations to build suitable ecosystems of development. The social fabric of society can be created and designed with the different colors of life. The students are the future of any country. The quality of counselling is important to design the right pulse of generations to create connections in the human society. The education is the soul of any society and this can help them to remain focused. The social norms and ethics of the country are reflected by the quality of education systems and ethics to develop the skills and abilities. The seeds of future generations need to grow in right direction with maturity of mind to create positive mind-set. The quality of counselling is reflected by the development and growth of educational institutes and centres. The quality of counselling services can help to foster the environment of growth and development. The schools must have counselling methodologies implemented through well trained and motivated teachers. The well-designed workshops and seminars can help to create safe and secured learning environment. Good infrastructure facilities can catalyze growth as people can have access to better facilities of learning and growing. The mental health of students can be built through training and counselling programs for participation through sharing of information.

The technology has impacted the human interactions in an electronic way for connecting and responding but there is loss of quality time to share and grow. Counselling can help to manage relationships as there is lack of human touch in today's electronic life. Counselling can also help to manage stress and frustration. It can also help them to manage their work environment for coping with effective professional needs. They find it difficult in managing relations with the seniors and their teachers, as there are strict policies and procedures. The student stress and frustration can result from stress intrinsic areas of learning and growing. The stress around the personal security and opportunity for career development can impact the student's health in a big way. The counselling is the basis of development of any society. The economic and social security given by effective counsellors can help them to build satisfaction and value for students. The long term relationships of counsellors with the students can help them to build personalized communication process through which they can grow in a better way.

Figure -1 - Student frustration can be managed by the following strategic inputs

S.No	Various elements related to frustration	Counselling inputs for connecting
1	Illness condition or negative behavior	Link with effective counselling
2	Fatigue and trauma	Build quality life through better sleep therapy and faith in body.
3	Despondency	Cure and manage e hypo-stress under challenging conditions.
4	repetitive mental health issues	Focus on realizing muscle tension through yoga
5	Headache and depression	Focus on realizing muscle tension to build the flow of blood in the body.

S.No	Various elements related to frustration	Counselling inputs for connecting
6	Weight loss and gain	Counselling for comfort eating by taking health food.
7	Body Shaking and trembling under trauma	Recommend medication and connect to music therapy
8	Aggression and negativity through sarcasm because of low self-stem	Recommend self-development and growth
9	Negative body language.	Recommend confident gestures to create mood changes and happiness.
10	Frequent crying Panic attacks	Recommend a response to fight the coming responses.
11	Lack of self-care	Create positive brain signals.
12	Depression and personality changes	Focus on physical health and cure to diagnose any illness.
13	Recurrent lateness	Focus on emotional health through love and care.
14	Illogical behavior	Build altered perception to perceive things in a positive way.
15	Missed deadlines	Manage concentration through building faith and trust.

Literature review

The students can become ambassadors for creating awareness of their competencies and build empowerment for the society. The work integrated learning can help to build core competencies for designing better environment to grow and build their personalities. The inputs of counselling can help students to develop skills by which they can work in a better way. (Alm, K. et al. 2022).The skill development programs of the country need to collaborate with the counsellors to build ethical environment for the students. They need to connect with employment generating opportunities of the industry. The initiatives of training and counselling need attention and interest of government to build the connection with the socio-economic aspects of the economy. The right orientation of mind can help students to connect with the mainstream economy to build economic growth. The skills are needed to fight with poverty and create employability in the market. This can give them the freedom of mind to work and grow. The formal training can help them to build competitiveness and confidence to have faith in their destiny. They need practical experience through internships and training. The lack of skills can create social unrest, if the youth is not managed with a sound mind. (Ansari, T. 2018).The students need to focus on life skills with the help of mentors through a good quality system of education. The education designers, counsellors and decision makers need to focus on creating opportunities for students to focus on building their skills and abilities. This can help them to build useful systems for designing educational programs through which mentally mature minds can be developed.(Bansal, M. et al. 2022).The relationship with psychological well-being, social and environmental circumstances is important to build academic employability. The students need to understand the abilities by having faith in their social and ethical systems. The determinants of quality of life can be impacted by living with diverse groups. The diverse differences in the psychological, social, and environmental aspects do impact the quality of life in a big way. Students from different backgrounds have diverse quality of life, employable skills, quality of life and social skills. The social demographic factors can impact the quality of life of students. They need guidance for managing positive aspects for cultivating a better life. (Baumann, M. et al. 2011). Students need stress coping skills for managing their life to create better functionality. The students can develop better quality of life through good counselling and coping skills. (Bonifay, R. P. et al. 2014). The government skill development organizations like the NSDA and PMKVJ can help to integrate the skills development programs for managing confidence of students. The impact of technological changes can be given to students at a faster rate to build their abilities and give them empowerment. The structural factors impacting the skills relate to the level of training given to the trainers and the institutional regulatory mechanisms. The education and maturity of students can help them to grow in an empowered way.

