



# **Job Motivation Variables and Counselling Effectiveness among Secondary School Counsellors in Port Harcourt Metropolis, Rivers State**

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## **ABSTRACT**

The study investigated job motivation variables and counselling effectiveness among secondary school counsellors in Port Harcourt Metropolis, Rivers State. Three research questions three hypotheses guided the study. The study adopted correlational research design. Census sampling technique was used to select all the 107 practicing counsellors in public senior secondary schools in Port Harcourt Metropolis. Data were collected using Counsellors' Job Motivation Scale (CJMS) and Counselling Effectiveness Scale (CES). The face and content validity of the instruments were determined by two experts in Guidance and Counselling and Measurement and Evaluation in the Rivers State University, Port Harcourt. By Cronbach Alpha method, the four clusters of the CJMS yielded the reliability coefficients of 0.70, 0.74, 0.76 and 0.71, while through test-retest method, reliability coefficient of 0.83 was obtained for the CES. Research questions were analyzed with Pearson's Product Moment Correlation ( $r$ ), while hypotheses were tested at 0.05 level of significance using the transformed t-test formula. Results showed that all job motivation variables had significant relationship with counselling effectiveness among counsellors in Port Harcourt Metropolis, Rivers State. It was recommended among others that government and private employers of counselling services should ensure that they increase the salary of the counsellors as and when due to encourage them to be effective in rendering their services, and standard counselling materials should be made available to counsellors by both government and private employers for effective counselling services.

**Keywords:** Motivation, Counselling, Effectiveness, School Counsellors, Environment

## **INTRODUCTION**

It is very obvious that school guidance counsellors help in ensuring that every child in the school advances in many areas through their counselling services. Counselling is the practice or profession of applying psychological theories and communication skills to clients' personal problems, concerns and aspirations (Colman, 2003). Counselling is a process in which one person assists another person in a person to person or face to face encounter (Agi, 2008). Akinade (2010) defined counselling as the application of mental health, psychological or human development principles, through cognitive, affective, behavioural or systemic intervention strategies, that address wellness, personal growth, or career development, as well as pathology. Counselling is referred to a professional assistance that can be given to an individual who is normal but is experiencing difficulties and problems of life. The problems of life can make an individual to be in high strung and under tension and unless solved, his/her development is hampered or stunted. To this effect, counselling is a more specialized service that can enable clients to find solutions to specific problems that he/she has not able to resolve alone, as well as

acquire ideas and techniques with which to understand and control behaviour. Counselling can be classified as marriage and family therapy, guidance and career counselling, rehabilitation counselling, mental health counselling, substance abuse counselling and educational counselling.

Peterson (2019) viewed counselling to mental illness as a way of improving and saving lives. As modern psychiatric health and counselling led by social workers, psychologists, psychiatrists, and others started, things began to change. President John F. Kennedy endorsed the movement's message – and the importance of counselling – when he signed the community mental Health Act in 1963. The law profoundly changed the way mental health services were to be delivered and led to the introduction of mental health centres across the United States (Wake Forest University, 2019). Counselling has a lot of role to play in the life of an individual both young and old. It has been an important issue since life started. Parents actually advise people or family members but when trained professionals give counselling, it gives a profound impact on the lives of individuals, families, community and the government. Difficult life situations are being solved such as loss of loved ones, school problems, family problems like divorce, natural disasters, and so on. Counselling can help to provide tools and insights to manage mental health issues such as anxiety and depression. Also, it empowers people to live healthy and fulfilling lives.

Counsellors in schools are known as guidance counsellors. Students see them as nice people. A counsellor is someone that has the goal to improve the student's situations for their own benefit rather than correct it for the benefit of the school. For a counsellor, there's no higher calling than improve the lives of their students academically, socially and psychologically. Counsellors are responsible to work with students who need help, managing their behaviours, keeping up academically or planning for the future. They also work with administrators, teachers and parents to develop a comfortable, healthy school environment free of bullying or illegal activities. They analyse data on their own effectiveness. They make sure they take care of the social issues that constantly arise, especially that of cyber bullying. So a school counsellor isn't just the awkward hippy trope you see in movies and on television. Counsellors are real people with a real interest in helping students learn and grow. They help create an environment for students to find their path to a successful adult life. With what the researcher has observed as a teacher in a public school in Rivers State, Nigeria, the more counsellors do their work, the more problems persist. This brings the doubt if the counsellor's job is effective. The aims of counselling in school can only be achieved when it is effective.

Effective counselling refers to a system of counselling that leads to realization of substantial amount of the counselling objective (Akpan in Oji, 2016). Counselling service effectiveness therefore is the accomplishment of positive change in behaviour of counsellors' clients. It is a measure of efficacy of the counselling services offered by a counsellor (Oji, 2016). Of course, when a client has been satisfied with the counselling session, the counselling is effective, although, some may not really be satisfied. Hindrances or factors are always there preventing effective counselling services in the school. Counsellors suffer a lot in the discharge of their duties. Some of the factors that affect the effectiveness of the counselling services provided by the counsellor include job motivation.

Counsellors need to be motivated to do their counselling services. Professional counsellors engage in their professional duties with the expectation that certain personal goals and objectives will be achieved. When salary is unattractive moral will be low, although it is generally believed that money is not always a motivation for achieving the required standard for counselling profession (Oji, 2016). Conducive environment is also needed for a counsellor to perform his or her duty fine. When there is no office with the equipment available, is not very easy to do the counselling job. Counsellors deserve to be promoted as the years of service progresses. Where there is no promotion exercise conducted, it is discouraging. Motivation is defined as internal psychological process which stimulates individuals to see a task as a value and to take actions while reaching a goal (Ryan & Deci, 2000).

Ikenyiri (2007) stated that motivation is an internal arousal which directs and maintains achieving set goal. Motivation goes with forces that maintains and alter the directions, quality and intensity of behaviour. A motivated counsellor is known with the way he/she responds to the work. Ayub (2011) investigated whether any relationship existed between motivation and job satisfaction among bank

managers in Pakistan. In conclusion, the findings of the study suggested that there was a positive correlation between them. Motivation is a psychological feature that arouses an organism to action towards a desired goal, elicits controls and sustains certain goal directed behaviour. For example, if someone is hungry, the person eats to diminish the feelings of hunger.

Motivation could be intrinsic or extrinsic. Intrinsic motivation is one within the work itself like the recognition of task completed. Extrinsic has to do with co-workers, relatives and others. Motivation as a whole plays key role in improving academic performance, job satisfaction and counselling effectiveness of an individual. It explains performance as a construct that integrates both thoughts and feelings (Oji, 2016). With motivation, counsellors can choose the type of activity to carry on in place of the other. Thus, a highly motivated counsellor is characterized as someone who aspires to perform tasks of relative difficulty maintaining a high level commitment and being willing to work hard even to get long-term goals (Gasco et. al in Oji, 2016).

### **Statement of the Problem**

Counsellors being professionals always expect positive outcome from their clients at the end of each counselling session. Also, they like to make sure their clients are satisfied after every counselling session but in many occasions such is not gotten as observed by the researcher. This prompted the researcher to doubt the effectiveness of some counsellors in rendering counselling service, especially in the school setting. Hence, there is need to ascertain whether job motivation has positive or negative relationship with counselling effectiveness among school counsellors in Port Harcourt Metropolis of Rivers State. This study is important because there seems to be no much studies in recent times establishing empirically the relationship between job motivation and counselling effectiveness of counsellors in Port Harcourt Metropolis. This study therefore, focused on the relationship between job motivation variables and counselling effectiveness among secondary school counsellors in Port Harcourt Metropolis, Rivers State.

### **Purpose of the study**

The main purpose of the study is to investigate the relationship between job motivation variables (salary attractiveness, conducive environment, adequate counselling materials) and counselling effectiveness among senior secondary school counsellors in Port Harcourt Metropolis. In specific terms, the study sought to:

1. Find out the relationship between salary attractiveness and counselling effectiveness of Counsellors in Port Harcourt Metropolis, Rivers State.
2. Examine the relationship between conducive environment and counselling effectiveness of counsellors in Port Harcourt Metropolis.
3. Ascertain the relationship between availability of counselling materials and counselling effectiveness of counsellors in Port Harcourt Metropolis.

### **Research Questions**

The following research questions were postulated to guide the study:

1. What relationship exists between salary attractiveness and counselling effectiveness of counsellors in Port Harcourt Metropolis, Rivers State?
2. What is relationship between conducive environment and counselling effectiveness of counsellors in Port Harcourt Metropolis?
3. What is the relationship between availability of counselling materials and counselling effectiveness of counsellors in Port Harcourt Metropolis?