(Cabral, C. et al. 2019). The educators need to improve talents and abilities of students to develop academic success through leadership and teamwork. The emotional intelligence and interpersonal communication can help them to build social intelligence, where students can solve their problems to take better decisions. (Cronin, L. et al. 2021). Innovative educational programs can build an emotional climate for creating experience for young students to create personal future. The gender inequalities do impact future perceptions but still female students can learn skills to manage the challenges of external environment. (Elkin Goren Sumac, A. 2003). The entrepreneurial skills of students can create value for the system to design a business plan for the growth of profits and creating a brand image. People need to have good value system to face the differences in skills and diversity. The entrepreneurial competencies can help students to build systems for creation of various processes with variations in the development and growth. (Ferrer as-Garcia, R. et al. 2019). The market-driven skill development programs can create and educate workforce. The employment can be generated through the skill India mission launched by the Central government. The job offers can be created through the implementation programs for impacting good training and empowerment. (Ghosh, P. et al. 2022). The student can be encouraged to create and build their educational experiences through an integrated online learning environment. The activities and technologies need to promote reflective practices through academic and extracurricular learning. It is important to build a framework for growth and create employability of skills with student empowerment practices. (Hermann, P. et al. 2022). The concept of life satisfaction is needed to build psychological wellbeing for creating cognitive assessment. The factors impacting this kind of quality of life are family, friends, self, school, living environment and overall life satisfaction. (Huebner, E. S. et al. 2005). Education is needed for the overall growth of students. This is necessary to build the value system and character of students. Education is needed to build the moral values for managing the life and career. The life skills are needed to build character for the growth of child in an empowered way. (Kumar, P. 2017). The traditional teaching methods need to

be updated with the impact of active learning programs to create soft and hard skills of the students. The learning methods need to be imbibed with the good training and teaching techniques for creating an active learning environment. (List, A. P. et al. 2022). The learning of skills can be better facilitated in the technical colleges where students can be connected to the better learning opportunities. . The talent development can help students to understand the subjects in a better way by managing attention towards aesthetic growth in a positive way. (Macleod, C. et al. 2016). the intervention in student life can help to them to create life skills for building and creating habits to develop their emotional competencies. It is important to develop life skills for managing the quality of life. This can also help to develop the children's cognitive, social and coping abilities. (Nair, A. R. et al. 2018). It is important to build a link between the personal effectiveness of students and the competencies for the developing life coping skills. The personal development depends on personal efficacy and competency for developing the hard skills. It is important to create professional influence by managing the interpersonal skills through effective team work and communication. The leadership and time management can help them to take better decision. (Nair, P. K. et al. 2019). The effectiveness of infusion method can help them in teaching and learning at the primary level to create and develop better skill. The pedagogical framework can help in creating a right strategy to develop and grow students by imbibing the ICT skills. The digital gap can be managed though better social wellbeing. (Oborah, J. O. 2022). The sustainable development can be created through inclusive spaces for managing their potential through the support of technological environment. The social wellbeing can help in enhancing the quality of life through effective communication skills. (Picatoste, J. et al. 2017). The students' ability is needed to develop life skills for managing real life situations which are challenging and need careful planning. The team effort from educators, and mentors can help them to build values for the system. (Pingle, D. S. et al. 2017). The integration of life skills into the learning process can help to build knowledge, skill, attitude and value system. This can help in enhancing the