### **Hypotheses**

The following null hypotheses were tested at 0.05 level of significance:

1. There is no significant relationship between salary attractiveness and counselling effectiveness of counsellors in Port Harcourt Metropolis, Rivers State.
2. There is no significant relationship between conducive environment and counselling effectiveness of counsellors in Port Harcourt Metropolis.
3. There is no significant relationship between availability of counselling materials and counselling effectiveness of counsellors in Port Harcourt Metropolis.

## METHODS

The design of the study was correlational. Nwankwo (2013) defined correlational design as a way of finding out whether there is a relationship between two or more variables. McCombes (2020) described correlational research design as the design that measures a relationship between two or more variables without the researcher controlling either of them. This study investigated the degree in which the job motivation variables relate with counselling effectiveness. The population of the study consists of 107 professional counsellors in public secondary schools in Port Harcourt Metropolis. As at the year (2019), 75 counsellors were in public Senior Secondary schools and 32 in public junior secondary schools (Planning, Research and Statistics, Rivers State Senior Secondary School Board, October, 2019; and Rivers State Universal Basic Education Board, October, 2019). The sample of the study is 107 professional counsellors in public secondary schools in Port Harcourt Metropolis. Census sampling technique was used to include all the 107 counsellors in all the public secondary schools in Port Harcourt Metropolis. Two instruments titled: “Counsellors’ Job Motivation Scale” (CJMS) and “Counselling Effectiveness Scale” (CES) were used for data collection. The Counsellors’ Job Motivation Scale (CJMS) measured the job motivation of the counsellors. The Counsellors’ Job Motivation Scale was developed by the researcher and it contained 20 items in all (5 items each) for salary attractiveness, conducive environment, availability of counselling materials. In addition, the Counselling Effectiveness Scale (CES) measured the counselling effectiveness of the counsellors. The CES was developed by the researcher and it contained 10 items in all. All the two instruments used for data collection were non-cognitive questionnaire which were prepared on a four-point Likert scale format of Strongly Agree (SA) with 4 points, Agree with 3 points, Disagree with 2 points and Strongly Disagree (SD) with 1 point with a weighted average of 2.50.

Two experts vetted the instruments for content validity so as to ensure that the instruments measure all they are supposed to measure. The Cronbach Alpha method was used obtain the reliability coefficients of 0.70 for cluster A, 0.74 for cluster B, 0.76 for cluster C for the Counsellors’ Job Motivation Scale (CJMS), while the test-retest method was used to obtain the reliability coefficient of 0.83 for the Counselling Effectiveness Scale (CES). The data collected were analyzed and tested using the Pearson’s Product Moment Correlation (r) and t-test transformation method. The Pearson’s Product Moment Correlation was used to analyze the research questions, while the hypotheses were tested at 0.05 significance level using the t-test transformation method. The t-test transformation method was used to compute the significance of the Pearson’s Product Moment Correlation (r).

## RESULTS

**Research Question 1:** *What is the relationship between salary attractiveness and counselling effectiveness of counsellors in Port Harcourt Metropolis?*

**Table 1: Pearson’s Product Moment Correlation Analysis of Relationship between Salary Attractiveness and Counselling Effectiveness of Counsellors in Port Harcourt Metropolis (N = 107)**

Variables	N	x	SD	$\sum X$	$\sum X^2$	$\sum XY$	r	Remark
Salary Attractiveness (X)	107	3.64	0.62	390	1462	1426	0.61	Relationship is Positive and High
Counselling Effectiveness (Y)	107	3.59	0.66	384	1424			

Source: Field Data, 2021.

Table 1 presents the relationship between salary attractiveness and counselling effectiveness of counsellors in Port Harcourt Metropolis. The analysis in Table 1 reveals a correlation coefficient (r) = 0.61 indicating a positive and high relationship between salary attractiveness and counselling

effectiveness. This implies that attractiveness can be used to predict counselling effectiveness of counsellors in Port Harcourt Metropolis to a high relationship.

**Research Question 2:** *What is the relationship between conducive environment and counselling effectiveness of counsellors in Port Harcourt Metropolis?*

**Table 2: Pearson's Product Moment Correlation Analysis of Relationship between Environment and Counselling Effectiveness of Counsellors in Port Harcourt Metropolis (N = 107)**

Variables	N	x	SD	$\sum X$	$\sum X^2$	$\sum XY$	r	Remark
				$\sum Y$	$\sum Y^2$			
Environment (X)	107	3.56	0.63	381	1399			Relationship is Positive and High
						1394	0.60	
Counselling Effectiveness (Y)	107	3.59	0.66	384	1424			

**Source:** Field Data, 2021.

Table 2 presents the relationship between environment and counselling effectiveness of counsellors in Port Harcourt Metropolis. Results in Table 2 shows that the relationship between environment and counselling effectiveness of counsellors in Port Harcourt Metropolis is positive and high with a correlation coefficient (r) = 0.60. In other words, environment can be used to predict counselling effectiveness of counsellors in Port Harcourt Metropolis to a high relationship.