competencies of the mentors. (Prasertcharoensuk, T. et al. 2015). The pool of soft and hard skills are needed to build the professional development of the students. The trained graduates can help to develop and build success of the institutions. The nonacademic growth of the students can help them to build their character and perceptions. (Qizi, K. N. U. 2020). The process of technical advancement has helped in the integration of the world in a big way. It has helped in the creation of new and innovative opportunities for building cognitive, interpersonal and intrapersonal talents and abilities. The value based education can help in creating collaboration with various technical and diverse teams. (Reimers, F. M. 2020). The business challenges are impacting the market in a big way. The labor requirements in the market need better qualifications for the growth of the system. The integration of the markets in the global networks can create good designs. The work place norms can help in the normalization of life. (Rowe, L. 2019). The value of contextual workplace factors can help in building on-the-job learning for students to create skill development and create job connections in a better way. (Russo, G. 2017). The barriers to innovation can be imagined through creative and educated students who can build value for the system. The learning process can create a community of teacher, parents, mentors and students. (Serdyukov, P., (2017). The sustainable human resource management can help in building a positive focus on training, employee engagement and empowerment. The flexibility of workplace can help to enhance and build competencies. (Sharma, M. et al. 2022).The creativity of focus groups can help in building time management for work processes through better considerations of all the members of group. (Solé, L. et al. 2020). The personal abilities an can help in the development of skills for creating and designing the theory based system for the growth of interpersonal connections. (Stek, K. 2022). The specific solutions for skill development can help in the development of predictive skill based model to design the areas of improvement and growth. (Telukdarie, A. et al. 2021). The students' quality of life can be enhanced through an effective learning environment. The training can be enhanced through the development process for creating achievement and growth of the students. (Though, N. D. 2019). The teaching and learning intervention can be designed through practical instructions, where support of seniors and mentors can help them in the creation of effective and positive opportunities. (Tomasson Goodwin, J. et al. 2019). The learning goals of students can help them in the development of managerial skills. The experimental and social learning strategies can build optimal skill development. The intended learning outcome can help in the creation of positive results. (Varela, O. et al. 2013). The empowerment and personal transformation can help in the effective life management systems. The quality of life can be managed through empowerment and socialization for developing friendships and positive faith in the society. (Wilgosh, L. et al. 2010).The mass education system can help the young students to develop and build skills for having faith in their internal concepts, procedure and techniques. Innovation can help them to grow with entrepreneurial abilities. (Wiseman, A. W. et al. (2014). The perceptions of the students can help them to develop soft skills for managing business systems through quality work and interpersonal interactions. The capacity to build critical thinking and communication can create impact and ability for managing the work systems. (Yao, C. W. et al. 2019). The contingencies in life can be managed through the development for creating supportive leadership through the development of professional skills of the students. This help in the creation of a positive environment. (Yu, P.-L. 2017)

Objective of the study

The basic objective of the study is to analyses

- The need for counselling services in educational institutes related to higher education
- The impact of counselling to manage student satisfaction .
- To frame the suggested strategy for providing better student development through counselling.

Hypothesis Testing

Null Hypothesis - H01: There is no significant difference about counselling and student satisfaction when classified on basis of age

Alternative Null Hypothesis - H01: There is a significant difference about counselling and student satisfaction when classified on basis of age

Null Hypothesis - H02: There is no significant difference about counselling and student satisfaction when classified on basis of stream of specialization

Alternative Null Hypothesis - H02: There is a significant difference about counselling and student satisfaction when classified on basis of stream of specialization

Null Hypothesis - H03: There is no significant difference about counselling and student satisfaction when classified on basis of gender

Alternative Null Hypothesis - H03: There is a significant difference about counselling and student satisfaction when classified on basis of gender

Research Methodology - The researcher has contacted the respondents personally to interact with a well-prepared systematic pool of sequentially arranged questions. The questionnaire is divided into two parts. The part A consists of demographic variable and part B consists of variables related to variables of counselling.

Sampling Area - The study is conducted in a specified area of Jodhpur where the students were contacted from the various government and private colleges.

Population- All the students studying the various colleges of city of Jodhpur.

Sample size – The interaction was done with the students who were willing to participate and a total of 175 students were selected as respondents.

Sampling Design – The sample was picked through s simple method of convenience based random sampling method.