**Research Question 3:** *What is the relationship between availability of counselling materials and counselling effectiveness of counsellors in Port Harcourt Metropolis?*

**Table 3: Pearson's Product Moment Correlation Analysis of Relationship between Availability of Counselling Materials and Counselling Effectiveness of Counsellors in Port Harcourt Metropolis (N = 107)**

Variables	N	x	SD	$\sum X$	$\sum X^2$	$\sum XY$	r	Remark
				$\sum Y$	$\sum Y^2$			
Availability of Counselling Materials (X)	107	3.64	0.62	389	1455			Relationship is Positive and High
						1423	0.62	
Counselling Effectiveness (Y)	107	3.59	0.66	384	1424			

**Source:** Field Data, 2021.

Results in Table 3 shows that the relationship between availability of counselling materials and counselling effectiveness of counsellors in Port Harcourt Metropolis is positive and high (r = 0.62). This indicates that availability of counselling materials can be used to predict counselling effectiveness of counsellors in Port Harcourt Metropolis to a high relationship.

**Hypotheses**

**Hypothesis 1:** There is no significant relationship between salary attractiveness and counselling effectiveness of counsellors in Port metropolis.

**Table 4: Transformed t-test on Significance of Relationship between Salary Attractiveness and Counselling Effectiveness of Counsellors in Port Harcourt Metropolis (N = 107)**

Variables	N	$\bar{X}$	SD	df	R	t-trans	t-crit	$\alpha$	Decision
Salary Attractiveness (X)	107	3.64	0.62	105	0.61	7.888	1.980	0.05	Ho Rejected
Counselling Effectiveness (Y)	107	3.59	0.66						

The information in Table 4 displays the results of the transformed t-test on the relationship between salary attractiveness and counselling effectiveness of counsellors in Port Harcourt Metropolis. The results indicate that there is a significant relationship between salary attractiveness and counselling effectiveness of counsellors in Port Harcourt Metropolis as transformed t-test value = 7.888 > critical t-value = 1.980 at 0.05 significance level and degree of freedom (df) of 105. Therefore, the null hypothesis that “there is no significant relationship between salary attractiveness and counselling effectiveness of counsellors in Port Harcourt Metropolis” was rejected. This implies that the relationship between salary attractiveness and counselling effectiveness of counsellors in Port Harcourt Metropolis is statistically significant.

**Hypothesis 2:** There is no significant relationship between conducive environment and counselling effectiveness of counsellors in Port Harcourt Metropolis.

**Table 5: Transformed t-test on Significance of Relationship between Conducive Environment and Counselling Effectiveness of Counsellors in Port Harcourt Metropolis (N = 107)**

Variables	N	$\bar{X}$	SD	Df	R	t-trans	t-crit	A	Decision
Environment (X)	107	3.56	0.63	105	0.60	7.685	1.980	0.05	Ho Rejected
Counselling Effectiveness (Y)	107	3.59	0.66						

Table 5 reveals the results of the transformed t-test on the relationship between conducive environment and counselling effectiveness of counsellors in Port Harcourt Metropolis. The results show that at 0.05 significance level and degree of freedom (df) = 105, the transformed t-test value = 7.685 > critical t-value = 1.980 indicating a significant positive relationship between conducive environment and counselling effectiveness of counsellors in Port Harcourt Metropolis. Therefore, the null hypothesis that “there is no significant relationship between conducive environment and counselling effectiveness of counsellors in Port Harcourt Metropolis” was rejected. This implies that the relationship between conducive environment and counselling effectiveness of counsellors in Port Harcourt Metropolis is statistically significant.

**Hypothesis 3:** There is no significant relationship between availability of counselling materials and counselling effectiveness of counsellors in Port metropolis.