Primary and Secondary Data – The primary data was recorded by the researched through the circulated questionnaire and the secondary information was collected through the systematic literature review done from books journal and websites.

Research instruments – The liker scale based on five point is selected to get the Reponses form the students. The scale is deveined on basis of five choices ranging from highly dissatisfied" to "highly satisfy. In this questionnaire all the questions were positively framed to study the impact of independent variable like quality of counselling on the development of students. The demogragics used were age, gender and stream of specialist. The variables selected are communication physical infrastructure raining of mentors network and relationships student engagement and credibility and care

Analysis of Data – The data collected is analyzed with the help of spas version 26.

Table 1 Frequency for Demographic groups and variables of quality of counselling

Gender	Frequency N =175	Percent
Male	73	41.7
Female	102	58.3
Age		
20-22 years	56	32.0
22-24 years	61	34.9
24-25 years	58	33.1
Stream		
Arts	35	20.0
Science	35	20.0
Commerce	58	33.1
Engineering	47	26.9

Gender	Frequency N =175	Percent
Communication		
strongly dissatisfied	4	2.3
Neutral	40	22.9
Satisfied	99	56.6
Strongly dissatisfied	32	18.3
Physical Infrastructure		
Dissatisfied	9	5.1
Neutral	35	20.0
Satisfied	99	56.6
Strongly dissatisfied	32	18.3
Training of Mentors		
Neutral	40	22.9
Satisfied	99	56.6
Strongly dissatisfied	36	20.6
Networks and Relationships		
Neutral	39	22.3
Satisfied	99	56.6
Strongly dissatisfied	37	21.1
Student Engagement		
Neutral	39	22.3
Satisfied	99	56.6
Strongly dissatisfied	37	21.1
Credibility and Care		
Neutral	38	21.7
Satisfied	102	58.3
Strongly dissatisfied	35	20.0

Table 2 Descriptive Statistical Details of variables of quality of counselling services

Variables	Mean N =175	Standard Deviation
Communication	3.8857	.77946
Physical Infrastructure	3.8800	.75992
Training of mentors	3.9771	.66050
Network and Relationships	3.9886	.66080
Student engagement	3.9886	.66080
Credibility and care of counsellors	3.9829	.64749

Table -3 The standard T- Test for variables of quality of counselling services

Variables	T	Df	Sig(2 tailed)	Standard T value
Communication	-.242	174	.809	**3.9**
Physical Infrastructure	-.348	174	.728	**3.9**
Training of mentors	1.545	174	.124	**3.9**
Network and Relationships	1.773	174	.078	**3.9**
Student engagement	1.773	174	.078	**3.9**
Credibility and care of counsellors	1.693	174	.092	**3.9**

Table 4 Hypothesis testing through F- Test for the various Demographic groups framed

Demographic Groups	Levene Stastistic	Sig of ANOVA	F
Age	.729	.000	35.004
Stream	11.25	.000	82.984
Gender	5.84	.000	29.872

Table 5 Pearson Bivariate Correlation Test for the various variables in relation to the total satisfaction of students towards quality of counselling services

Variables	Pearson Correlation of variables	Pearson correlation of Total Satisfaction with the variables
Communication	1	.875
Physical Infrastructure	1	.929
Training of mentors	1	.929
Network and Relationships	1	.916
Student engagement	1	.926
Credibility and care of counsellors	1	.917
	1	.949

Results Of The Hypothesis Testing

Hypothesis	ANOVA	Status
Null Hypothesis - H₀₁: There is no significant difference about counselling and student satisfaction when classified on basis of age	Sigma of F- Test <0.05	Reject
Alternative Hypothesis -H₀₁: There is a significant difference about quality of retailing and customer satisfaction amongst customers classified by age	Sigma of F-h Test <0.05	Accept
Null Hypothesis -H₀₄: There is no significant difference about counselling and student satisfaction when classified on basis of stream of specialization	Sigma of F- Test <0.05	Reject
Alternative Hypothesis -H₀₄: There is a significant difference about counselling and student satisfaction when classified on basis of stream of specialization	Sigma of F- Test <0.05	Accept
Null Hypothesis -H₀₅: There is no significant difference about counselling and student satisfaction when classified on basis of gender	Sigma of F- Test <0.05	Reject
Alternative Hypothesis -H₀₅: There is significant difference about counselling and student satisfaction when classified on basis of gender	Sigma of F- Test <0.05	Accept

Inferences and implications

The research indicates that all the groups classified by age; stream of specialization and income level differ in their perceptions towards the services of counselling given in various educational institute of higher education. The groups classified by age, stream of specialization and gender also differ. T- Test shows that the dimensions like communication and physical infrastructure for counsellors in educational institutes related to higher education have negative values. The counsellors need to invest in giving assurance to students to build the trust and faith.