**Table 6: Transformed t-test on Significance of Relationship between Availability of Counselling Materials and Counselling Effectiveness of Counsellors in Port Harcourt Metropolis (N = 107)**

Variables	N	X	SD	df	R	t-trans	t-crit	$\alpha$	Decision
Availability of Counselling Materials (X)	107	3.64	0.62	105	0.62	8.097	1.980	0.05	Ho Rejected
Counselling Effectiveness (Y)	107	3.59	0.66						

The information in Table 6 shows the results of the transformed t-test on the relationship between availability of counselling materials and counselling effectiveness of counsellors in Port Harcourt Metropolis. The results in Table 6 indicates that there is a significant relationship between availability of counselling materials and counselling effectiveness of counsellors in Port Harcourt Metropolis since the transformed t-test value (8.097) > critical t-value (1.980) at 0.05 significance level and degree of freedom (df) of 105. Thus, the null hypothesis that “there is no significant relationship between availability of counselling materials and counselling effectiveness of counsellors in Port Harcourt Metropolis” was rejected.

## DISCUSSION OF FINDINGS

### Salary Attractiveness and Counselling Effectiveness of Counsellors in Port Harcourt Metropolis

Findings from this study revealed that there is a significant relationship between salary attractiveness and counselling effectiveness among counsellors in Port Harcourt Metropolis. This means that the amount of money which counsellors receive as salary can make them to be effective or ineffective in their job delivery. The implication here is that if counsellors are paid meeker salaries, they may not be able to take care of their basic needs and this may go a long way in hindering them from performing effectively. The reason for this result is evident in that with money, one is capable of leaving theory dreams and tried to stay happy as best as he could. This result is very much anticipated because the researcher is quite aware that with a good salary, the counsellors will be able to take care of themselves, buy necessary things they need that will aid the counselling process. The finding of the study is synonymous to that of Otieno (2012) who reported that counsellors’ salary and adequacy of working materials had positive, significant, separate and joint influences on counselling effectiveness. Oji (2016) submitted that employers of school counsellors should see it as a necessity to provide extrinsic motivation to counsellors in order to enhance their effectiveness. Oji further noted that when salary is unattractive, moral will be low. A good salary acts as a motivator and encouragement for the counsellor to remain on the job and satisfy their clients, and there would be no tendency the counsellors to abandon their duties and seek welfare in another place.

### Conducive Environment and Counselling Effectiveness of Counsellors in Port Harcourt Metropolis

Findings of this study showed that there is a significant relationship between conducive environment and counselling effectiveness among counsellors in Port Harcourt Metropolis. This means that counsellors need adequate space and a good environment to operate in. It also suggest that counsellors are more effective when they have a conducive environment than when they operate in a confines area. This finding is very important and it is so because every counsellor or intending counsellor is aware that a spacious, well ventilated and arranged room is what every counsellor needs to be effective. To corroborate this finding, Stephens (2010) revealed that empathy and confidentiality as a result of a conducive environment had joint relationship with counselling effectiveness among counsellors. It is

evident that the work of counselling needs a good place that will guarantee secrecy and assure confidentiality in the minds of the clients. Apart of the counselling requirements for counsellors' effectiveness, a confidential area is what is needed for counselling to be effective and that could also be gotten from a good and conducive environment.

### **Availability of Counselling Materials and Counselling Effectiveness of Counsellors in Port Harcourt Metropolis**

Results of this study showed that there is a significant relationship between availability of counselling materials and counselling effectiveness among counsellors in Port Harcourt Metropolis. This means that counsellors' effectiveness depends to a high extent on the availability of counselling materials to them. In other words, if counsellors are given adequate counselling materials, they will be very effective in the process of carrying out their jobs. The finding is much expected because just like the inevitability of teaching aids to the teaching profession, counselling materials in terms of charts, pictures, etc is very much needed if counsellors are to be effective. Counsellors tend to be more effective in their service delivery when they are provided with adequate counselling materials as compared to when they are not provided with such. Also, with well equipped office, counsellors can perform effectively.

### **CONCLUSION**

It is obvious that motivation plays vital role in the counselling effectiveness of counsellors in Port Harcourt Metropolis. Thus, it can be concluded from the findings that with good salary structure, conducive environment as well as counselling materials, counselling effectiveness of counsellors in secondary schools in Port Harcourt Metropolis of Rivers State will greatly improve.

### **RECOMMENDATIONS**

Based on the findings of the study, the following recommendations were made:

1. Government and private employers of counselling services should ensure that they increase the salary of the counsellors as and when due to encourage them to be effective in rendering their services.
2. All school owners and managers should ensure that counsellors are provided with conducive environment that will promote confidentiality when carrying out their job.
3. Standard counselling materials should be made available to counsellors by both government and private employers for effective counselling services.

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