Suggestions

The mobilization of community resources through the development of technology for planning can help them to create better facilities of knowledge and connect creation. The development of abilities through good mental health can help them to take up the jobs of responsibility. The quality content can be developed through good language skills and creativity of students. The counselling and better interaction can help them to create leadership qualities for managing their life in a better way. The enhanced abilities can build pool of talented people to impact the economy to grow in a better way. The talented people can build their identity for connecting and growing in a better way. The competency creation can help to frame individuals who are responsible to take care of their life. The emotional and mental growth can help them to create value systems of students to face the challenges and stress of life in a better way. The learning curve of life can help to utilize all the resources in a sustainable way. The learning abilities can help them to build teams to work in a coordinated way. The teaching and learning connected with the other disciplines can help to build the overall development of the economy. The student competency can also help them to build creative and innovative abilities. The major concern is to address mental health issues by creating environment for growth and development. This involve inclusive care to build the cognition and empirical abilities to create a well-managed behavior. The emotional wellbeing can create positive confidence for dealing with external challenges of environment.

The students need to connect with the opportunities and options for developing and opening doors for designing good systems. . The lack of counselling will deplete confidence of students to increase the impact of bad mental health on their life... The mental health can impact many aspects of life. Children face lot of parental and family abuse to prove themselves. The peer pressure and burdened of proving their identity can impact their confidence and mental health in a big way. The group counselling and intervention can create experience for designing   skills and abilities for managing the systems in a better way. It is important for them to build volunteer opportunities where students can have the understanding of industry environment. The learning abilities can be enriched and the students can now take better decisions making to create value of the students. The self-competency of the students can help to work in a committed and sincere way for developing positive correlation between different levels.

The student progression in a rational in many educational institutes has built value for designing of positive academic life. The academic life is the basis for creating and developing facilities of life. The diversification of their skills can help them to connect with many opportunities of life. The social anxiety and imbalances in life can impact their quality of life so these aspects need to be managed. The right institution and balance can help them to create value for life. The counselling is needed by students to manage the modern society with lot of peer pressure and exposure to challenging situations. The students need to be healthy and happy to create growth and productivity. The students are the assets of the country and they need the best possible techniques for their development and growth. The student culture is the reflection of the values, ethics to control their life through positive social capital and values. The economic environment is uncertain because of the changing needs of the business organizations impacting the values of students in the industry. The counsellors need to design innovative techniques for understanding the situations of the students. The diversity of their specialization can help them to create better choices for the students. The skill differentiation can enhance the confidence of students to build better dimensions of work culture. The motivation and encouragement from counsellors can help them to build quality practices. It is important to conduct simple and easy stress free activities for managing the minds of the students. The explicit standards of the students need to be high and build clear feedback systems for managing the work culture of students. The counsellors need to develop students through their leadership's abilities to build emotional wellbeing by creating positive impact in the family. The emotional health of employees is important to build learned employees who can create vision and wealth for the economy. The positive aspiration can create good connections in form of building empowered wealth of students.

Conclusion

Counselling is a part of life and has to be managed to make the people work with quality culture. The wealth of positive emotions can create social security and quality cultures. The empowerment of students can help them to build a better quality of life. The work and productivity is need to build positive vibes for impacting the social and emotional capital of the society. The stress of life can be managed by addressing the mental health issuers of the students. Personality development can be managed through constructive and positive involvement and participation for creating a better future. The ethics of counselling can help them to design the values and responsibility of the educational institutes to design student competencies so that they can manage their interpersonal relations. This can help to build suitability for managing and maintaining their interpersonal competencies.

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